



MINISTRY OF EAST AFRICAN COMMUNITY,
LABOUR AND SOCIAL PROTECTION

MEASURING THE CONTRIBUTION OF VOLUNTEER WORK ON KENYA'S GROSS DOMESTIC PRODUCT

RESEARCH REPORT

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Acronyms and Abbreviations

CBA	Cost Benefit Analysis
CBO	Community Based Organisation
FBO	Faith Based Organisation
PBO	Public Benefits Organization
GoK	Government of Kenya
GDP	Gross Domestic Product
ILO	International Labour Organization
IVD	International Volunteer Day
MDAs	Ministries, Departments and Agencies
MDGs	Millennium Development Goals
M & E	Monitoring and Evaluation
MIS	Management Information Systems
MTP II	Medium Term Plan II
NGO	Non-Governmental Organisation
NYS	National Youth Service
NVS	National Volunteer Secretariat
NVW	National Volunteer Week
PWDs	Persons with Disabilities
SDGs	Sustainable Development Goals
UK	United Kingdom
UN	United Nations
UNV	United Nations Volunteers
UNDP	United Nations Development Program
VIOs	Volunteer Involving Organisations
VSO	Voluntary Service Overseas

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Executive Summary

The research was carried out in 15 counties, in May 2017, covering all the regions of Kenya, based on former provincial boundaries.

This qualitative and quantitative research adopted a participatory approach involving community members, volunteers, volunteer involving organizations, government agencies and the private sector. The respondents included volunteers, volunteer managers, beneficiaries and local administration. The Consultant used an electronic data collection system.

Summary of Findings

Number of Volunteers

Total number of volunteers in 2016	13,950,631
Male (55.41 percent)	7,730,045
Female (44.59 percent)	6,220,586
Formal Volunteers (55.60 percent)	7,756,551
Informal Volunteers (44.40 percent)	6,152,228

Age Profile of Volunteers

18-24 years	26.89 percent
25-35 years	39.59 percent
35-64 years	26.15 percent
65 years and above	7.37 percent

Marital status of Volunteers

Married	77.91 percent
Separated	5.81 percent
Widowed	5.23 percent
Single	5.23 percent
Civil union	3.20 percent
Divorced	2.62 percent

Volunteers by Residence

Urban centres	58.35 percent
Rural areas	41.65 percent

Volunteer Rate by County of Origin of Volunteers

Bungoma County	2.81 percent
Embu County	2.01 percent
Isiolo County	8.63 percent
Kilifi County	0.40 percent
Kisumu County	2.41 percent
Laikipia County	9.64 percent
Makueni County	5.22 percent
Mombasa County	6.43 percent
Muranga County	13.86 percent
Nakuru County	5.22 percent
Nairobi County	2.61 percent
Narok County	2.81 percent
Nyamira County	0.20 percent
Samburu County	11.45 percent
Trans Nzoia County	10.64 percent

Beneficiaries of Volunteer Work

Communities	54.17 percent
Individuals	38.78 percent
Institutions	7.08 percent

Where Volunteers Work

Community development	45.50 percent
Children	5.30 percent
Youth	9.20 percent
Women	8.90 percent
Environment and Climate Change	6.40 percent
People with Disability	6.40 percent
Education	8.40 percent
Health	6.10 percent

Contribution of Volunteer Work to the Labour Market

Wage Employees	8.53 percent
Self – employed and unpaid family workers'	0.44 percent
Informal Sector	44.44 percent
Volunteer Work	46.58 percent

Contribution of Volunteer Work to GDP

Annual Volunteer Hours	669,630,288 Hours
Annual Contribution to GDP	Kshs. 236,277,890,000
Percentage Contribution to GDP	3.66 percent

Type of Volunteer Involving Organization

Charities	25.08 percent
PBOs	19.80 percent
Government Agencies	17.49 percent
Non-Profits	9.90 percent
Faith based	9.90 percent
Business	4.95 percent

Volunteer Organizations by Length of Operations in the Sector

One year and below	8.86 percent.
Between 2 and 5 years	29.11 percent
Between 6 and 10 years	17.72 percent
More than 10 years	44.30 percent

Volunteer Involving Organizations by Geographical Coverage

County Coverage	30.38 percent
Local Coverage	30.38 percent
National Coverage	15.19 percent
Regional Coverage	10.13 percent
Multiple Counties	7.59 percent
International reach	6.33 percent

Volunteer Involving Organizations by Registration Status

Registered	56.96 percent
Not Registered	32.91 percent

Volunteer Involving Organizations by Principal Sources of Revenue

Foreign Donors	27.85 percent
Government	20.25 percent
Property Income	11.39 percent
Corporations	6.33 percent
Foundations	5.06 percent
Private philanthropists	3.80 percent

How Volunteer Involving Organizations interact with Volunteers

Recruitment and Placement	8.23 percent
Host Volunteers	24.05 percent
Recruit and Host	15.19 percent
Recruit, Host and Place	2.53 percent

Length of Volunteer Placements

3 months	35.44 percent
6 Months	16.46 percent
One Year	13.92 percent
Two Years	8.86 percent
No definite Placement Period	25.2 percent

Recommendations

This research came up with eleven major recommendations:

1. Recognising Informal/ Direct Volunteerism

There is need to support informal volunteering without formalizing it, as this would kill this spirit of volunteering based on cultural sensitivities and values.

One way of supporting informal volunteering is through development of an Online Portal, where volunteers can sign in and record their contribution and tell their story. This portal can also be used when identifying extra ordinary volunteers to honour for their efforts.

Regular grassroots training and sensitization on volunteerism, involving informal volunteers, formal volunteers and local VIOs would also be helpful.

2. Reducing Bureaucracy among Government Agencies

The National Volunteer Secretariat should form a Volunteer Sector Working Group, incorporating all Government Agencies that involve volunteers, volunteer involving organizations and the private sector to make it easier to coordinate future assignments.

Data collection on volunteerism should be incorporated in the normal data collection processes of the Kenya National Bureau of Statistics (KNBS) as cheaper and accurate way of updating volunteerism data and information.

Linkages with County Governments will embrace Volunteerism as a development tool at local level.

3. Increasing mutual support between Government and VIOs

The Ministry should convene a stakeholder's conference to review the National Volunteer Policy and Bill and agree on modalities of working together for the benefit of the sector.

VIOs need to be more involved in development of Regulations and By-laws for implementation of the National Volunteer Policy and the Volunteer Bill.

It is also important to develop and implement capacity building programs to strengthen VIOs Governance, Management and Financial Systems.

4. Developing a National Volunteer Database

As envisaged in the National Volunteer Policy, we recommend the immediate development of an Online Platform for registration of formal and informal volunteers, VIOs and Government Agencies. The platform should be interactive and provide all pertinent information regarding volunteers and organizations, available Volunteer opportunities, and availability of individual volunteers for appropriate placements.

Of particular importance are the volunteers with expertise to respond to emergencies who should be identified for swift deployment in times of crisis

5. Developing a Volunteer Recognition Framework

We recommend a Volunteer of the Year Award framework be developed by the Ministry, in conjunction with VIOs, the Private Sector and County Governments. The award process should be used to spur growth of the sector.

6. Setting up a National Volunteer Trust Fund

We recommend that the formation of the fund be accelerated through development of instruments for governance and operations of the Trust Fund, as well as advocating for policy incentives, like tax breaks, that encourage individuals to donate to the fund to support volunteerism

7. Institutionalizing Volunteer Education

We recommend that all stakeholders advocate for inclusion of volunteerism and service in the curriculum at all levels of education. We also recommend that the Ministry works with institutions of higher learning to introduce formal training and certification of volunteer managers in the country.

8. Strengthening VIOs Capacity and Resource Base

The National Volunteer Policy recognises that NGOs, Trusts, CBOs, Self Help Groups, Foundations, and FBOs as major supporters of volunteerism in Kenya, which shall be coordinated and assisted by the National Volunteer Secretariat to review, strengthen and align themselves to those other actors to maximize of the synergies thereof.

We recommend that guidelines be developed that will assist Local and National VIOs to generate own resources within the law, build their capacities to operate social enterprises and identify areas where Government could support VIOs without compromising their independence.

9. Involving Seniors and Retired Professionals

We recommend that the Ministry set up a volunteer program for seniors and retired professionals to tap on their experience and give them a purpose for continued community service. This program could include assisting employees be more prepared for retirement.

10. Supporting Mid-level and senior management volunteers

We recommend engagement of employers in development of a policy framework that will encourage employers to give time off for mid-level and senior management staff to volunteer and be able to reclaim their jobs at the end of the placement.

11. Encouraging Philanthropy

We recommend development of a policy framework and incentives that encourage local foundations, corporations and individual philanthropists play a major role in funding volunteerism. These incentives could include tax breaks for donations and expenses incurred in support of volunteerism.

Chapter One: Introduction

The Ministry of East African Community, Labour and Social Protection under whose mandate Volunteerism lies has developed a National Volunteer Policy in a consultative and participatory manner in line with the constitutional requirement by involving the public and stakeholder engagement. This Policy sets out the definition, guidelines, modes and principles of Volunteerism in Kenya. It identifies issues on volunteerism and outlines policy statements and strategic interventions. The Policy proposes the establishment of a National Volunteer Board and Secretariat. It also provides for an institutional and implementation framework.

In furtherance of the objectives of the National Volunteer Policy, the Ministry engaged the services of Usitawi Consultants Africa Limited to carry out research on the measurement of volunteer contribution to the national GDP.

The purpose of this research is to capture data that provides a basic statistical portrait of volunteer work in Kenya. In particular, the research focused on collecting baseline data for five core variables to describe volunteer work:

- a The number of volunteers
- b The type of hours volunteered
- c The type of work performed
- d The institutional setting of the work performed, if any
- e The field (industry) in which the volunteer work is performed

These data sets were selected as the minimum needed to portray the economic scale of volunteer work and to meet the requirements of integrating a picture of volunteer work into the Kenya National Economic Surveys and the System of National Accounts.

Objectives of the Research

The broad objective of this research is to document the dynamics and trends of volunteer work in Kenya, specifically:

- a Establish the types of volunteering and trends in the volunteer sector in Kenya
- b Establish the determinants of volunteer work in Kenya
- c Establish the annual economic value of volunteering in Kenya
- d Recommend appropriate policy options and reforms required to facilitate sustained volunteer work growth in Kenya

Scope of Work

The research was carried out at community, county and national levels, including but not limited to the following:

1. Desktop review of volunteer organizations in the country, working in the sectors of health, education, peace and community development, what they do and where they work
2. Institutional research in volunteer involving organizations (non-profit, for-profit business, MDAS or other, including community) to assess the trends and contribution of volunteer work to the economy
3. Assessment of the scope of informal volunteering in households, neighbourhoods and communities and the contribution to the economy
4. Classification of the type of work performed by volunteers into its appropriate occupational or industry classification. This variable is crucial to integrating volunteer work into a more complete picture of the labour market and to assigning an economic value to volunteer work
5. Calculation of the value of volunteer work in relating to the GDP, using the guidelines set out in the ILO Manual on the measurement of volunteer work (2011) to measure the value of volunteering to the recipient of the volunteer effort and hence to society at large

Chapter Two: Background

2.0 Volunteerism: An Overview

Volunteering in Africa has a long history underpinned by cultural notions of belonging, togetherness and caring for one another that continue to sustain community life in present times. The idea of giving of oneself for the benefit of others has its origins in early African associational life, which had a strong normative and moral basis. Volunteering today is a fusion of many different traditions based on cultural and religious beliefs, charity and philanthropy, nation building in the post-independence period coupled with contemporary notions of volunteering for Africa's development, civic engagement, service, and as an expression of global citizenship. These ideas continue to shape the thinking and practice of volunteering today.

The 2015 State of the World Volunteerism Report, recognises that the post-2015 sustainable development agenda will succeed through improving governance, tackling inequalities, and expanding voice and participation simultaneously. Volunteerism has been identified as a potential avenue for giving voice to stakeholders and by mobilizing people and civil society organizations to contribute to solutions.

This research explores ways of helping county and central governments, civil society organizations, bilateral and multilateral development organizations, and other stakeholders to realize the full potential of volunteerism at global, national and local levels.

At the global level, volunteer networks are using technology to build alliances which advance volunteerism and connect development actors. The rapid spread of mobile phone and other information and communication technologies is expanding the reach and scope of volunteerism. It enables motivated and engaged people and groups to interact, learn from each other, and find new opportunities and resources.¹

At the country level, the research looks at how volunteers make a difference for the better. The motivation and commitment of individual volunteers needs to be matched by responsive and supportive legal and regulatory frameworks and development actors.

The Kenya Vision 2030, the Second Medium Term Plan (MTP II) and the Government's Social Economic Development Agenda consider volunteerism as a critical national asset to facilitate Kenya's attainment of its socio-

¹ 2015 State of the World Volunteerism Report

economic goals; including the MDG's and thereafter contribute to Post-2015 development agenda.²

Although volunteerism contributes immensely to the country's social, economic and political development, volunteer activities and practices have remained unacknowledged, as they have not been quantified to give a true picture of their contribution to the national economy.

Development of a National Volunteer Policy has given impetus to the search for understanding of volunteerism in Kenya, emerging trends and opportunities for volunteers, volunteer involving organizations, government agencies and the communities they serve.

2.1 Definition of Volunteerism

The National Volunteer Policy defines volunteerism as the offering of an individual's or group's time, skills or resources to provide services by free choice for the benefit of other individuals, communities or nations, without the expectation of financial gain other than reimbursement of reasonable expenses.

This is by no means the only definition of volunteerism. In recent years, research into the nature, characteristics and value of volunteering has been reported across a range of disciplines. Yet despite this, there is no single, generally accepted definition of what is meant by a 'volunteer'. Both within and across disciplines, a range of definitions of 'volunteer', 'volunteering' and 'voluntary work' can be seen. Several researchers have noted that many reports of research into volunteers do not define the term for the reader at all (Cnaan, Handy, & Wadsworth, 1996; Petriwskyj & Warburton, 2007b).

Differing definitions are not just a matter of academic nit-picking. As noted by Professor John Mohan of the UK's Third Sector Research Centre: "Methodology is destiny in this area - in other words, how you define your topic will constrain the answers you get" (Mohan, 2011). To illustrate this, Salamon, Sokolowski, and Haddock (2011) cite a striking range of studies of volunteering in the UK which reported the rate of volunteering to be, respectively, 74.0 per cent in 1997, 31.0 per cent in 2007, 10.0 per cent in 2009, and 52.0 per cent in 2010. They argue that: *While it is possible that British citizens underwent this dizzying array of gyrations in their attachments to volunteering, a more plausible explanation is that the gyrations occurred in the methodologies and definitions applied by different researchers.*³

² Kenya National Volunteerism Policy, 2015

³ Institute of Project Management. 2014. The Economic, Social and Cultural Value of Volunteering to Western Australia Report

2.2 Key features and considerations

A number of key features of this definition, and of the activity it identifies as “volunteer work”, deserve special attention:

(a) **It involves work.**

This means that it involves activities that produce goods and/or services which contribute something of potential value to its recipients. Two points must be emphasised:

(i) **Volunteering is work.**

The activity being measured should contribute to the production of goods and services that fall within the general production boundary of the economy as defined in the System of National Account (SNA). This means that the activity is not done solely for the benefit or enjoyment of the person doing the activity or of a member of that person’s household. Thus, playing a musical instrument solely for one’s own enjoyment is not work and hence not “volunteer work”; but playing a musical instrument (without payment) for enjoyment of residents in a nursing home or community is.

(ii) **To be considered a volunteer, a person needs to do “some” volunteer work**

For many, to be considered a true volunteer implies a certain level of commitment over time. Snyder and Omoto (2008) consider that a part of the measure of the volunteer’s choice is that the decision to volunteer is taken with some degree of planning and deliberation. Thus, they distinguish the ‘spontaneous’ or ‘bystander’ helping undertaken in response to emergencies or disasters from “...the planned helping of volunteerism,” and consider that “...volunteering usually requires help on a recurring basis, and often occurs over extended periods of time.”

There is increasing recognition that the classical model of a volunteer as an unpaid ‘employee’ working regular shifts is giving way to other paradigms. Rochester (2006) identifies a diverse range of volunteering that includes:

- **Long-term** volunteers (who) tend to shape their own job, adapting their time and energies to whatever is needed to make the cause succeed;
- **Short-term** volunteers (who) are looking for a well-defined job of limited duration;
- **Temporary, episodic** volunteers (who) offer a few hours or at most a day of time on a one-off basis (often for a particular event);

- **Interim (or occasional episodic)** volunteers who, provide service at regular intervals for short periods of time (e.g. volunteering every year for a school fete); and
- **Transitional** volunteers (who) use volunteering as an activity to forge a path back into the community." (Rochester, 2006).

The United Nations Report on the State of World Volunteering (2011) notes the rapidly growing potential for information and communications technology to enable new forms of volunteering, including online volunteering. (United Nations Volunteers (UNV), 2011, during a specified reference period.

(b) It is unpaid.

The International Labour Organisation (ILO)'s criteria recognise intangible benefits to volunteers including, "...skills development, social connections, job contacts, social standing and a feeling of self-worth" (ILO, 2011). They also consider a variety of more tangible benefits acceptable. These range from the simple reimbursement of expenses, provision of services such as meals and transportation, small gifts or tokens of appreciation, up to and including stipends to cover living expenses. Two key standards are used to qualify recipients of such benefits as volunteers: that the payments or services received, "...do not equal or surpass the value of local market wages... (and) are not contingent on the local market value, quality or quantity of the work, or on its outcome (if any)" (ILO, 2011).

Within remuneration, another grey area is where 'volunteers' are paid a full salary not by the organisation for whom they provide the services, but by their usual employer. There are two main areas where this may occur: corporate and emergency services volunteering.

Some companies with corporate volunteering allow their staff one day of work time to contribute to volunteering, while others allow two to three days per year. So if a participant in such a program is receiving their normal pay during the activity, is this volunteering, or should it more properly be seen as an in-kind donation from the sponsoring employer?

In this research, we have recognised the following forms of monetary or in-kind compensation that is possible without violating this feature of the definition:

- (i) Volunteers may be reimbursed for the out-of-pocket expenses they incur in their assignment (e.g. travel costs or cost of equipment);
- (ii) Services such as a meal or transportation may be provided to the volunteer so long as their value does not equal or surpass the value of local market wages;

- (iii) Volunteers may receive stipends intended to cover their own living expenses so long as the stipends are not contingent on the local market value, quality or quantity of the work, or on its outcome (if any);
- (iv) Symbolic gifts, or other similar expressions of gratitude for volunteer work, may be given to the volunteer so long as they are not equal to the value of local market wages;
- (v) Whether the value of any such reimbursement is considered equal to or more than the value of local market wages may well vary from place to place. In-kind provision of food in a low-wage area, for example, may constitute significant compensation.
- (vi) Volunteers may receive non-monetary benefits from volunteering in the form of skills development, social connections, job contacts, social standing and a feeling of self-worth;
- (vii) Corporate volunteering programmes present a different situation since some businesses provide incentives for workers to participate in such programmes, such as offering paid time off. Where such incentives exist, the resulting activity violates the “unpaid” provision of the recommended definition and should therefore not be counted as *volunteer work*. Rather, this should be considered a corporate in-kind contribution. On the other hand, where the encouragement takes the form of organizing employee group volunteer activities without financial compensation being paid to the participants, the resulting activity does qualify as *volunteer work*;
- (viii) More generally, volunteer activity that is carried out concomitantly with paid work would not qualify as volunteer work (for example, a truck driver who picks up and carries a hitchhiker during paid working hours would not be doing volunteer work).

(c) It is non-compulsory.

Volunteers provide their service and skills out of free choice. Although this may appear to be an entirely circular and unnecessary statement, there are degrees of freedom of choice that may be included or excluded from any definition of volunteering.

There are a number of circumstances where unpaid labour may not be considered volunteering under most definitions. Two examples that stand out are work experience undertaken as a requirement of a degree or other research and work done under a Community Service Order imposed as a result of a criminal conviction. Beyond this, the degree of freedom that is advanced to define the boundary of volunteerism varies between definitions.

The United Nations' view is that volunteer action is:

...undertaken according to an individual's own free will, and not as an obligation stipulated by law, contract or academic requirement. The decision to volunteer may be influenced by peer pressure, personal values or cultural or social obligations, but the individual must be able to choose whether or not to act (United Nations Volunteers (UNV), 2011).

Snyder and Omoto (2008) have chosen a much narrower definition of the free choice requirement by broadening the types of unacceptable 'obligation'. In their view, volunteers' actions must be "...performed on the basis of the actor's free will without bonds of obligation or coercion."

They further exclude any activity where there is a pre-existing relationship between the volunteer and the beneficiary, on the basis that in this case the work: *...may not be truly voluntary, but instead may be performed out of a sense of obligation flowing from familial or marital bonds, and possibly in response to the pressures of those relationships and their attendant expectations (Snyder & Omoto, 2008).*

- (i) Unpaid apprenticeships required for entry into a job and internships and student volunteer work required for graduation or continuation in a school or training programme violate the non-compulsory feature of the definition and should therefore not be considered as *volunteer work*.
- (ii) Because young persons do not have the legal capacity to engage or refuse to engage in the activities discussed here on their own, and therefore it cannot be meaningfully determined if the "non-compulsory" criterion defining volunteer work is met, this research adopted a minimum age of 18 years as the cut-off point for measuring volunteer work.

(d) It embraces both "direct" and "organization-based" volunteering.

Many definitions of volunteering consider the context in which the activity is performed, whether through an organised group or on an individual basis. For the purposes of this research, such organised groups are called volunteer involving organisations (VIOs). The research also divides volunteers into formal (through an organisation) and informal (direct help) classes.

The ILO notes: ...direct volunteering is at least as important as organization-based volunteering in many countries, particularly in countries or regions where there are fewer non-profit organizations through which persons might volunteer (ILO, 2011).

Even so, when considering both formal and informal (direct) volunteering important, ILO goes on to caution that their separation in the data is

important for classification and reporting purposes. For example, only organization-based volunteer work for non-profit institutions can be counted towards the satellite account of non-profit institutions (ILO, 2011).

(e) It does not embrace unpaid work done for members of the volunteer's own household.

All definitions of volunteering include an aspect of service; there must be an intended benefit to someone or something other than the volunteer. The activity may be intended to benefit the wider community, particular groups of people, or even specific individuals. Activities may also be intended to help people directly, or - through causes such as the environment - effecting social or political change, or animal welfare.

The UN definition mentioned earlier includes "...benefit to others" as one of the core characteristics of volunteering, but specifies that the help "...directly or indirectly benefit people outside the family or household, or else benefit a cause" (United Nations Volunteers (UNV), 2011). The UK's Compact Code of Good Practice on Volunteering specifies activities that aim "...to benefit the environment or individuals or groups other than (or in addition to) close relatives" (Zimmeck, 2009).

These same definitions also accommodate activities where potential beneficiaries include family members, as long as others benefit as well. Examples would include volunteering in a community project where the volunteer's family are members, or parents who volunteer at their child's school. So rather than relying on family (whether close or extended) as the threshold of acceptable beneficiaries, some definitions focus on the unit of the 'household'. In part, this is a response to the difficulty of precisely defining family in a cross-cultural context.

Setting the threshold of 'helping' at the household level therefore solves some problems, but introduces others. For example, the incidence of multi-generational extended family households in certain cultural groups would mean that there simply aren't that many family members to be helped who aren't in the same household.

(f) It includes volunteering done in all types of institutional settings:

The institutions may be non-profit organizations, government, private businesses, and "other" types of institutional settings of volunteer work.

(g) It does not limit the scope of volunteer work to a particular beneficiary.

Volunteer work can be conducted to benefit an assortment of organizations and causes, including people, the environment, animals, the wider community, etc.

2.3 Economic Value of Volunteerism

This research looks at value economically, as opposed to financially or philosophically. Value is typically measured in terms of trade-offs and is relative; in this instance, money is used as the unit of account. To determine volunteering's value to the community, individual valuations are aggregated.

The first implication is to understand the conditions under which valuation claims are made. When this research uses money to make claims of value, it is not intended to imply that value can be simplistically reduced to money. Putting forward monetary expressions of value, however, allows us to better understand the trade-offs a person or group is willing to make. Explaining the costs and benefits of volunteering in shillings and cents recognises the universality of money as an instrument of exchange.

Secondly, by arguing the relevance of economic value, this research is not interested in disqualifying or rivalling other forms of valuation - qualitative or quantitative. Rather it makes a pragmatic recognition of the fact that decision-making in policy is inevitably fiscally constrained and driven. Given the governing assumption that volunteering is accepted as a public good, monetary comparisons are entirely relevant given the complexity of acts and diversity of stakeholders under examination.

The volunteering literature is full of examples of approaches to valuation that each consider a different aspect of the problem of the true worth of volunteering. The challenge is integrating them into a coherent framework that is equally logical to both economists and laypeople. Cost-benefit analysis comes closest to satisfying that criterion.

Cost-benefit analysis (CBA) is employed frequently when the signals normally provided by market prices are either absent or inadequately reflect the opportunity cost of the resources involved (*Commonwealth of Australia, 2006*). CBA differs from financial evaluation in that it considers costs and benefits to the community as well as non-cash costs and benefits. A cost-benefit approach is thus required to identify the real and opportunity costs associated with expenditure, as well as the benefits that flow, including economic impacts, preferences and avoided costs. "Avoided cost theory" assumes that any positive change in public welfare enabled by volunteering is a benefit that would otherwise need to be met by the community to maintain the status quo.

In valuing volunteering, this research is only measuring the gross contribution to the community. The hypothetical presumption that other events might fill the void left by no volunteering should not alter our understanding of its value at the point in time in which it is measured

Chapter Three: Research Methodology

The research adopted a participatory approach involving community members, volunteers, volunteer involving organizations, government agencies and the private sector. The research involved both qualitative and quantitative data collection methods including desk review, key informant interviews and semi structured questionnaires. Data and information obtained was triangulated to exhaustively capture the objectives of the research. Gender and youth will be crosscutting themes.

The respondents included volunteers, volunteer managers, beneficiaries and local administration.

3.1 Data Collection Methods and Tools

Desk review

The research relied on the following broad categories of available documents, among others:

- National Volunteer Policy
- County governments' policy documents, laws and other relevant documents
- Published reports on similar research in Kenya and internationally
- The ILO Manual on the measurement of volunteer work
- Published literature on volunteerism

Key Informant Interviews (KIIs)

Key Informant Interview Guides were used to capture information from Volunteer Managers, National and County Government officials, including the Children's Department, People with Disability, Experts on volunteerism among others.

Semi-Structured Household Research Questionnaires

Semi-Structured questionnaires were administered at random, face to face, at household level, to 1,067 adults between May 20, 2017 and May 26, 2017 in 15 counties.

3.2 Key Features of the Research

The research was structured around individual volunteer activities; that is to say that respondents were asked to identify any activity in which they have engaged over a specified reference period that fits the definition of volunteer work. They were then asked a series of questions about the frequency, amount

of time, type of work and auspices of each such activity in turn. This approach maintains the focus throughout the interview on what the respondent actually did, on the theory that respondents may relate more easily to questions about what they did than to questions about the organizations or other entities for which they worked. Each such activity was then classified into an occupation using a standard international classification of occupations. Not only does this facilitate a clear understanding of the content of volunteer work, but also facilitates an estimate of the economic value of such work.

Use of the term “volunteering,” or “volunteer work”

The terms “volunteering” or “volunteer work” were *not used* in the research, because experience has shown that they are understood differently in different contexts and are not helpful in eliciting accurate responses. Respondents were simply asked about “unpaid non-compulsory work they did, without pay either through organizations or directly for others outside their own household.”

Prompting

1. Since volunteer work is somewhat ambiguous and subject to cultural differences, and since it is a form of behaviour that often occurs irregularly and for relatively short periods of time, the accurate recall of this type of activity may prove problematic for many people. To reduce this difficulty, the research employed prompting to fix the definition of volunteering more securely in the respondent's mind, thus assisting the respondent in recalling his or her past behaviour.
2. The research employed high-buffered approach using an extensive series of Yes/No questions about specific volunteer activities in which the respondent may have participated, and then asked the respondent for details about each activity to which the respondent responded “Yes”.
3. This approach has the advantage of simplicity and specificity and assures that volunteer activities that tend to be overlooked are properly included, but it significantly increased the time needed to administer the research, and hence the cost, because interviewers had to proceed through the entire list of prompts.
4. Respondents who answered “no” to the initial question were read a list of broad types of possible volunteer activity, and they are asked to provide “Yes” or “No” answers indicating whether or not they engaged in volunteer work of that type. Respondents were then asked about the type, hours and institutional context of all the volunteer work activities for which they provided a “Yes” answer.

Reference period

1. Compared to paid employment, volunteer work is generally a far less frequent activity, which means that a significant dimension of the phenomenon may be missed if the reference period used is too short. On the other hand, if the reference period is too long, the accuracy of the recall declines.
2. The research incorporated a compromise between the one week reference period common in many labour force surveys and the one-year reference period frequently used in volunteering surveys. Specifically, we selected a **four-week reference period**. This is consistent with the practice employed in many labour force surveys of using longer periods to capture dimensions of labour force participation other than regular employment.
3. In addition to the four-week reference period, the research gave an additional prompt to capture activities engaged in only once or twice a year (for instance, around a religious holiday that may not correspond with the timing of the research).

Industry in which volunteer work occurred

Another topic of considerable interest is the industry or field in which volunteer work occurred. As with the coding of occupations, use of labour force surveys as the platform for measuring volunteer work brings the added benefit of using standard coding systems to identify the industry or field in which work takes place

Wording and quantity measurements

Because people may have difficulty adding together multiple volunteer assignments, the research asked separately about the frequency of each activity and about its average duration. This two-step approach was chosen because it is easier to have respondents supply these two items of information and then have a computer determine the total hours than to ask the respondents to calculate the total hours during the interview.

3.3 Use of Technology for accurate and fast Data Collection

The Consultant used an electronic data collection system, with each research assistant being equipped with an android gadget, preloaded with all the necessary questionnaires. Data collected through these gadgets were automatically transmitted to a central server real-time. The Data Manager monitored all the data coming in and made any necessary adjustments while the research assistants were still in the field. This ensured the accuracy and integrity of the data collected.

3.4 Training of Research Assistants, Data Entry Clerks and Supervisors

Research Assistants, based in the counties under research, were recruited and trained in a central location before being dispatched to the field. The criteria for selection to the team included knowledge and experience in labour force and other social surveys.

3.5 Sampling frame and Sample size

Volunteerism is done out of freewill, which means that one has to be above the age of consent (18 years and above in the case of Kenya) to be considered a volunteer. This sample frame for this research was population projections based on the 2009 National Census published by Kenya Bureau of Statistics.

Sample Size

The adult population (18 years and above) in the 15 research counties was estimated at 9,435,653⁴. Using an online sample size calculator⁵, assuming a margin of error of 3 percent and confidence level of 95 percent, the sample size of 1,067 was adopted.

Assuming a response rate of 20 percent, it was estimated that 5,335 individuals out of the population would be asked to participate, to achieve the required sample size.

The research was carried out in 15 counties, covering all the regions of Kenya, based on former provincial boundaries (Table 1 below).

Table 1: Counties involved in the research

Region	Counties
Nairobi	Nairobi
Central Kenya	Muranga, Laikipia
Eastern Kenya	Makueni, Embu
Northern Kenya	Isiolo, Samburu
Coast Region	Mombasa, Kilifi
Rift Valley	Nakuru, Narok
Lake Region	Kisumu, Nyamira
Western	Trans Nzoia, Bungoma

⁴ 2009 National Census

⁵ Checkmarket sample size calculator

3.6 Data Analysis

The data analysis was focused on ensuring all strategic objectives under the National Volunteer Policy are assessed, to gain deeper understanding of the outcomes of Volunteerism.

3.7 Ministry Support

The Ministry supported research logistics through introduction letters, timely release of funds and County Coordinators to provide ground support to the research team

3.8 Timelines

The Research was carried out between March 29, 2017 and May 26, 2017.

3.9 Challenges and Limitations

- The research was carried out in only 15 counties, which means that although the findings may be representative, cultural variations in the remaining counties may affect their accuracy.
- There was reluctance by other government agencies and departments to participate in the research, citing lack of clearance from their ministry headquarters.
- The cost-benefit approach demands identification and distinction of the recipients of benefits and the bearers of costs. This is particularly important in consideration of costs and benefits that are not traded at market prices. A central example in the context of this report is in the valuation of volunteer labour. One hour spent volunteering incurs a cost to the volunteer (however quantified). The same hour of work represents a benefit to the organisation for whom they volunteer (and/or the individual whom they directly assist). This does not, however, mean that the value of that hour is the same in both contexts as differing valuation methods may be appropriate in each case. However, reluctance by most of the big VIOs to provide information of staffing, financing and volunteer numbers, made it difficult to appreciate the full cost of volunteerism and contribution to the labour force.
- A culture of seeking handouts by community members to volunteer information was another major challenge in this research.

Chapter Four: Key Findings

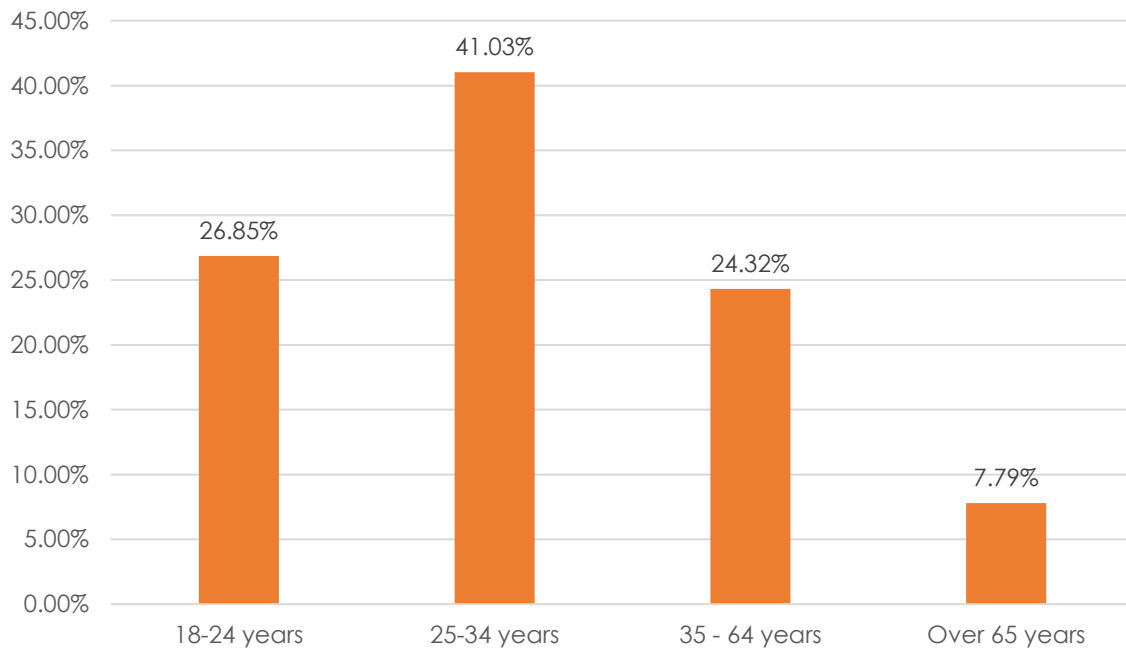
The following findings are based on interviews with 1,067 respondents, 113 Key informants, 79 organizations, selected at random and triangulated with secondary data.

4.0 Demographics

4.0.1 Respondents by Age

Figure 1 below gives an analysis of respondents and shows that 25-34 years' age range comprised the majority at 41 percent, followed by 18-24 years' age range at 26.85 percent, 35-64 years' age range at 24.32 percent and over 65 years at 7.79 percent.

Figure 1: Respondents by Age



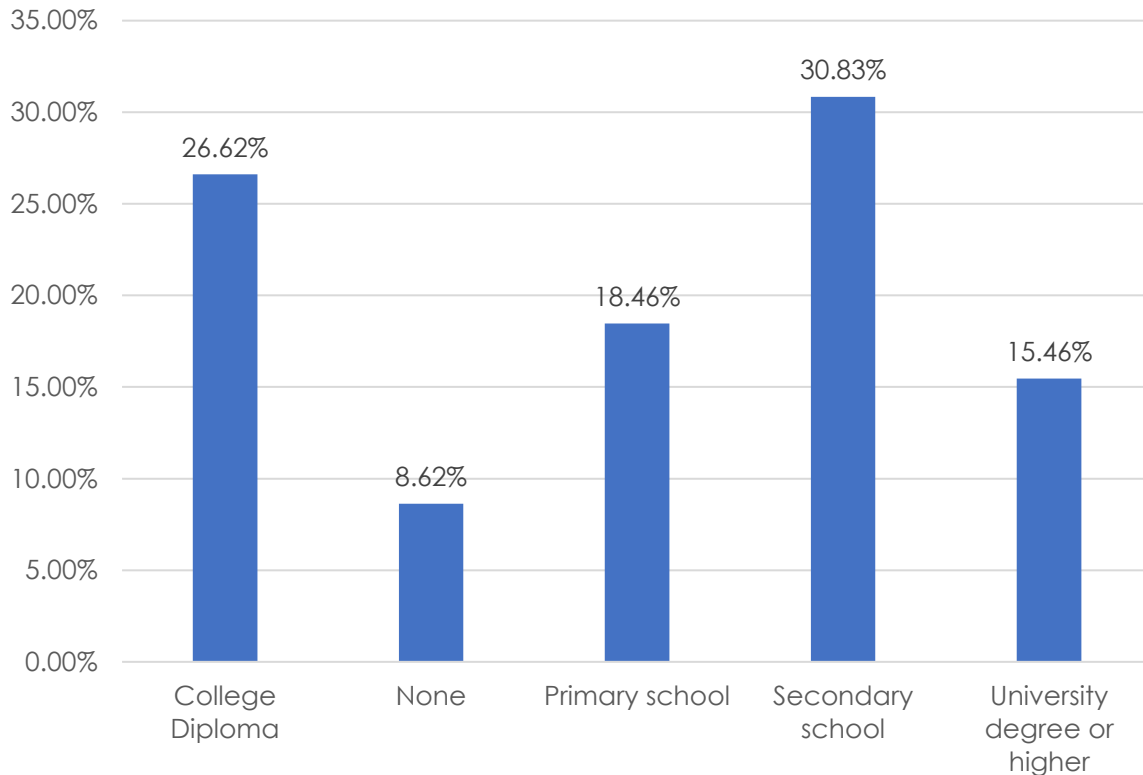
4.0.2 Respondents by Highest Level of Education Attained

Respondents were asked the highest level of education they had completed.

Figure 2 below shows that 30.83 percent of the respondents said they had completed their secondary school education, 26.62 percent had completed a college diploma, 18.46 percent had completed primary school education. 15.46 percent respondents had completed university education while 8.62 percent never attended school at all.

This compares well with the findings in the 2009 Kenya Population and Housing Census, Analytical Report on Education, which indicated that 17.4 percent of the population had not attended school, 21.5 percent had completed primary school, 7.7 percent had completed secondary school and 1.2 percent had completed university education.⁶

Figure 2: Respondents by Highest Level of Education completed

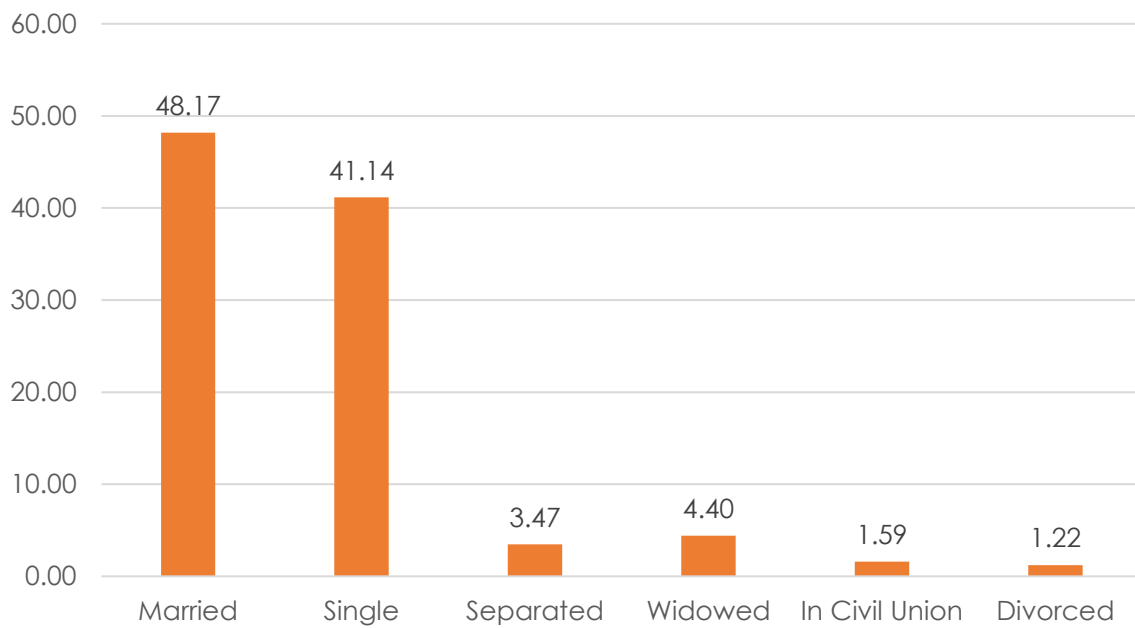


4.0.3 Respondents by Marital Status

Figure 3 below shows that a majority of the respondents were either married (48.17 percent) or single (41.14 percent). A statistically insignificant number were either widowed (4.40 percent), separated (3.47 percent), in a civil union (1.59 percent) or divorced (1.22 percent)

⁶ 2009 Kenya Population and Housing Census, Analytical Report on Education

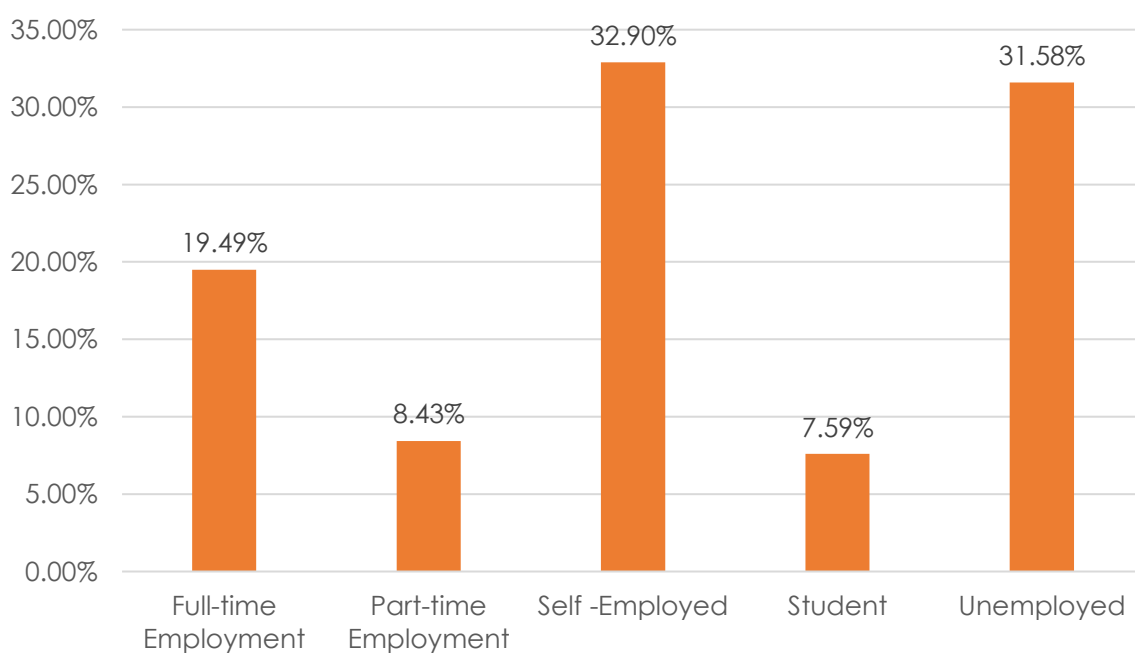
Figure 3: Respondents by Marital Status



4.0.4 Respondents by Labour Force Status

Figure 4 below shows that majority of respondents described themselves as self-employed (32.90 percent) or unemployed (31.58 percent). 19.49 percent respondents said they were in full-time employment, 8.43 percent said they were in part-time employment while 7.59 percent said they were students.

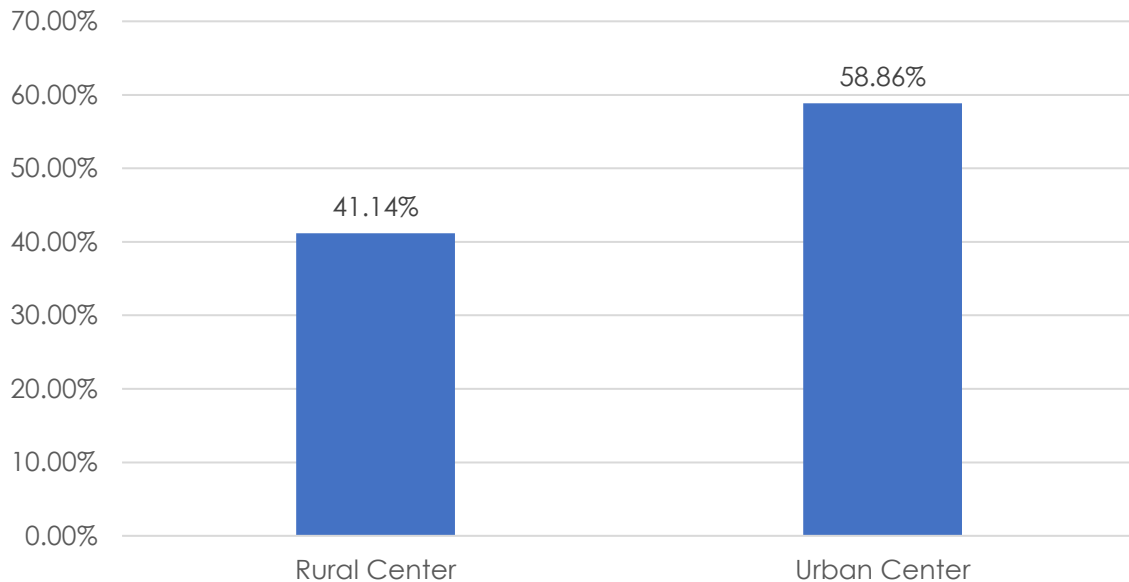
Figure 4: Respondents by Labour Force Status



4.0.5 Respondents by Rural/Urban Residence

Figure 5 below shows 58.86 percent respondents identified their residence as an urban area compared to 41.14 percent respondents who identified their residence as a rural area.

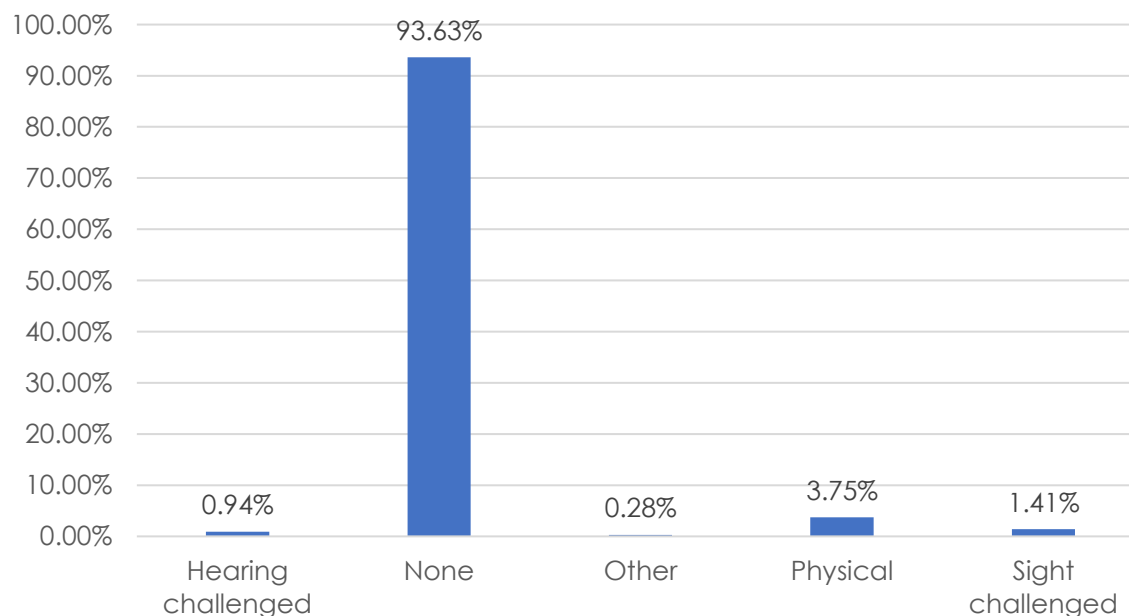
Figure 5: Respondents by Residence



4.0.6 Respondents by Disability Status

Figure 5 below shows that the majority of respondents said they had no disability (93.63 percent), 3.75 percent said they had physical disability and 1.41 percent said they had sight impairment.

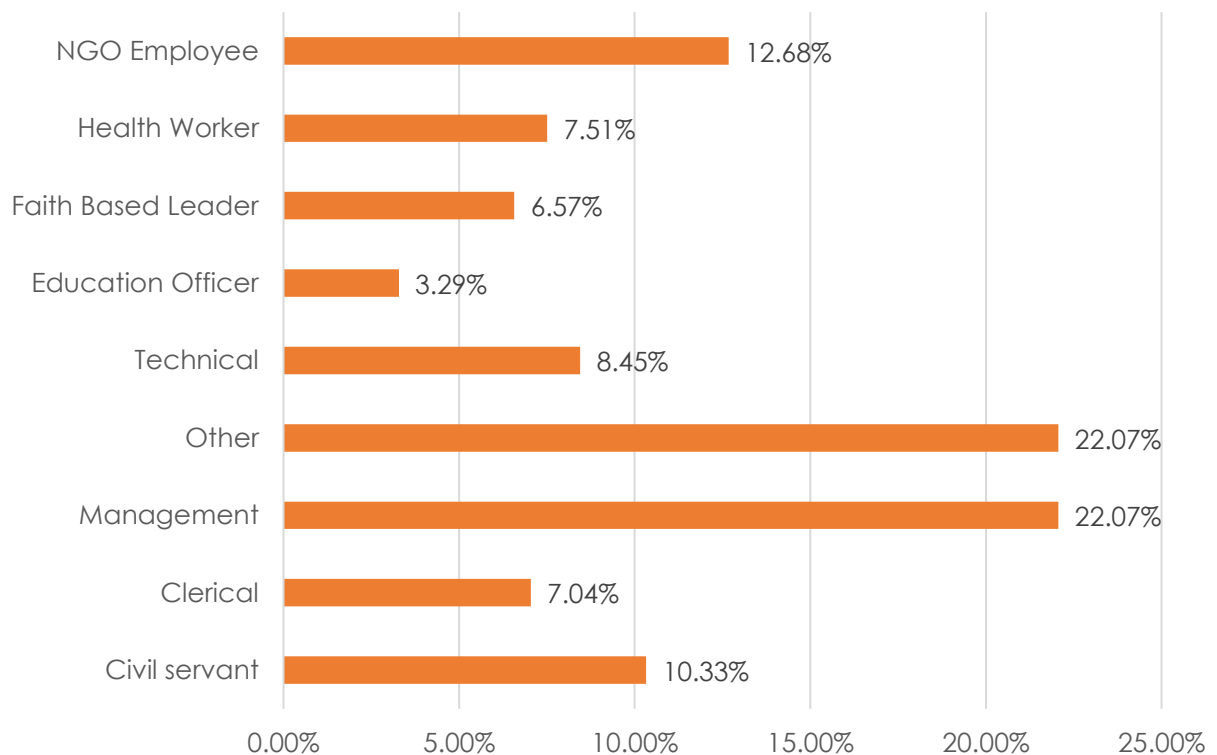
Figure 6: Respondents by Disability Status



4.0.7 Key Informants by Designation

A total of 113 Key Informants were interviewed in all the 15 study counties. Figure 7 shows that majority of key informants (22 percent) said they were in management, 12.68 percent key informants said they were NGO employees, 10.33 percent key informants said they were civil servants, 8.45 percent key informants said they were technical staff, 7.51 percent key informants said they were health workers and 3.29 percent key informants said they were education officers. The low levels for health and education sector workers was because most were not willing to be interviewed without authorization from their parent ministries.

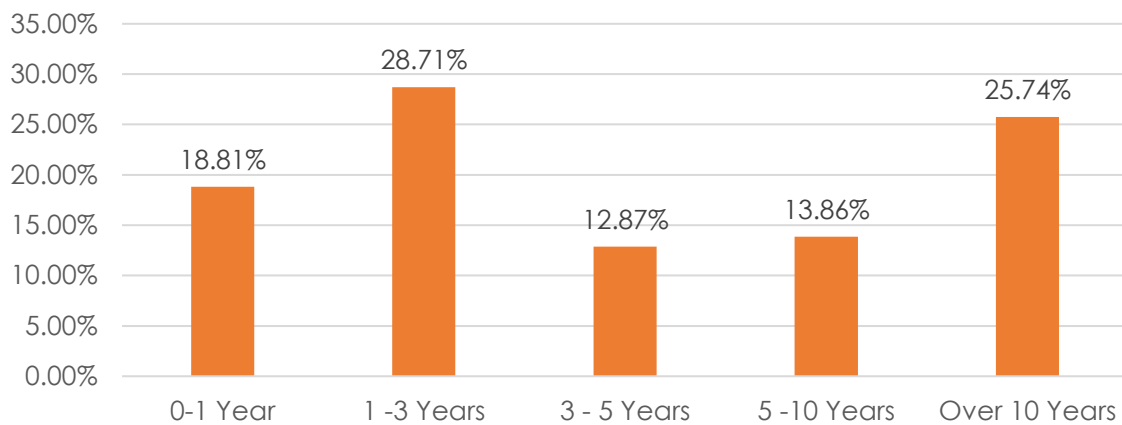
Figure 7: Key Informants by Designation



4.0.8 Key Informants by Length of Service in the Sector

Figure 8 shows that a majority of key informants said they had served in the sector between one and 3 years (28.71 percent) 25.74 percent key informants said they had served for over 10 years, 13.86 percent key informants said they had served between 5 and 10 years, while 12.87 percent key informants said they had served for 3 to 5 years.

Figure 8: Key informants by length of service in the sector

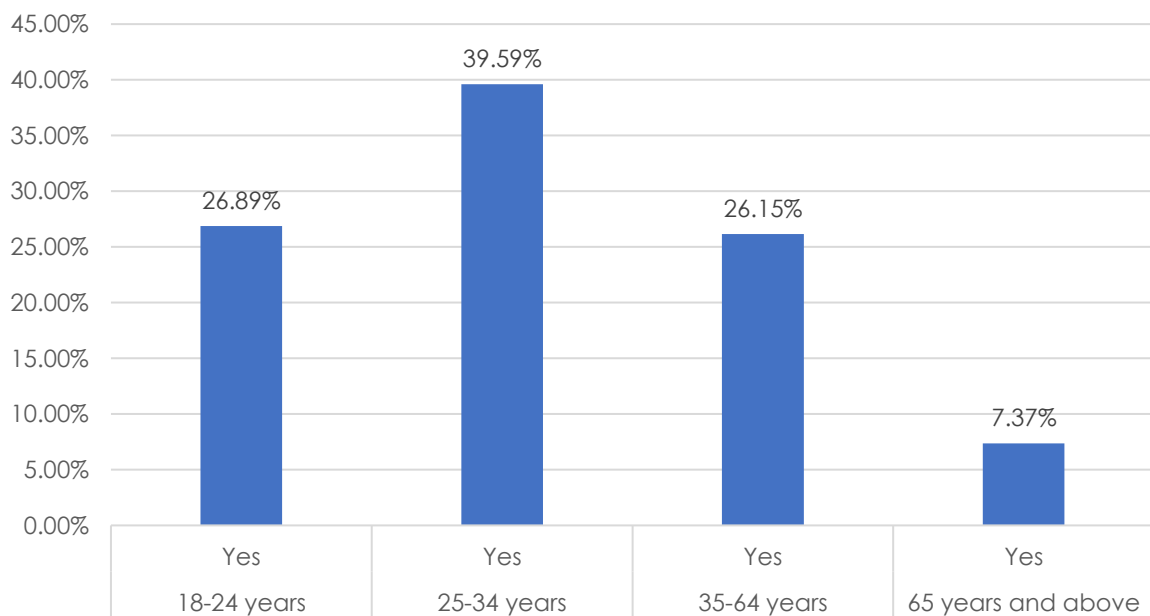


4.1 Profile of the Kenyan Volunteer

4.1.1 Volunteers by Age

Figure 16 below shows the percentage of volunteers from each range. The 25-35 years' age range have the highest rate of volunteering at 39.59 percent, followed by the 18-24 years' age range at 26.89 percent, age range 35-64 years come third with volunteer rate of 26.15 percent. Only 7.37 percent of 65 years and above volunteer.

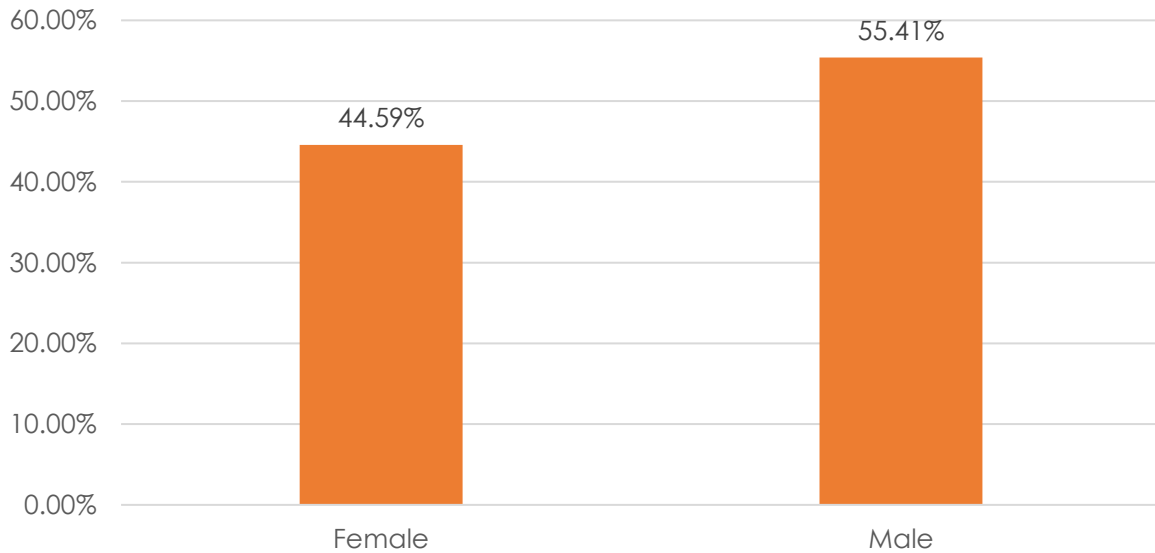
Figure 9: Volunteers by age range



4.1.2 Volunteers by Gender

Figure 17 below shows that more male respondents (55.41 percent) volunteered during the reference period than female respondents (44.59 percent).

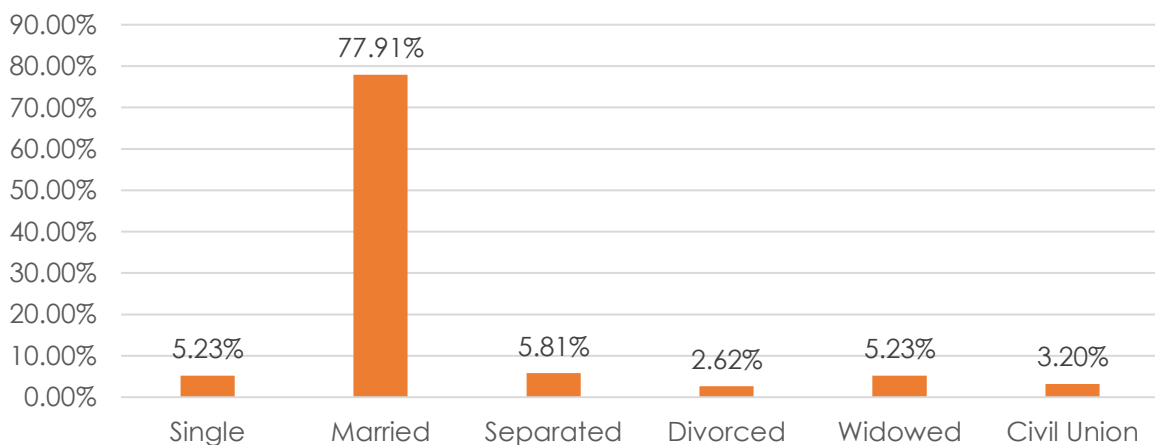
Figure 10: Percentage volunteers by Gender



4.1.3 Volunteers by Marital Status

Figure 18 below shows that 77.91 percent of the respondents who said they had volunteered during the reference period were married. They were followed by those who said they were separated (5.81 percent), those who said they were widowed (5.23 percent), single (5.23 percent), those who said they were in a civil union (3.20 percent) and divorced (2.62 percent).

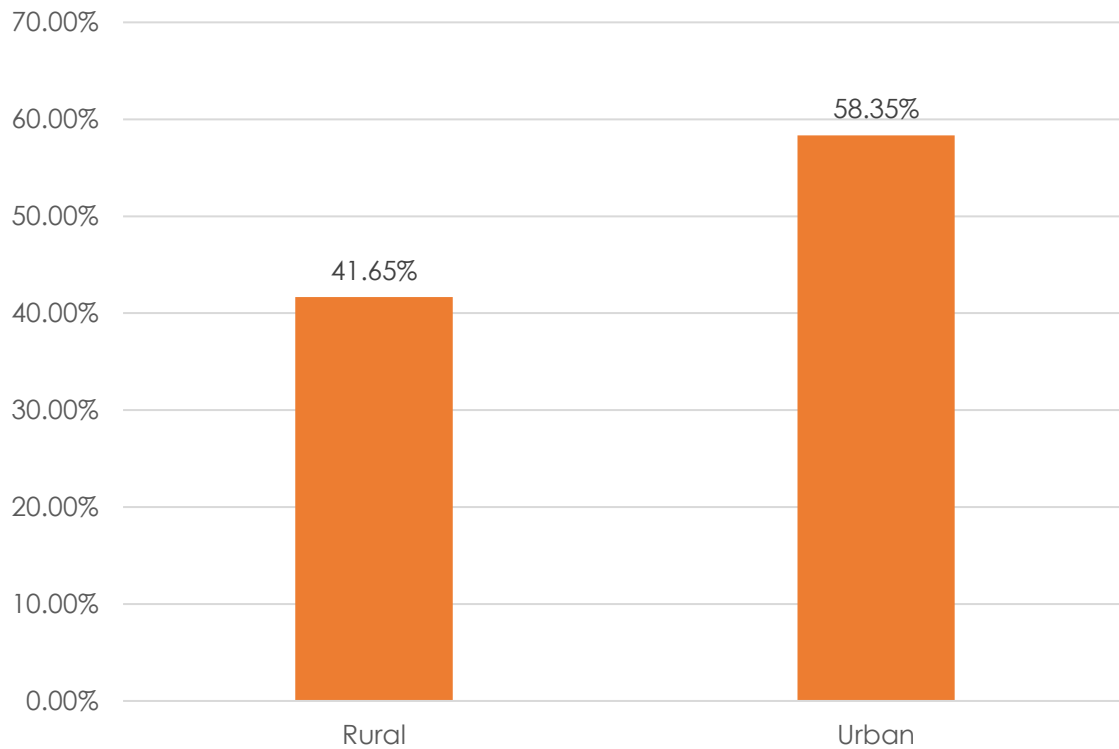
Figure 11: Volunteers by Marital Status



4.1.4 Volunteers by Rural/Urban Residence

Figure 19 below shows that respondents who resided in urban centres (58.35 percent) volunteered more than those who said they lived in rural (41.65 percent).

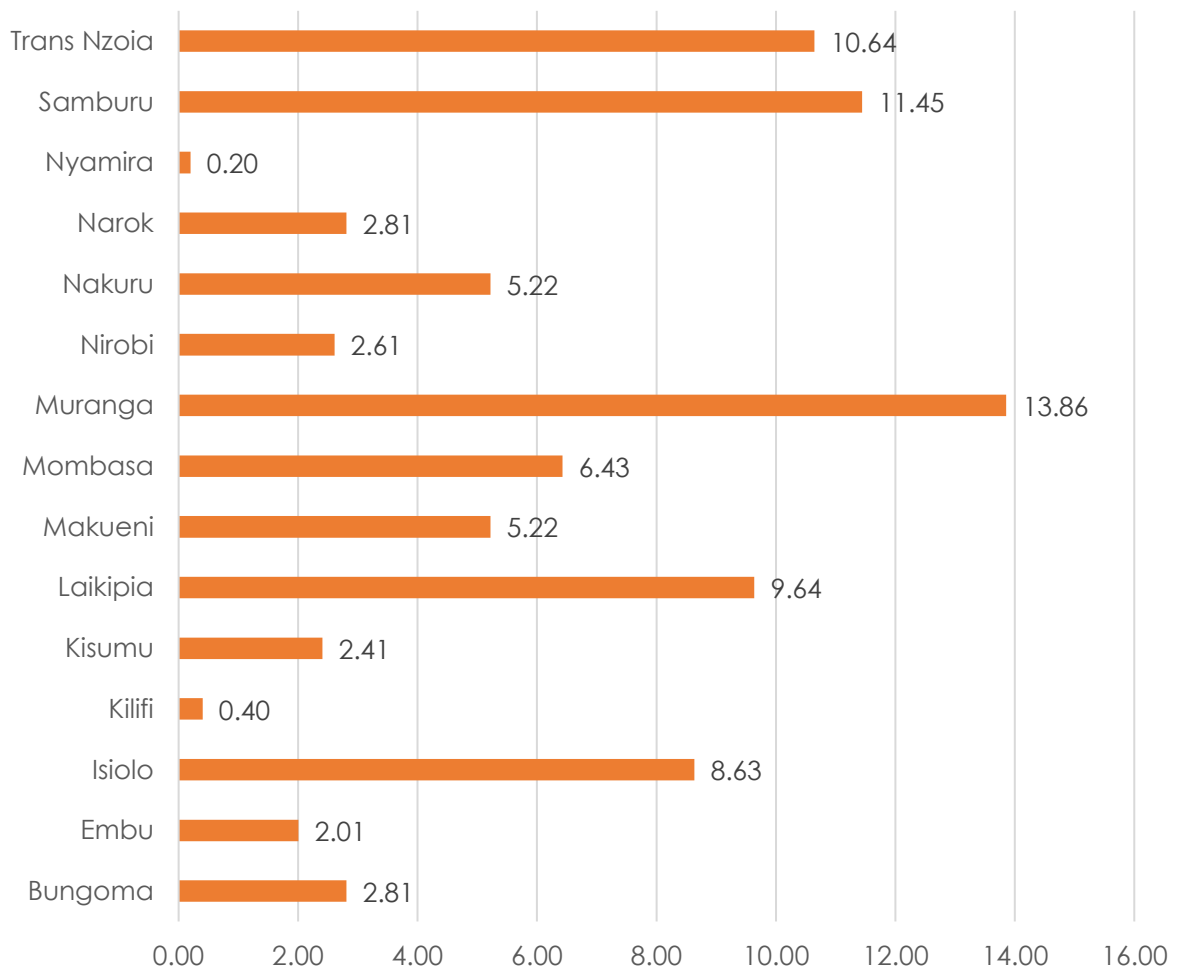
Figure 12:Volunteers by Rural Urban Residence



4.1.5 Volunteers by County of Origin

The research interrogated whether the county of origin had any bearing on willingness and readiness to volunteer. Whereas there was no established pattern for regional propensity to volunteer, there were quite interesting findings in this area. Figure 20 shows that Muranga county produced the highest volunteer rate at 13.86 percent followed by Samburu county ((11.45 percent), Trans Nzoia county (10.64 percent). The counties that produced the lowest rate of volunteers were Nyamira county (0.2 percent) and Kilifi county (0.4 percent).

Figure 13: Volunteers by County of Origin



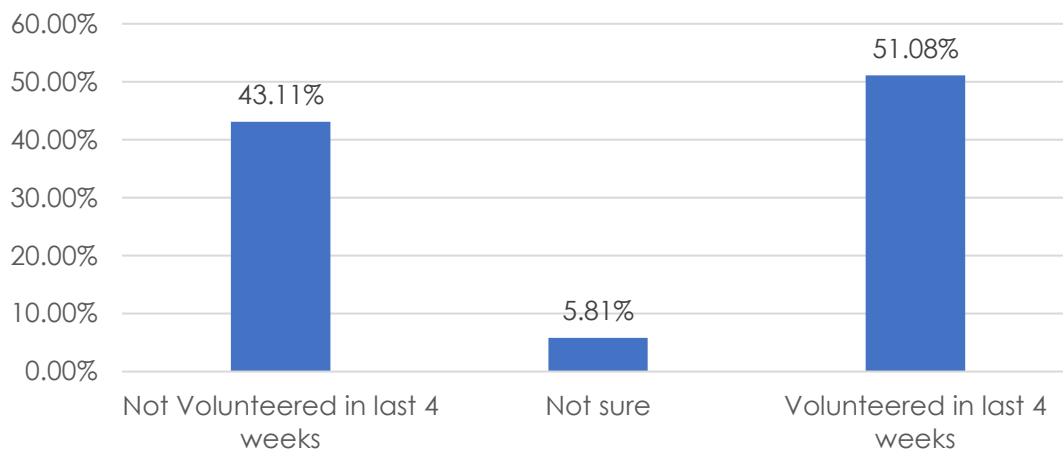
4.2 Volunteering Rate, Institutional Framework and Beneficiaries

4.2.1 Volunteering Rate

Respondents were asked whether in the 4 weeks preceding the research, they had spent time on *unpaid, non-compulsory* work that benefited others outside their own households. Work was understood here to be an activity that could, in principle, be done for pay. Reimbursement of expenses did not disqualify an activity.

Figure 9 below shows that 51.08 percent respondents said they had done unpaid, non-compulsory work that benefited others outside their own households, in the last 4 weeks, 43.11 percent respondents said they had not had not done unpaid, non-compulsory work that benefited others outside their own households, in the last 4 weeks, while 5.81 percent were not sure.

Figure 14: Respondents by volunteering in last 4 weeks

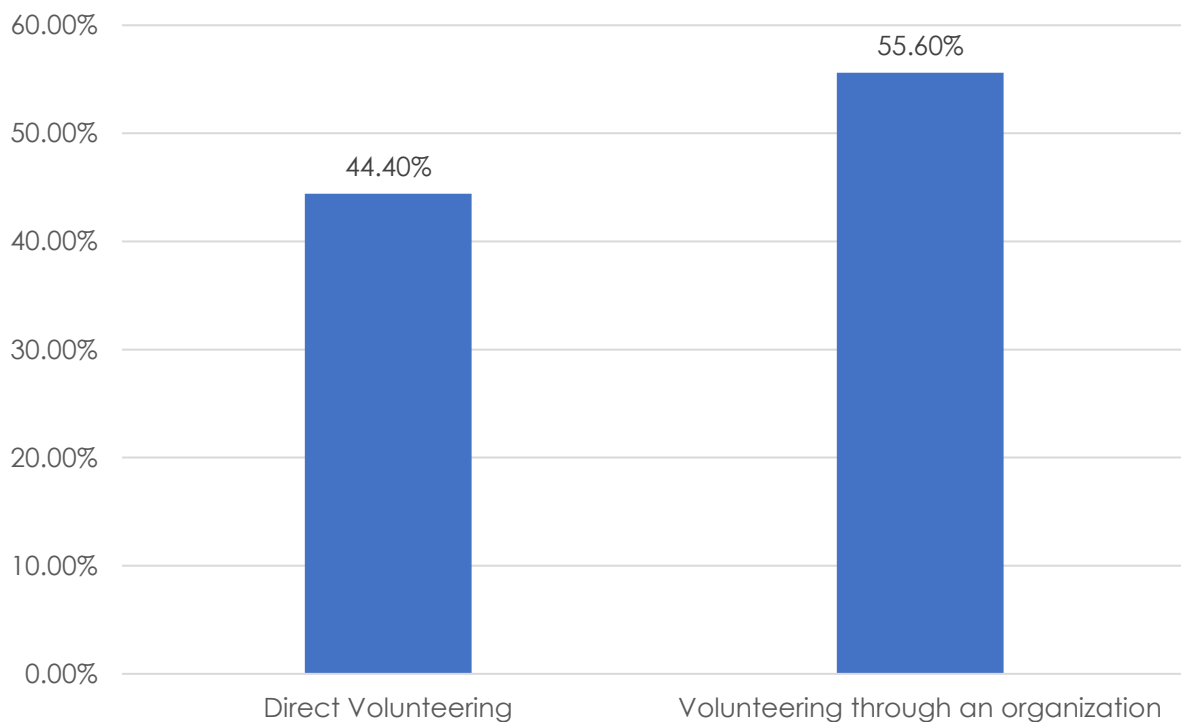


4.2.2 Volunteers by Institutional Framework

Respondents who said they had done unpaid, non-compulsory work benefitting others outside their own household were further asked whether they did this work through an organization or directly.

Figure 10 shows that 55.60 percent respondents who said they had volunteered in the last 4 weeks said they had volunteered through an organization while 44.40 percent said they volunteered directly.

Figure 15: Volunteers by institutional Framework

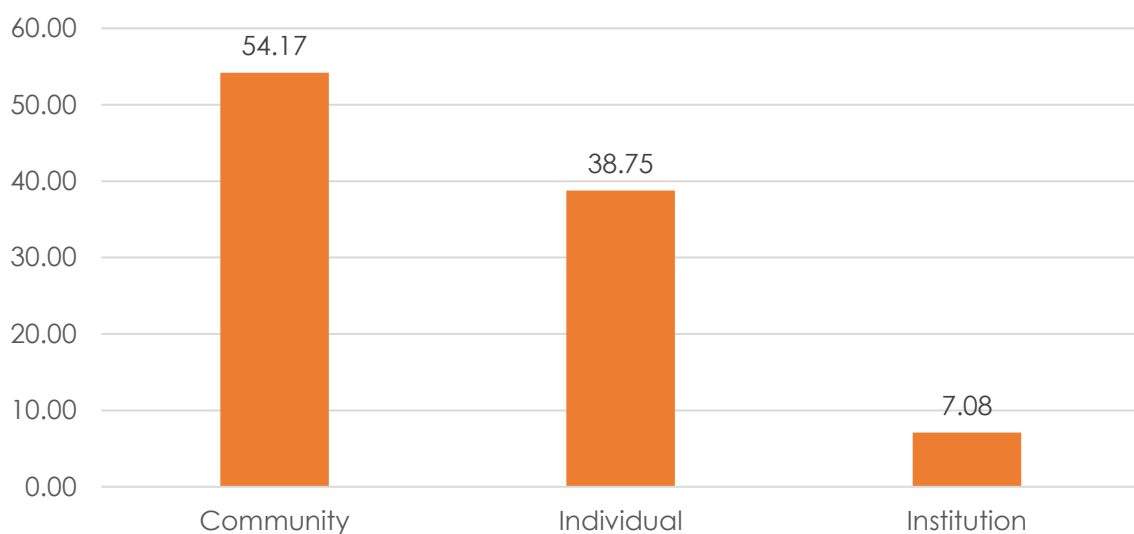


4.2.3 Volunteers by main Beneficiaries

Respondents who said they had offered voluntary service were further asked who their main beneficiaries were.

Figure 11 shows that 54.17 percent of the volunteers said that the communities were their main beneficiaries. 38.78 percent volunteers said that their main beneficiaries were individuals, while 7.08 percent volunteers said that their main beneficiaries were institutions.

Figure 16: Volunteers by type of Beneficiary

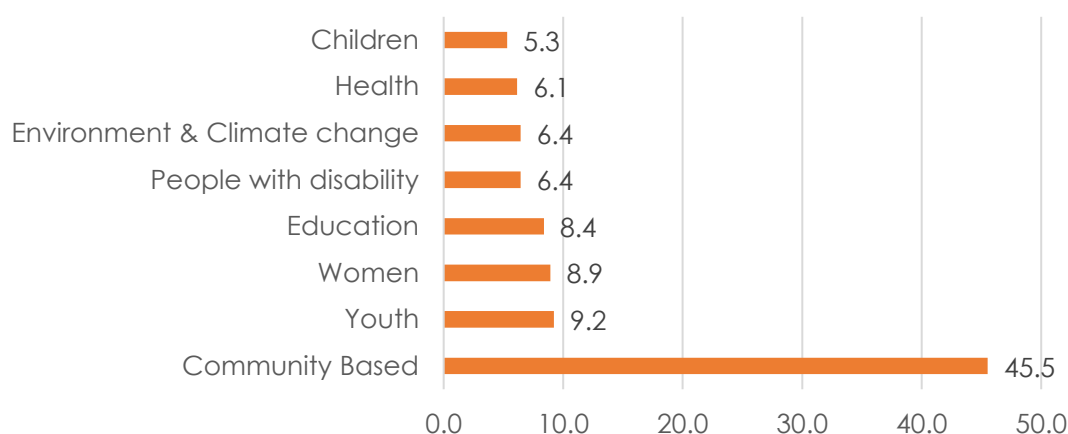


4.2.4 Volunteers by Field of Work

Respondents who said they had volunteered were asked the kind of activities they carried out. These activities were then classified into broad fields of work.

Figure 12 shows that most respondents who had volunteered said they volunteered in community development (45.50 percent), Other fields of volunteering included youth (9.20 percent), women (8.9 percent), education (8.4 percent), disability (6.4 percent), Environment and climate change (6.4 percent), health (6.1 percent and children (5,3 percent).

Figure 17: Volunteers by Field of Work



4.3 Estimated number of Volunteers

Kenya population in 2016 was estimated at 47,251,449 with the following population age distribution:⁷

- Population Under 15: 42.2 Percent
- Population Between 15 And 64 Years Old: 55.1 Percent
- Population 65 and above: 2.7 percent

From the above figures, the adult population of Kenya within the volunteering bracket is 57.8 percent.⁸ The population available to volunteer is therefore 27,311,338.

As seen earlier in Figure 9, the percentage of respondents who said they had done volunteer work is 51.08 percent of the adult population, giving the number of volunteers nationwide as **13,950,631**, a figure slightly higher than the population employed in the informal sector (13,309,700)⁹.

4.3.1 Contribution of Volunteer Work to the Labour Market

Table 2 below shows recorded employment figures extracted from the Economic Survey 2017 and the researcher's volunteer number estimates. Volunteer work contributes 46.58 percent of the total recorded employment, compared to 44.44 percent contribution by the informal sector and 8.53 percent contribution by wage employment.

⁷ The estimation data for "Kenya age structure" is based on the latest demographic and social statistics by United Nations Statistics Division

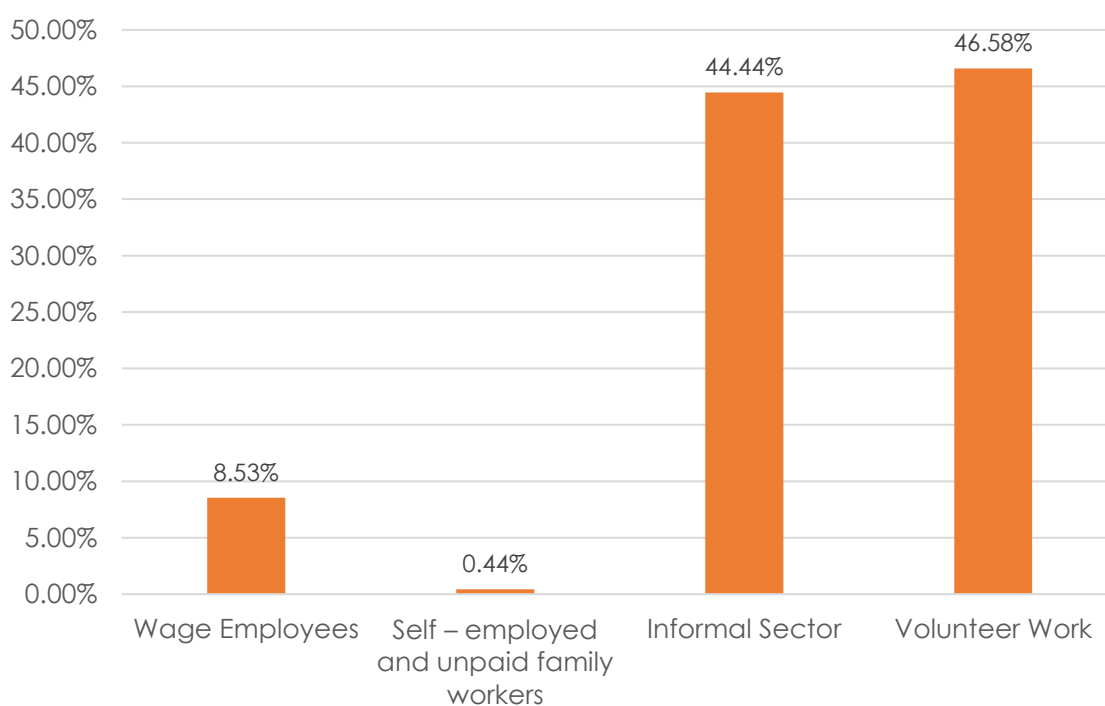
⁸ An adjustment needs to be made to consider the legal age of consent of 18 years in Kenya

⁹ Economic Survey 2017

Table 2: Recorded employment for 2016 and estimated number of volunteers

Employment Type	Frequency	Percentage
Wage Employees	2,554,300	8.53%
Self – employed and unpaid family workers	132,500	0.44%
Informal Sector	13,309,700	44.44%
Volunteer Work	13,950,631	46.58%
Total	29,263,526	100.00%

Figure 18 Percentage volunteers compared to recorded employment



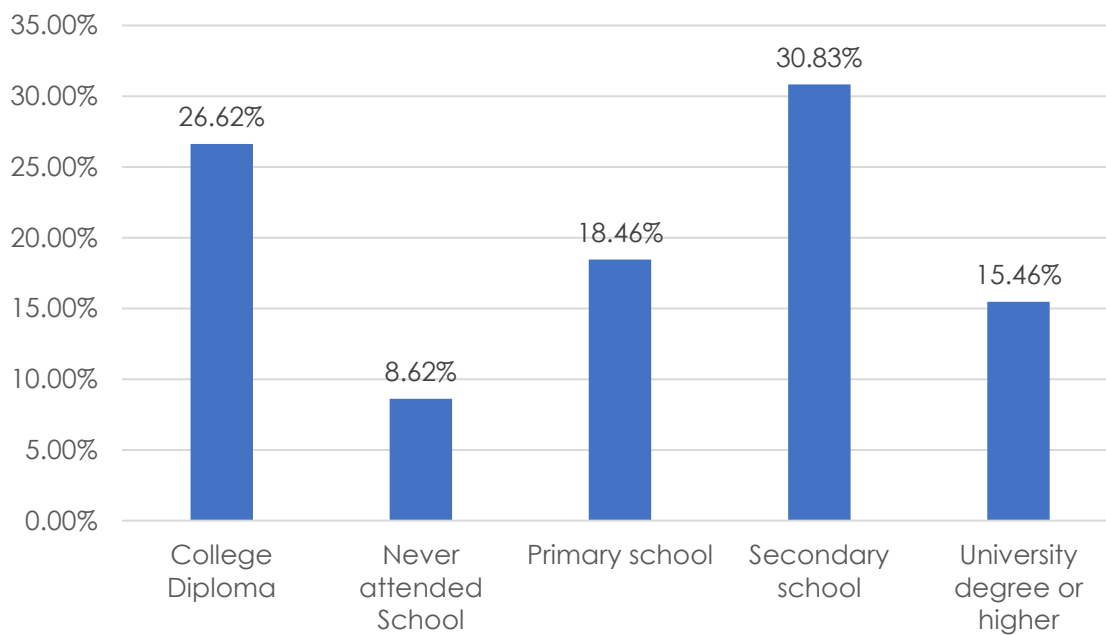
4.4 Economic Value of Volunteering to GDP

In order to capture the economic value of volunteer work it is necessary to classify the volunteers by their level of education attained, field of work and work classification. This enables assignment of monetary value to the volunteer work done compared to potential salary levels if the volunteers were in salaried employment.

4.4.1 Volunteers by highest level of education completed

Figure 14 below shows that 30.83 percent of the volunteers had completed secondary school education, 26.62 percent had completed diploma college, 18.46 percent had completed primary school, 15.46 percent had completed university education.

Figure 19: Volunteers by Highest Level of Education completed



4.4.2 Volunteers by Job Classification

Table 3 below shows the job classification of the volunteers and the estimated numbers of volunteers in each category. The job categories are based on highest level of education completed by the volunteers. This classification enables us to quantify the contribution of volunteer work, compared to wage employment in the same category.

Table 3: Volunteers by job classification

Education Level	Percentage	Job Classification	Population
No Schooling	8.62%	Unskilled	1,202,544
Primary School	18.46%	Unskilled	2,575,286
Secondary School	30.84%	Clerical	4,302,375
Diploma College	26.62%	Technical	3,713,658
University	15.46%	Management	2,156,768
Total			13,950,631

4.4.3 Estimated Contribution of Volunteer Work to GDP

Volunteers indicated they had contributed an average of 48 hours per annually. When this is factored into the total estimated number of volunteers, the total number of volunteer hours comes to **669,630,288 hours** annually.

Table 4 below shows the volunteer contribution to the economy, based on average wages in each job category. We can therefore conclude that, volunteer work contributed **Kshs. 236,277,890,000** to the national economy in 2016, accounting for **3.66 percent** of the GDP.

Table 4: Volunteer contribution to the economy

Education Level	Percentage	Average monthly Salary ¹⁰	Hourly rates	Total Hours annually	Total Salary
No schooling	8.62	22,000	137.5	57,722,131	7,936,792,989
Primary	18.46	25,000	156.25	123,613,751	19,314,648,620
Secondary	30.84	50,986	318.66	206,513,981	65,807,745,128
Diploma	26.62	65,956	412.23	178,255,583	73,482,298,842
University Degree	15.46	107,779	673.62	103,524,843	69,736,404,422
Total				669,630,288	236,277,890,000

¹⁰ <http://www.salaryexplorer.com/salary-survey.php?loc=111&loctype=1>

Table 5 shows contribution of volunteer work compared with other sectors of the economy.

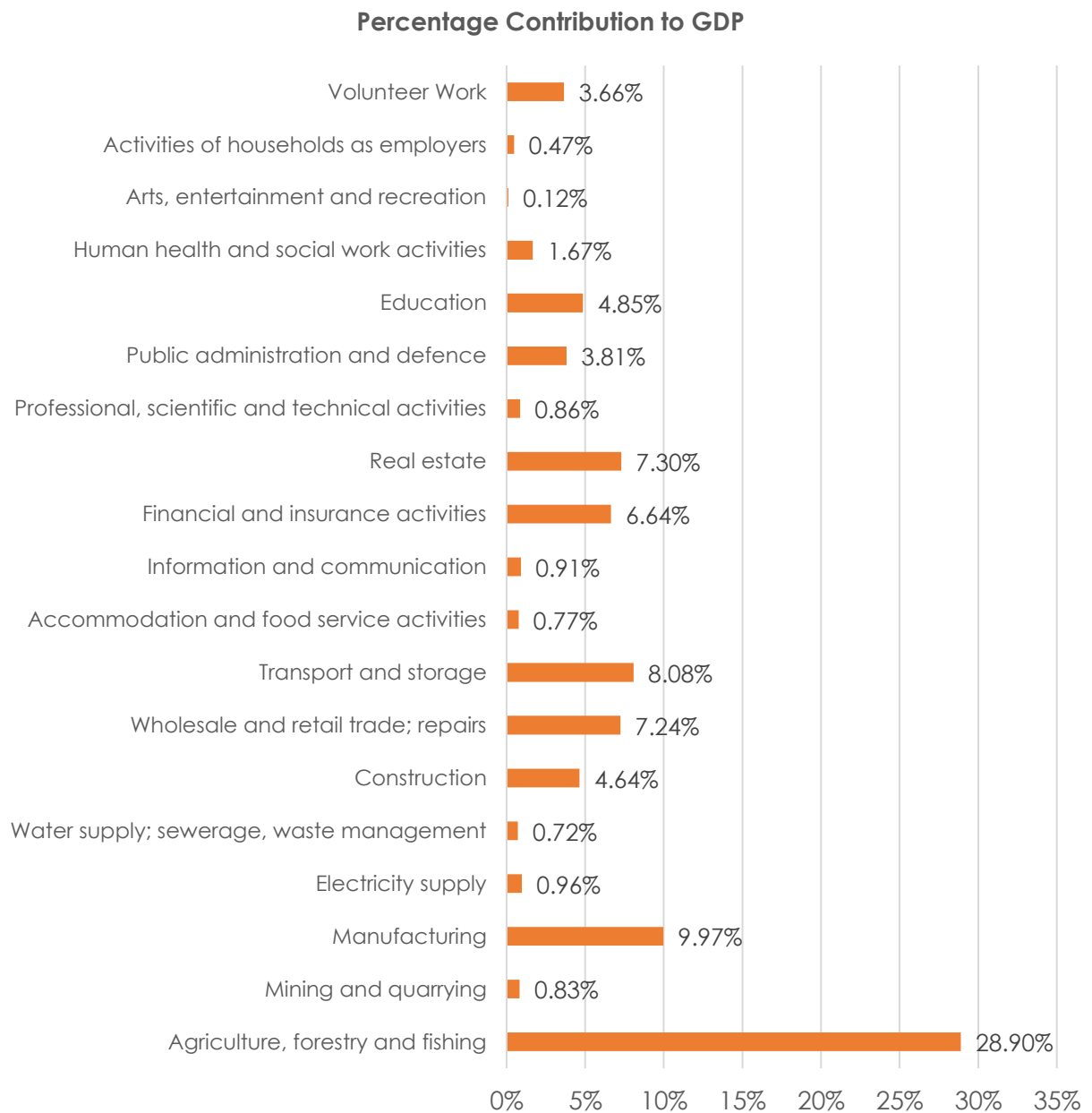
Table 5: Gross Domestic Product and percentage contribution by Activity

Industry	GDP 2016	% Contribution to GDP
Agriculture, forestry and fishing	1,867,034	28.90%
Mining and quarrying	53,784	0.83%
Manufacturing	644,057	9.97%
Electricity supply	62,216	0.96%
Water supply; sewerage, waste management	46,774	0.72%
Construction	299,851	4.64%
Wholesale and retail trade; repairs	467,707	7.24%
Transport and storage	521,698	8.08%
Accommodation and food service activities	49,689	0.77%
Information and communication	58,721	0.91%
Financial and insurance activities	429,081	6.64%
Real estate	471,327	7.30%
Professional, scientific and technical activities	55,441	0.86%
Administrative and support service activities	63,779	0.99%
Public administration and defence	245,970	3.81%
Education	313,271	4.85%
Human health and social work activities	107,945	1.67%
Arts, entertainment and recreation	7,611	0.12%
Other service activities	39,510	0.61%
Activities of households as employers	30,624	0.47%
Financial Intermediation Services Indirectly Measured (FISIM)	-167,909	-2.60%
Volunteer Work	236,278	3.66%
All economic activities	5,904,458	91.39%
Taxes on products	556,189	8.61%
GDP at market prices	6,460,647	100.00%

Source: Economic Survey 2017 modified with Research data

Figure 15 below shows that volunteer work contributes more than the health sector, mining, professional services, the hospitality sector, water and electricity supply. Volunteer contribution is almost the same as that performed by education sector.

Figure 20: Comparing Volunteer work to GDP with other sectors of the economy



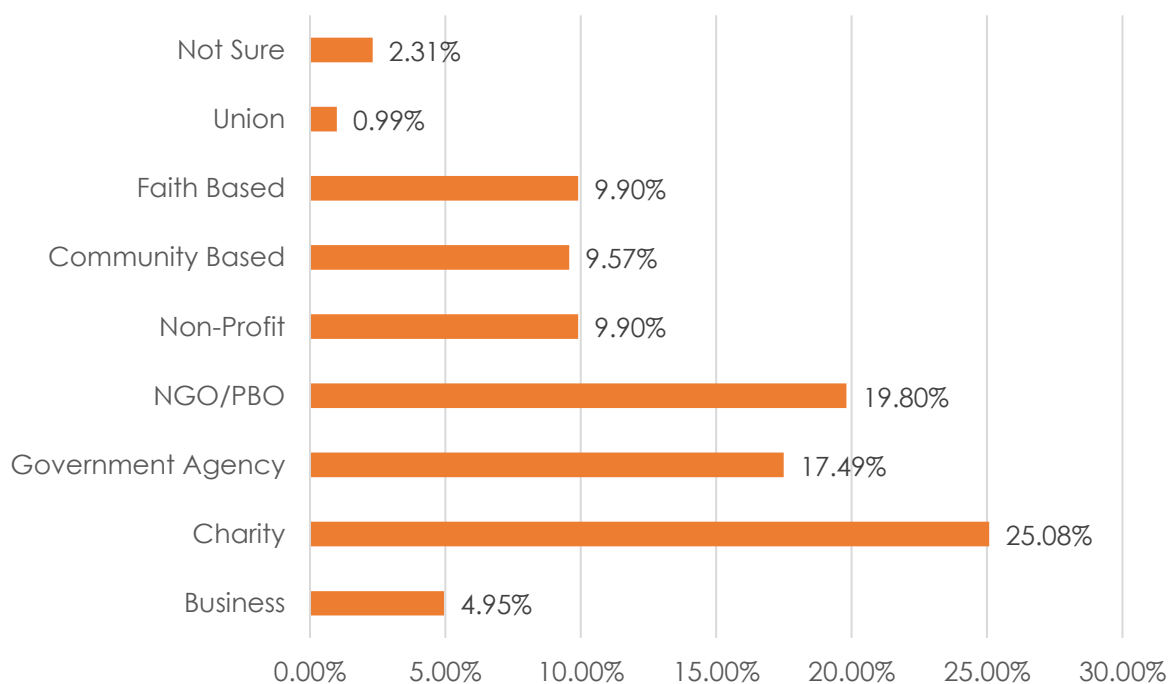
4.5 Volunteer Involving Organizations

4.5.1 Volunteers by type of Organizations

Volunteers who said they volunteered through organizations were asked to state the type of organization they volunteered with.

Figure 21 below shows that the highest number of volunteer involving organizations were Charities (25.08 percent), followed by PBOs (19.80 percent), Government Agencies (17.49 percent), Non-Profits (9.90 percent), Faith based (9.90 percent) and Business (4.95 percent).

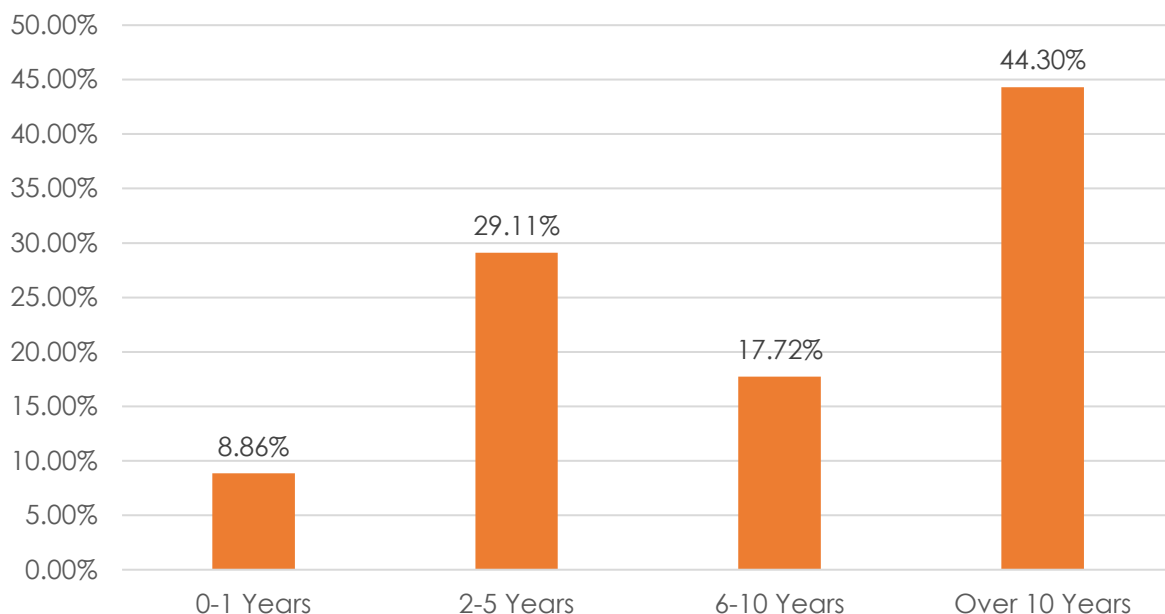
Figure 21: Volunteer involving organizations by type



4.5.2 Volunteer Organizations by Length of Operations in the Sector

Figure 22 below shows that the majority of volunteer involving organizations said they have been operating in the sector for more than 10 years (44.30 percent). Volunteer involving organizations that said they have been in operation for between 2 and 5 years were 29.11 percent, those who said they have been in operation between 6 and 10 years was 17.72 percent, while those in existence below one year were 8.86 percent.

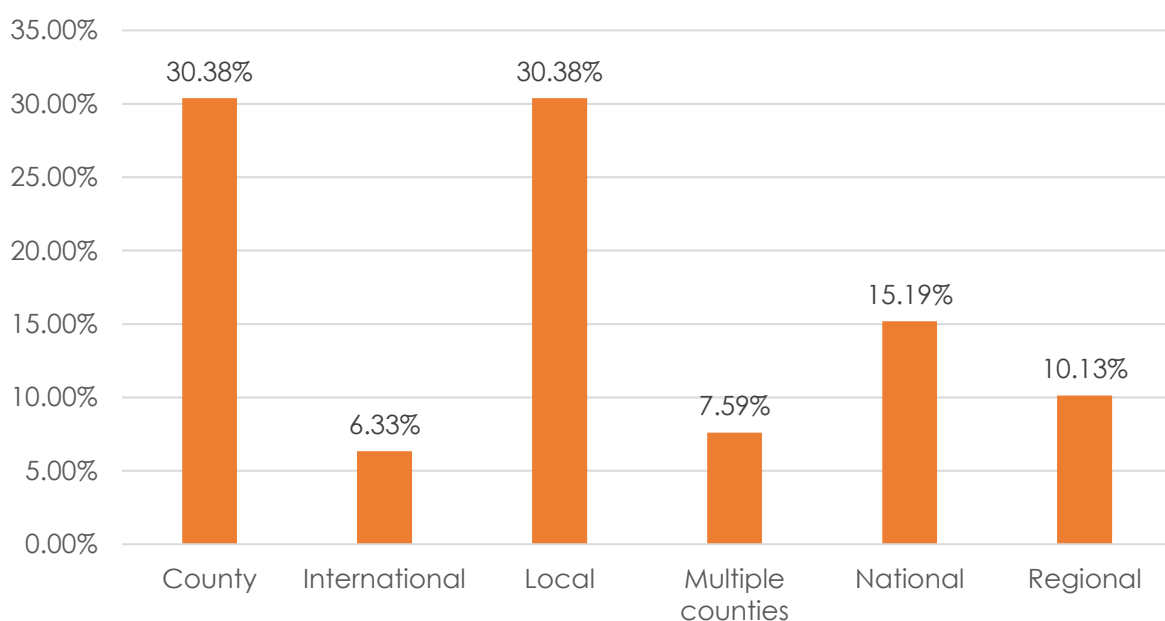
Figure 22: Organizations by length of operation in the Volunteer Sector



4.5.3 Volunteer Involving Organizations by Geographical Coverage

Figure 23 below shows the majority of the volunteer involving organizations said they operated within the county (30.38 percent), while those which operated within their local geographical area was 30.38 percent. Organizations with a national coverage were 15.19 percent, while those with a regional reach were 10.13 percent. Organizations who said they operate in multiple counties were 7.59 percent while those with an international reach were 6.33 percent.

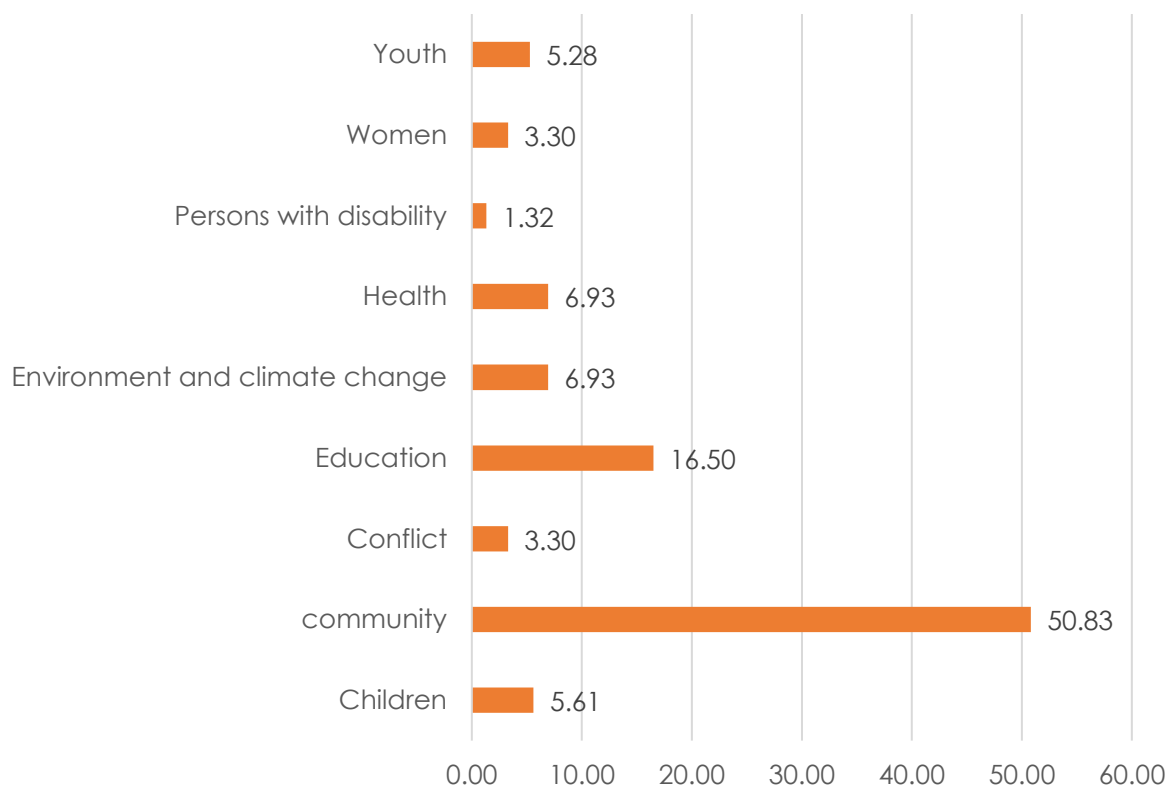
Figure 23: Organizations by Geographical Reach



4.5.4 Volunteer Involving Organizations by Field of Work

Figure 24 below shows that the majority of volunteer involving organizations said they worked in community development (50.83 percent), followed by education (16.50 percent), Health (6.93 percent), environment (6.93 percent), children (5.61 percent), youth (5.28 percent), conflict resolution (3.30 percent), women (3.30 percent) and disability (1.32 percent).

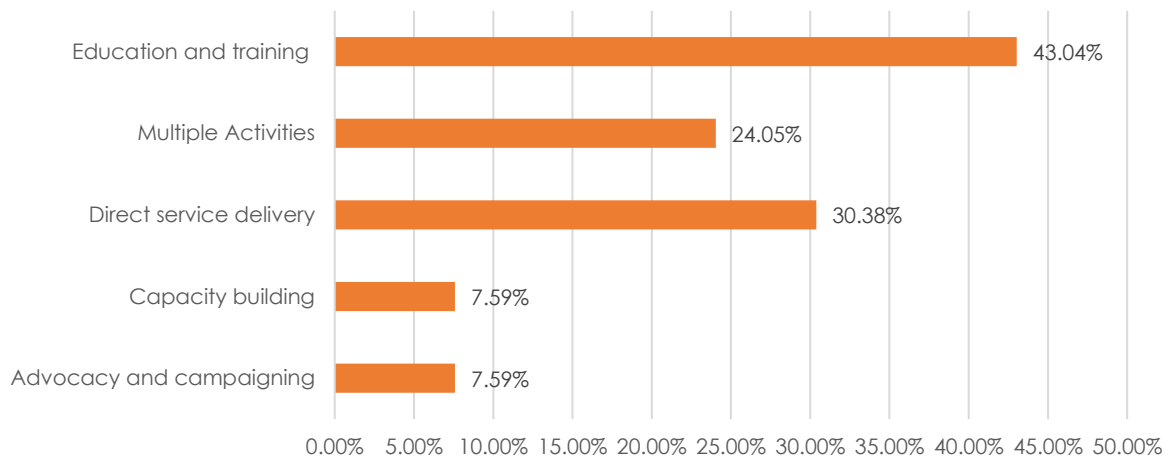
Figure 24: Organizations by Field of Work



4.5.5 Volunteer Involving Organizations by Activities carried out

Figure 25 below shows 43.04 percent volunteer involving organizations said they carried out education and training activities, 30.38 percent provided direct service, 24.05 percent carried out multiple activities, 7.59 percent were involved in capacity building while 7.59 percent were involved in advocacy and campaigns.

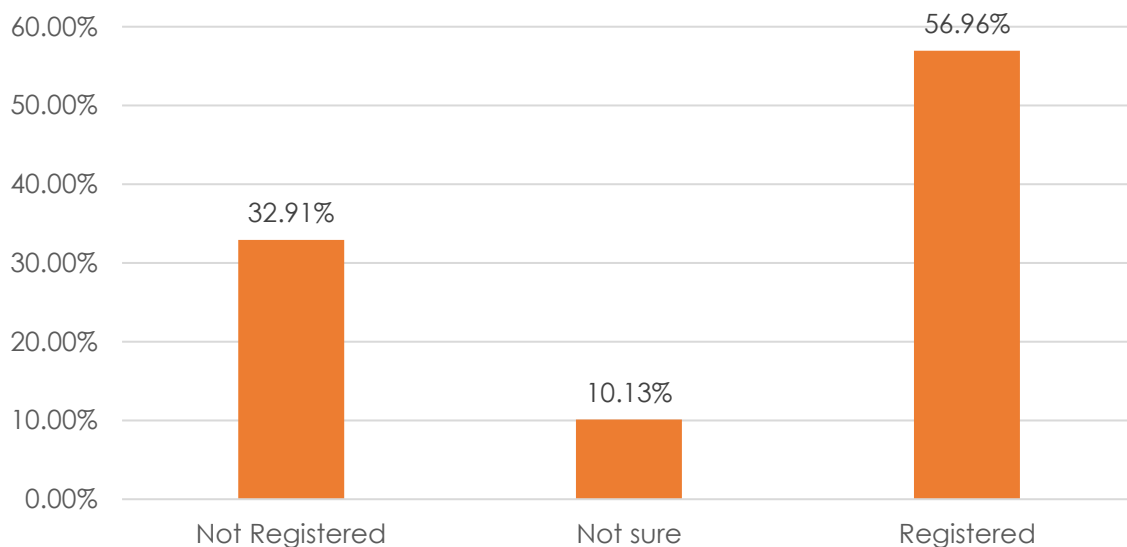
Figure 25: Organizations by Activities



4.5.6 Volunteer Involving Organizations by Registration Status

Figure 26 below show that 56.96 percent volunteer involving organizations said they were registered while 32.91 percent were not registered and 10.31 percent were not sure whether they were registered or not.

Figure 26: Organizations by Registration Status

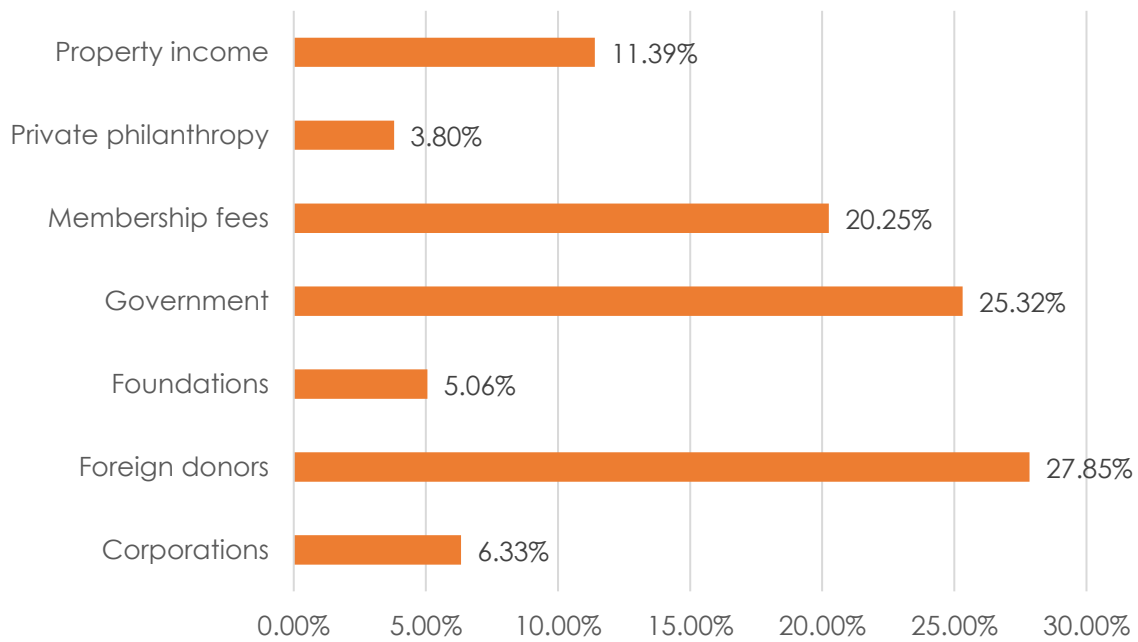


4.5.7 Volunteer Involving Organizations by Sources of Revenue

Organizations were asked to state the principal sources of their revenue.

Figure 27 shows the majority of volunteer involving organizations said they get most of their revenue from foreign donors (27.85 percent), followed by government (20.25 percent), property income (11.39 percent), Corporations (6.33 percent), Foundations (5.06 percent) and private philanthropists (3.80 percent)

Figure 27: Organizations by Source of Revenue

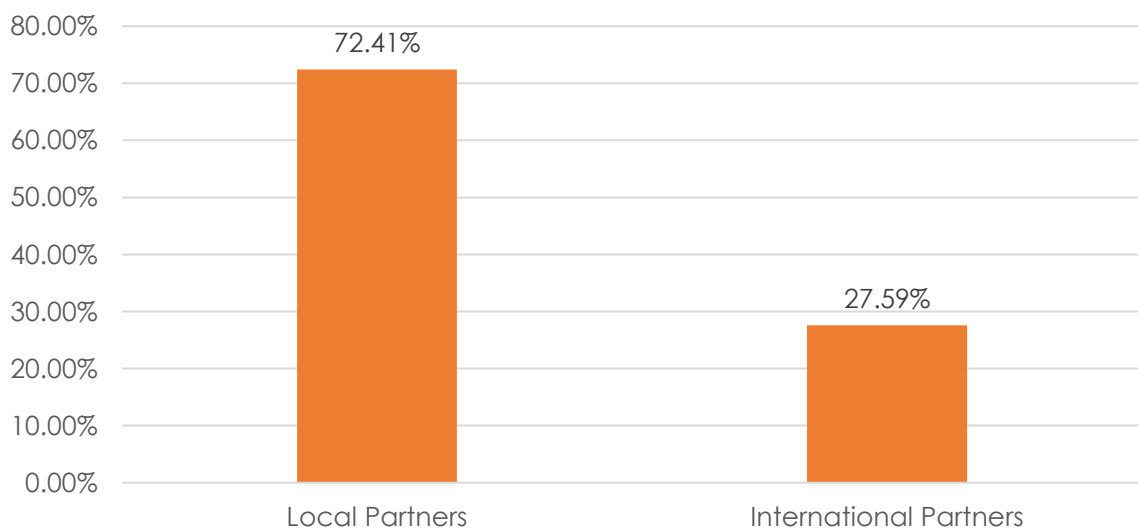


4.5.8 Volunteer Involving Organizations by Partnerships

Volunteer involving organizations were asked whether they work in partnership with other organizations.

Figure 28 shows that 72.41 percent volunteer involving organizations said they had partnerships with other local organizations, while 27.59 percent said they had partnerships with international organizations.

Figure 28: Organizations by Partnerships

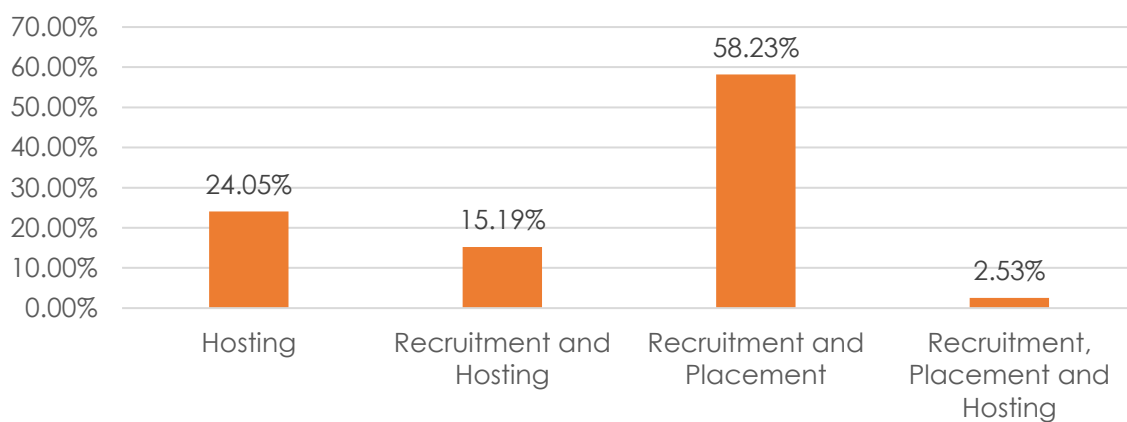


4.5.9 Volunteer Involving Organizations by interaction with Volunteers

Volunteer involving organizations were asked to specify how they interact with volunteers.

Figure 29 shows that 58.23 percent volunteer involving organization said they recruit volunteers and place them in other organizations. 24.05 percent volunteer involving organizations said they only host volunteers, 15.19 percent said they recruit and host volunteers while 2.53 percent said they recruit volunteers, place them in other organizations and host some within their organizations.

Figure 29: Organizations by Level of involvement with Volunteers

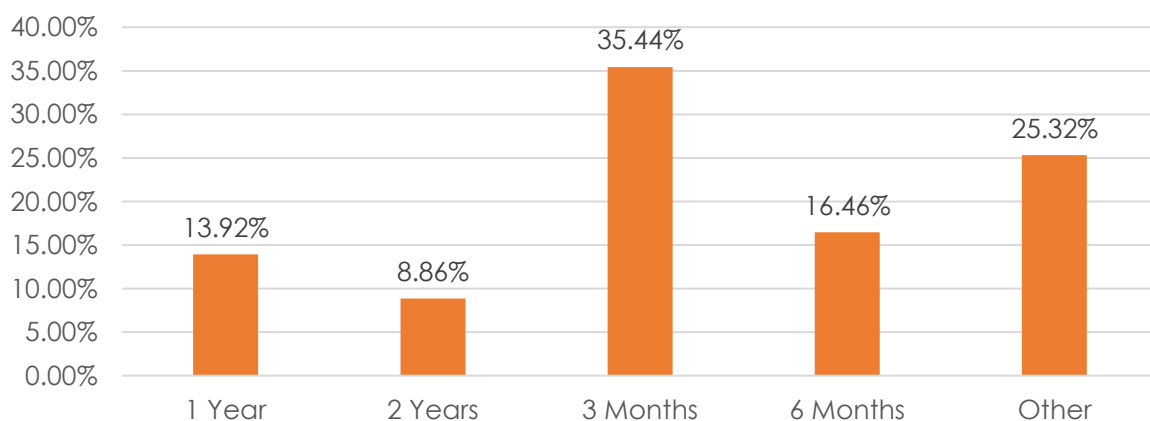


4.5.10 Volunteer Involving Organizations by Length of Volunteer Placements

Volunteer involving organizations were asked how long volunteer placements last in their organizations.

Figure 30 below shows that most volunteer placements lasted 3 months (35.44 percent), 16.46 percent lasted up to 6 months, 13.92 percent lasted one year while 8.86 percent lasted 2 years. A significant percentage (25.2 percent) have no definite placement period.

Figure 30: Organizations by Length of Service of Volunteers

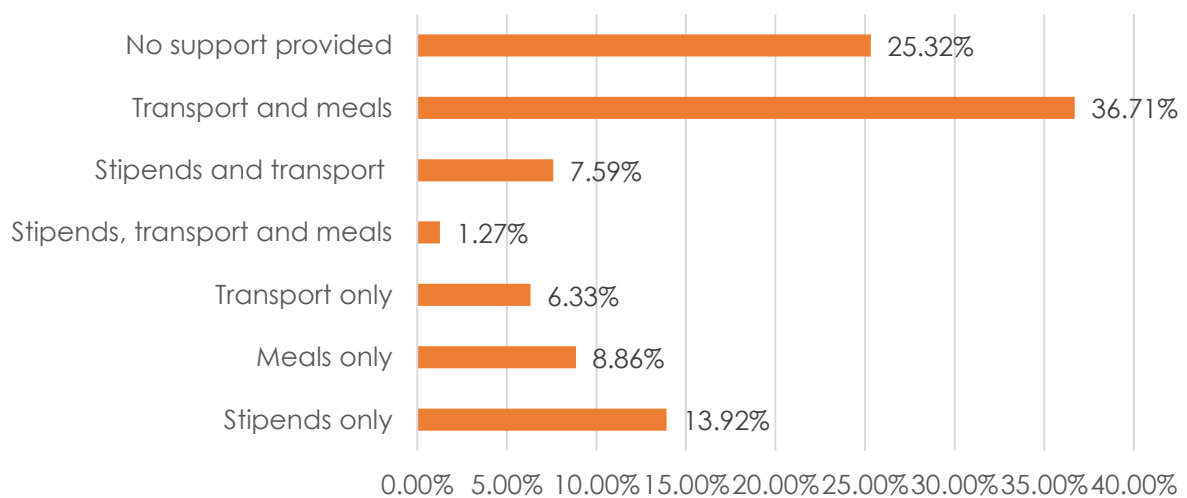


4.5.11 Volunteer Involving Organizations by Volunteer Support

Volunteers get different types of support during placement. This varies from one organization to the other. Figure 31 shows that 36.71 percent volunteer involving organizations said they provided their volunteers with meals and transport, while 25.32 percent said they do not give any type of support at all. 7.59 percent volunteer involving organizations said they give transport and stipends, 13.92 percent said they give stipends only, 8.86 percent said they give meals only, 6.33 percent said they give transport only, 1.27 percent said they give stipends, transport and meals.

The highest stipend recorded was Kshs 7,800 per month.

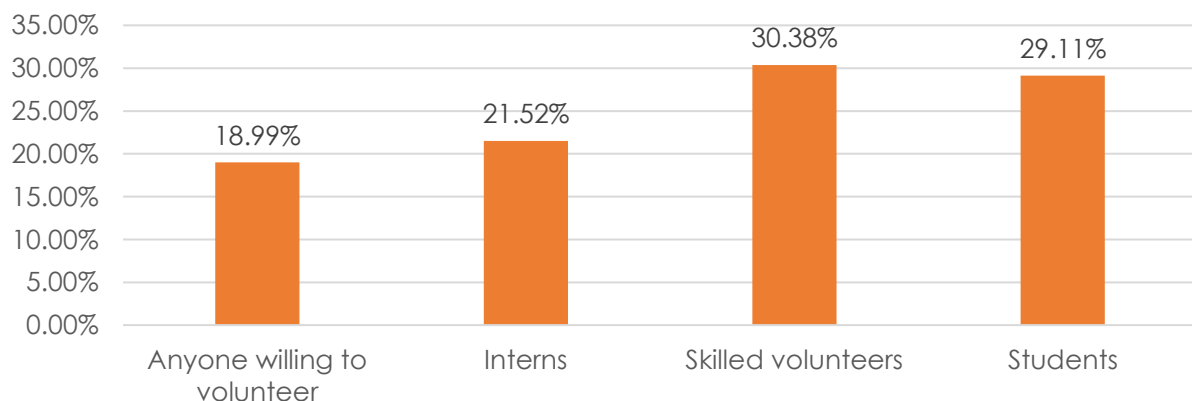
Figure 31: Organizations by Volunteer Support



4.5.12 Volunteer Involving Organizations by Type of Volunteers Engaged

Volunteer involving organizations were asked what type of volunteer they engaged. Figure 32 shows that 30.38 percent volunteer involving organizations said they engaged skilled volunteers, 29.11 percent said they engaged students, 21.52 percent said they engaged interns while 18.99 percent accept in anyone willing to volunteer.

Figure 32: Organizations by Type of Volunteer Engaged

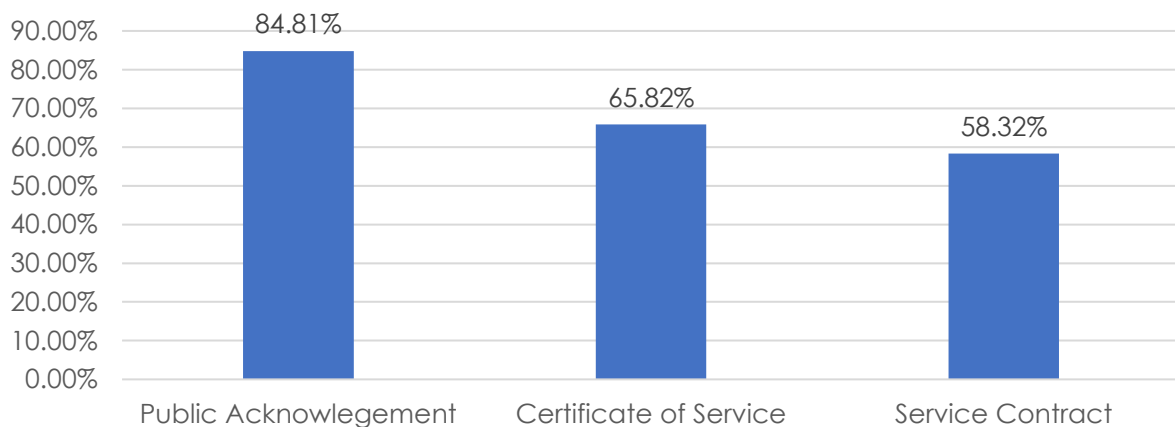


4.5.13 Volunteer Involving organizations by Volunteer Recognition

Volunteer involving organizations were asked what type of recognition schemes they have for their volunteers.

Figure 33 shows that 84.81 percent volunteer involving organizations said they acknowledge their volunteers publicly, 65.82 percent said they issue their volunteers with certificates of service, while 58.32 percent said they issue a service contract.

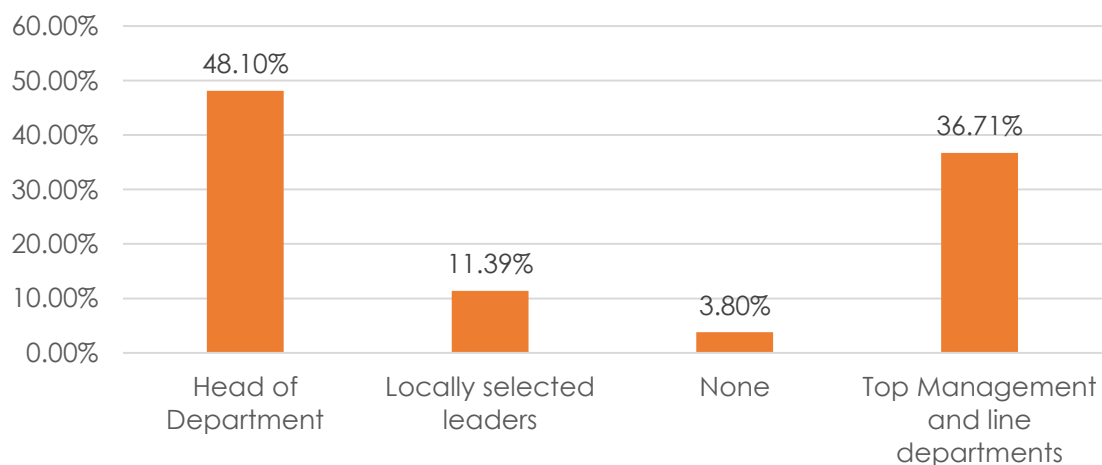
Figure 33: Organizations by Volunteer Recognition



4.5.14 Volunteer Involving Organizations by Volunteer Coordination

Figure 34 below shows that 48.10 percent volunteer involving organizations said their volunteers are coordinated by the head of department, 36.71 percent said their volunteers are coordinated by top management and line departments, 11.39 percent said volunteer coordinators are locally selected while 3.80 percent said they have no systems for volunteer coordination.

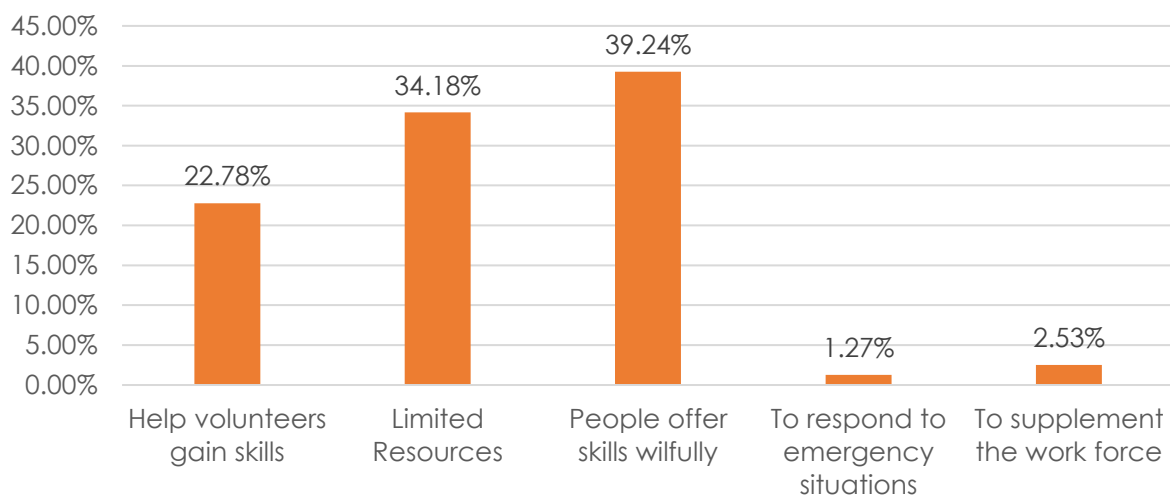
Figure 34: Organizations by Volunteer Coordination



4.5.15 Volunteer Involving Organizations by Reasons They Engage Volunteers

Volunteer involving organizations were asked the reasons why they engage volunteers. Figure 35 shows that 39.24 percent volunteer involving organizations said they engaged volunteers because people are willing to volunteer, 34.18 percent said they engaged volunteers because they have limited resources, 22.78 percent said they wanted to help volunteers gain skills, 2.57 percent said they engaged volunteers to supplement the work force while 1.27 percent said they engage volunteers to respond to emergencies.

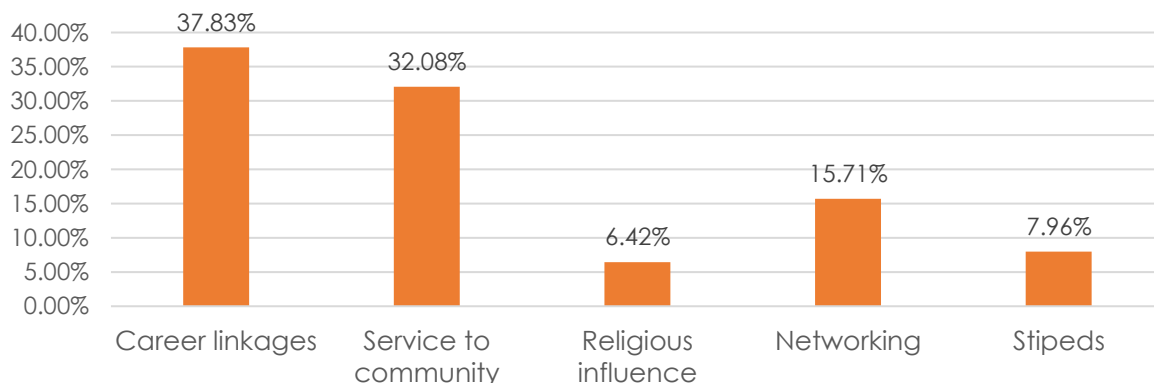
Figure 35: Organizations by why they Engage Volunteers



4.5.16 Volunteers by Reason They Volunteer

Volunteers were asked to rank the reasons why they volunteer from a list of 7 criteria. Figure 36 shows 37.83 percent volunteers said they volunteered to gain career linkages, 32.08 percent said they volunteered because they were passionate about the causes they champion in community service, 15.71 percent said they volunteered to build networks, 7.96 percent said they volunteered to get stipends while 6.42 percent said they volunteer for religious reasons.

Figure 36: Volunteer by Reasons for Volunteering

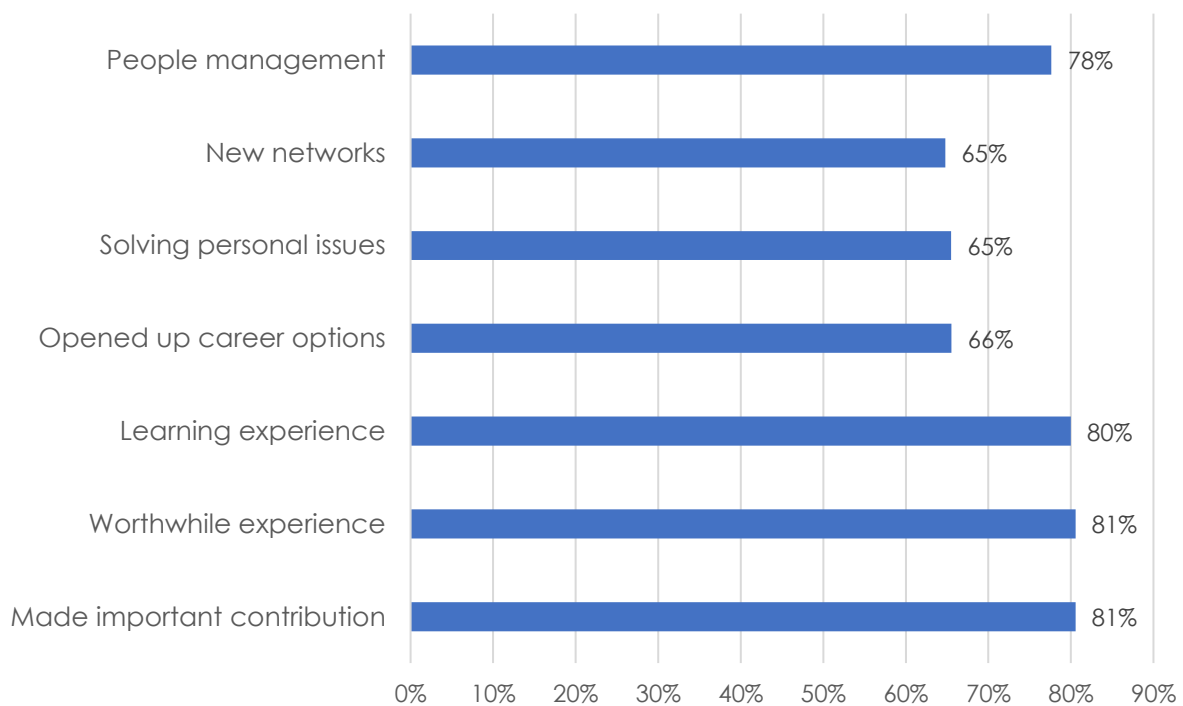


4.6 Volunteers by Volunteer Outcomes

Using a 7-point scale (1=Strongly Disagree to 7=Strongly Agree) respondents who had indicated they volunteered during the reference period were asked to respond to a number of statements to determine how they felt about their volunteer experience.

Figure 37 shows that volunteers found volunteer work a great learning and worthwhile experience (80.55 percent). 81 percent said they felt they had made a useful contribution to society through their volunteer experience, 78 percent said it had helped them learn new people skills. Volunteers who said it helped them in their career progression was 66 percent, while 65 percent said it helped them develop new networks.

Figure 37: Volunteers by Volunteer Outcomes



Volunteers at career entry level said the volunteer experience assisted their upward mobility in the profession (65 percent). A significant 45 percent middle level and senior management volunteers said the volunteer placement had a negative impact on their career progression, as they were unable to reclaim their jobs back after a placement exceeding 3 months.

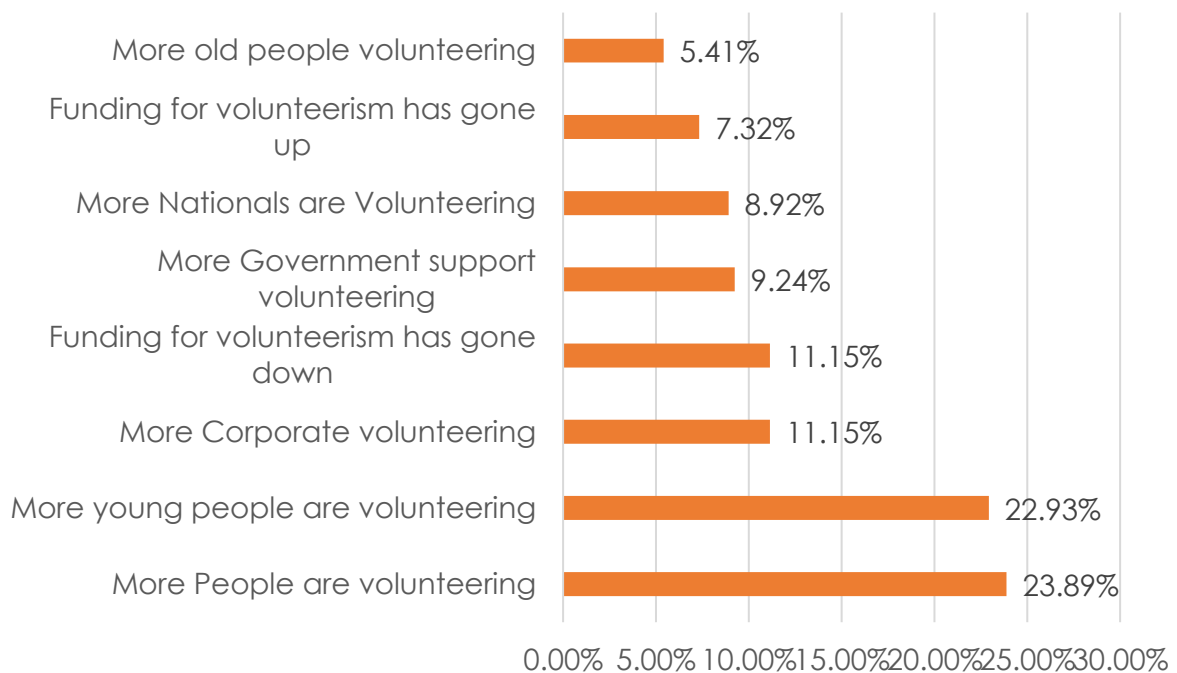
4.7 Current Trends in Volunteerism

Respondents were asked a number of questions to determine the current trends in volunteerism.

Figure 38 shows that the majority of respondents said more people are offering themselves to volunteer (23.89 percent), 22.93 percent said there are more young people volunteering. The percentage of respondents over 65 years offering themselves to volunteer was low at 5.41 percent.

Although there was an indication that Corporate Volunteering was on the increase (11.15 percent), the nature of volunteering was limited to once a year photo op activities, with little or no volunteer programming in place.

Figure 38: Current Trends in Volunteerism



Chapter Five: Conclusions

The Findings in chapter four disclose some interesting and some surprising aspects of volunteerism in Kenya. In this chapter, we discuss some of the issues that came to the forth.

5.1 Profile of the Kenyan Volunteer

The major findings on the profile of the Kenyan volunteer include:

- a) A high level of informal (direct) volunteering (44.4 percent)
- b) People in the middle age groups (35–44 to 65 –74 years) were more likely to volunteer than those in younger and older age groups.
- c) More volunteers indicated that they were either self-employed (32.90 percent) or unemployed (31.58 percent).
- d) More men (55.41 percent) than women (44.59 percent) volunteered.
- e) 78 percent of the volunteers said they were married
- f) Low level of volunteering among seniors and retired professionals
- g) Most volunteers (81%) reported that they were delighted, pleased or mostly satisfied with their lives, compared to 65% of non -volunteers.

The large percentage of people who volunteer informally need to be supported for the benefits of volunteerism to be fully felt. Volunteerism has costs attached to its implementation, which may not be sustainable for individual volunteers. It therefore becomes necessary to look at how informal volunteering can be effectively supported.

It is important to interrogate further the motivation of the volunteers who said they were either self-employed or unemployed. Do they volunteer because they have nothing else to do, or does their status of having extra time in their hands act as an impetus for doing good? A focus group discussion at VSO Kenya concluded that having extra time in their hands makes it easier for the unemployed and self-employed to volunteer more.

Seniors and retired professionals have lots of experience and time in their hands. Why don't they volunteer? A study carried out by VSO Jitolee in 2008¹¹ found that most Kenyans do not prepare for retirement. As a consequence, most retire while still having young families, other responsibilities and liabilities that necessitate that they look for gainful employment, business or trade to make ends meet, leaving little time for doing voluntary work.

¹¹ VSO Jitolee. 2008. Valuing volunteer work

Volunteer rate

International comparisons of volunteering are difficult given the variations in the cultural differences in the way volunteering is defined and data collected, however the volunteer rate among the Kenyan adult population (51.08 percent) is comparable to that of Australia (34%), Ireland (37%), Netherlands (37%), UK (29%), US (45%), Canada (42%) and New Zealand (NZ) (40%).¹²

5.2 Contribution of Volunteer Work to the Labour Market and GDP

Volunteers in Kenya contribute an average of 669,630,288 hours annually, translating into a contribution to the economy of Kshs. 236,277,890,000; a contribution of 3.66 percent of the GDP. This contribution is understated because volunteer involving organizations were not willing to disclose their volunteer management and support services costs. Their contribution to the labour market was also not recorded.

The contribution to GDP compares well with Canada, with a combined economic value of 3.7 percent of GDP.¹³

5.3 Supporting Mid-level and senior management volunteers

One of the major challenges that form a barrier to mid-level and senior management to volunteer over a period of time is the lack of a mechanism for them to get back to work after a volunteer placement. Unlike in the West, a Kenyan professional who wishes to volunteer over a sustained length of time has to resign their job, without an assurance that they will get it back. This affects their ability to use the experience gained through volunteerism to progress professionally.

5.4 Encouraging Corporate Volunteering and Philanthropy

As seen earlier, local foundations, corporations and individual philanthropists play a marginal role in funding volunteerism. This is mainly due to lack of awareness of the contribution volunteer work makes to the economy and partly due to lack of incentives to support volunteerism.

According to George Awalla, VSO Kenya Country Director, there is a dearth of corporate volunteering in Kenya because the corporates do not see how volunteerism adds to their bottom line.

¹² Professor Myles McGregor-Lowndes et al. 2014. Giving and Volunteering in Australia 2014. The Australian Centre for Philanthropy and Non-profit Studies

¹³ TD Economics. 2014. The Impact of Volunteerism and Charitable Giving

Chapter Six: Recommendations

The following conclusions and recommendations have been developed from the findings of the research, including secondary data.

6.1 Recognising Informal/ Direct Volunteerism

44.40 percent respondents indicated that they volunteer directly, without going through any organization, or any support from third parties. This is often referred to as informal volunteering. There is need to record and reward this significant contribution.

We should however be careful not to turn this into formal volunteering through regulation as this would kill this spirit of volunteering based on cultural sensitivities and values. One way of supporting informal volunteering is through development of an Online Portal, where volunteers can sign in and record their contribution and tell their story. This portal can also be used when identifying extra ordinary volunteers to honour for their efforts.

There is also need to develop information, communication and educational materials and hold regular grassroots training and sensitization on volunteerism, involving informal volunteers, formal volunteers and local volunteer involving organizations.

6.2 Reducing Bureaucracy among Government Agencies

The researchers found it difficult to obtain information from other Government Ministry departments, because they wanted to see letters of clearance from their parent ministries.

We recommend that the National Volunteer Secretariat forms a Volunteer Sector Working Group, incorporating all Government Agencies that involve volunteers, volunteer involving organizations and the private sector to make it easier to coordinate future assignments.

We also recommend that data collection on volunteerism be incorporated in the normal data collection processes of the Kenya National Bureau of Statistics (KNBS) as cheaper and accurate way of updating volunteerism data and information. The National Volunteer Secretariat in conjunction with Volunteer Involving Organizations Society should develop the tools to be used by KNBS.

We recommend creation of linkages with County Governments to embrace Volunteerism as a development tool.

6.3 Increasing mutual support between Government and VIOs

During the research, many VIOs found it difficult to release data on Plans, Staffing and Finance, which they considered confidential. This was partly informed by previous attempts by Government to limit the level of funding to local PBOs under the PBO Act which has not been operationalised. It is important to create a level of trust between Government and Stakeholders to facilitate exchange of data.

We recommend that the Ministry convenes a stakeholder's conference to review the National Volunteer Policy and Bill and agree on modalities of working together for the benefit of the sector.

We also recommend that the Ministry fully involves VIOs in development of Regulations and By-laws for implementation of the National Volunteer Policy and the Volunteer Bill.

It is also important to develop and implement capacity building programs to strengthen VIOs Governance, Management and Financial Systems.

6.4 Developing a National Volunteer Database

There is currently no comprehensive Volunteer Database which could give a clear picture of the sector. Various VIOs are registered under different registration regimes, and in all cases, data and information that would help grow the sector is missing.

As envisaged in the National Volunteer Policy, we recommend the immediate development of an Online Platform for registration of formal and informal volunteers, VIOs and Government Agencies. The platform should be interactive and provide all pertinent information regarding volunteers and organizations

Volunteer opportunities should be posted here. Individual Volunteers should register their expertise and indicate their availability for assignments. Of particular importance are the volunteers with expertise to respond to emergencies who should be identified for swift deployment in times of crisis

6.5 Developing a Volunteer Recognition Framework

Experience from other countries shows that Volunteer Recognition is a catalyst for will spurring interest in the sector. Currently there is no sustainable framework for recognising volunteers in Kenya.

We recommend a Volunteer of the Year Award framework be developed by the Ministry, in conjunction with VIOs, the Private Sector and County Governments. The award process should be used to spur growth of the sector.

6.6 Setting up a National Volunteer Trust Fund

The Volunteerism requires a sustainable resource base, whose management the National Volunteer Policy has vested in the National Volunteer Trust Fund. We recommend that the formation of the fund be accelerated through development of instruments for governance and operations of the Trust Fund, as well as advocating for policy incentives, like tax breaks, that encourage individuals to donate to the fund to support volunteerism

6.7 Institutionalizing Volunteer Education

Currently, there is no national curriculum for training on volunteerism and volunteer management. Organizations develop their own training programs, which are not necessarily replicable by others. In most cases, volunteer managers have no formal training on volunteer management.

We recommend that all stakeholders advocate for inclusion of volunteerism and service in the curriculum at all levels of education. We also recommend that the Ministry works with institutions of higher learning to introduce formal training and certification of volunteer managers in the country.

6.8 Strengthening VIOs Capacity and Resource Base

One of the greatest challenges identified by VIOs was lack of sufficient resources to run their volunteer programs. They also indicated that they had serious capacity gaps in volunteer management, financial management and reporting.

The National Volunteer Policy recognises that NGOs, Trusts, CBOs, Self Help Groups, Foundations, and FBOs as major supporters of volunteerism in Kenya, which shall be coordinated and assisted by the National Volunteer Secretariat to review, strengthen and align themselves to those other actors to maximize of the synergies thereof.

We recommend immediate development of a framework for putting into effect this policy statement.

We however recommend that guidelines be developed that will assist Local and National VIOs to generate own resources within the law, build their capacities to operate social enterprises and identify areas where Government could support VIOs without compromising their independence.

6.9 Involving Seniors and Retired Professionals

We recommend that the Ministry set up a volunteer program for seniors and retired professionals to tap on their experience and give them a purpose for continued community service. This program could include assisting employees be more prepared for retirement.

6.10 Supporting Mid-level and senior management volunteers

We recommend engagement of employers in development of a policy framework that will encourage employers to give time off for mid-level and senior management staff to volunteer and be able to reclaim their jobs at the end of the placement.

6.11 Encouraging Philanthropy

We recommend development of a policy framework and incentives that encourage local foundations, corporations and individual philanthropists play a major role in funding volunteerism. These incentives could include tax breaks for donations and expenses incurred in support of volunteerism.

Appendices

Research Tools

MINISTRY OF EAST AFRICA COMMUNITY, LABOUR AND SOCIAL PROTECTION
RESEARCH ON MEASURING THE CONTRIBUTION OF VOLUNTEER WORK ON
KENYA'S GROSS NATIONAL PRODUCT (GDP)

1. Individual Questionnaire

Note: This questionnaire has been coded and input into the electronic data collection gadgets in a format that eliminates ambiguities.

1. **Date of Birth** Day/Month/Year

2. Gender

- Male
- Female
- Other

3. Highest level of education completed

- None
- Primary school
- Secondary school
- College Diploma
- University degree or higher

4. Marital Status

- Single
- Married
- Separated
- Divorced
- Widowed
- In civil union

5. What is your current employment status?

- Unemployed
- Self -Employed
- Full-time Employment
- Part-time Employment
- Student

6. County of origin

7. County of residence

8. Disability status

- None
- Physical
- Sight challenged
- Hearing challenged
- Other

9. Measuring volunteer work (4-week reference period)

Step or variable	Question
RS_RULE	<i>(Please indicate whether the information in this questionnaire pertains to the respondent him/herself or to other members of the household.)</i>
START	<p>So far I have been asking you about paid work. The next few questions are about <u>unpaid non-compulsory</u> work that you did, that is, time you gave without pay to activities performed either through organizations or directly for others outside your own household.</p> <p><i>(Note: Work is understood here to be an activity that could, in principle, be done for pay. Reimbursement of expenses does not disqualify an activity.)</i></p>
WORK_01	<p>In the last four weeks (<i>provide dates marking the period</i>) did you spend any time on this kind of <u>unpaid</u> activity?</p> <p><i>(If "Yes", proceed to WORK_02. If "no", or "not sure", proceed to PROMPT_01)</i></p>
WORK_02	<p>Please tell me what kind of <u>unpaid</u> work you did. Mention as many activities as you can remember. Why don't you start with the <u>unpaid</u> work that you did most recently/on which you spent the most time.</p> <p><i>(Record response verbatim for subsequent occupational coding.)</i></p>
HOUR_01	<p>I would like to determine the total number of hours you did this. (<i>repeat back to the respondent the first activity he/she reported, then repeat from HOUR_01 to TYPE_ORG04 for each additional activity mentioned</i>) in the last four weeks. Do you recall approximately how many hours you spent on this <u>unpaid</u> activity?</p> <p><i>(If «Yes», record number of hours indicated and go to TYPE_ORG01. If "no", or "not sure", go to HOUR_02)</i></p>
HOUR_02	<p>If you do not recall the total number of hours, could you perhaps recall how many times you did this activity in the last four weeks?</p> <p><i>(Record response verbatim for subsequent frequency coding)</i></p>
HOUR_03	<p>And how many hours did you spend doing this <u>unpaid</u> work (the last time you did it /on average each time you did it)?</p> <p><i>(Record response verbatim)</i></p>
TYPE_ORG01	<p>Did you do this <u>unpaid</u> work for or through an organization?</p> <p><i>If "no", code (direct volunteering) and go to WORK_03.</i></p>
TYPE_ORG02	<p>What is the name of the organization for which you did this <u>unpaid</u> work?</p> <p><i>(Record response verbatim for subsequent industry and sector coding. If more than one organization is mentioned, repeat questions TYPE_ORG03-04 for every organization.)</i></p>

Step or variable	Question
TYPE_ORG03	<p>If name of organization is not in code book, or if no code book is used, ask What does this organization do? ____ (80 spaces)</p> <p><i>(Record response verbatim for subsequent industry coding.)</i></p>
TYPE_ORG04	<p>I will now read you a list of four types of organization. Please tell me which best describes the organization for which you worked.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Charity <input type="checkbox"/> Non-profit organization <input type="checkbox"/> NGO/PBO <input type="checkbox"/> Union <input type="checkbox"/> Faith Based organization <input type="checkbox"/> Business <input type="checkbox"/> Government <input type="checkbox"/> Other, including community <input type="checkbox"/> Not sure
	<p><i>(Record response verbatim for subsequent sector coding.)</i></p> <p><i>(If respondent mentions more than one type of activity, ask questions from HOUR_01 to TYPE_ORG04 for each activity separately. Then proceed to WORK_03)</i></p>
WORK_03	<p>Is there any other <u>unpaid</u> non-compulsory time you gave without pay to activities performed either through organizations or directly for others outside your own household <i>(provide dates marking the period)</i>?</p> <p><i>(If "Yes", go to WORK_02. If "No", proceed to END)</i></p>
PROMPT_01	<p>Sometimes people don't think of some activities as <u>unpaid</u> work. I will read you a list of examples of this kind of activity. If you gave any time without pay to these activities during the past four weeks <i>(provide dates marking the period.)</i>, please respond with a "Yes" to each as I read them out. Otherwise, say "No".</p>
PROMPT_02	<p>Did you do any <u>unpaid</u> work for a community organization, such as fundraising, providing administrative support, or serving on the board of a school, library, health-care centre, NGO, club, union, religious congregation, or association?</p> <p>___ Yes/___ No</p> <p><i>(Note: The specific examples of activities considered to be within the scope of the survey may vary from country to country. However, the overall types of activity should remain the same in order to maintain international comparability.)</i></p>

Step or variable	Question
PROMPT_03	<p>Did you clean or improve your community (e.g. picking up rubbish) or work to improve the water supply, parks or roads?</p> <p>___ Yes/___ No</p>
PROMPT_04	<p>Did you organize an event (such as a community gathering, a sporting or cultural activity, a religious celebration or a political event) to make others aware of an issue?</p> <p>___ Yes/___ No</p>
PROMPT_05	<p>Did you provide any <u>unpaid</u> assistance to persons outside your household (such as the elderly, children, the poor or disaster victims), prepare and serve food, or transport persons or goods? ___ Yes/___ No</p>
PROMPT_06	<p>Did you conduct any <u>unpaid</u> coaching, officiating or counselling, provide any free medical care or legal advice, or gather information or scientific data?</p> <p>___ Yes/___ No</p>
PROMPT_07	<p><i>(If respondent says "Yes" to any one of the questions in PROMPT_02 to PROMPT_06, say: "You said that you (read back the examples provided for the questions they responded" Yes" to: 1. worked for a community organization, 2. worked to clean or improve your community, 3. worked to organize an event, 4. provided assistance to persons outside of your household, and/or 5. provided coaching, counselling, medical care, legal advice, food or transport services.)</i></p> <p><i>Ask questions from WORK_02 to TYPE_ORG04 for each activity. If respondent says "No", proceed to END)</i></p>
SPECIAL	Additional questions to cover annual aspects of the survey.
SPECIAL_01	<p>People often do <u>unpaid non-compulsory</u> work just a few times a year for special events. In the past twelve months, did you give any time without pay to activities performed either through organizations or directly for others outside your own household for a special event that you have not reported on this survey because it did not take place in the past four weeks?</p> <p><i>If "Yes", proceed to SPECIAL 02. If "No", proceed to END)</i></p>
SPECIAL_02	<p>Please tell me what kind of <u>unpaid</u> work you did. Please mention as many activities as you can remember. Why don't you start with the work that (you did most recently/on which you spent the most time).</p> <p><i>(Record response verbatim for subsequent occupational coding.)</i></p>

Step or variable	Question
SPECIAL_03	<p>I would like to determine the total number of hours you did this <i>(repeat back to the respondent the first activity he/she reported, then repeat questions from SPECIAL_03 to SPECIAL_09 for each additional activity mentioned)</i> in the last twelve months. Do you recall approximately how many hours you spent on this <u>unpaid</u> activity?</p> <p><i>(If " Yes", record number of hours given, and then go to SPECIAL_06. If " No", or " Don't know/Not sure", go to SPECIAL_04)</i></p>
SPECIAL_04	<p>If you do not recall the total number of hours, could you perhaps recall how many times you did this activity in the last four weeks?</p> <p><i>(Record response verbatim for subsequent frequency coding)</i></p>
SPECIAL_05	<p>And how many hours did you spend doing this unpaid work (the last time you did it/on average each time you did it)?</p> <p><i>(Record response verbatim)</i></p>
SPECIAL_06	<p>Did you do this <u>unpaid</u> work for an organization?</p> <p><i>If " No", code (direct volunteering) and go to END.</i></p>
SPECIAL_07	<p>What is the name of the organization for which you did this work?</p> <p><i>(Record response verbatim for subsequent industry and sector coding. If more than one organization is mentioned, repeat questions SPECIAL_08-09 for every organization)</i></p>
SPECIAL_08	<p><i>If name of organization is not in code book, or if no code book is used, ask What does this organization do? ____ (80 spaces)</i></p> <p><i>(Record response verbatim for subsequent industry coding.)</i></p>
SPECIAL_09	<p>I will now read you a list of four types of organizations. Please tell me which of these, best describes the organization for which you worked.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Charity <input type="checkbox"/> Non-profit organization <input type="checkbox"/> NGO/PBO <input type="checkbox"/> Union <input type="checkbox"/> Faith Based organization <input type="checkbox"/> Business <input type="checkbox"/> Government <input type="checkbox"/> Other, including community <p><i>(Record response verbatim for subsequent sector coding.) (If respondent mentions more than one type of activity, ask questions from SPECIAL_03 to SPECIAL_09 for each activity separately).</i></p>
END	End of survey module

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2. Interview Guide for Key Informants

Prior to the start of the interview information will be given to the respondents on the research topic. The respondent will be asked to give verbal consent to participate in this study.

1. Name and occupation (ask if it is okay to use the respondent's name in the study or whether they want to be anonymous)
2. How long have you served in the volunteer sector in Kenya?
3. What trends have you observed in the last 5 years?
4. What in your opinion are the main motivations for people to offer themselves as volunteers?
5. What would you say are the main breakthroughs in volunteer sector in Kenya over the last 5 years?
6. What in your opinion are the main challenges in the volunteer sector in Kenya?
7. What practical recommendations would you give to improve the state of volunteerism in Kenya?

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3. Focus Group Discussion Guide

(Includes both formal and informal volunteers)

1. Reasons for Volunteering

Using the 7-point scale (**1 = extremely important to 7=extremely unimportant**), please indicate how important or accurate each of the following possible reasons for volunteering is for you in doing volunteer work

Item	1	2	3	4	5	6	7
Can help me get a job at a place where I'd like to work.							
My friends volunteer							
I am concerned about those less fortunate than myself.							
People I'm close to want me to volunteer.							
I am genuinely concerned about the particular group I am serving.							
By volunteering, I feel less lonely.							
I can make new contacts that might help my business							
Relieves me of guilt over being more fortunate than others.							
I can learn more about the cause for which I am working.							
Volunteering increases my self-esteem.							
Volunteering allows me to gain a new perspective on things.							
Volunteering allows me to explore different career options.							
My close associates place a high value on community service.							
Volunteering lets me learn through direct "hands on" experience.							
I feel it is important to help others.							
Volunteering helps me work through my own personal problems.							
Volunteering will help me succeed in my chosen profession.							
I can do something for a cause that is important to me.							
I can learn how to deal with a variety of people.							
Volunteering makes me feel needed.							
Volunteering makes me feel better about myself.							
Volunteering experience will look good on my resume.							
Volunteering is a way to make new friends.							
I can explore my own strengths.							

2. Volunteering Outcomes

Using a different 7-point scale (**1=Strongly Disagree to 7=Strongly Agree**) please indicate the amount of agreement or disagreement you personally feel with each statement. Please be as accurate and honest as possible, so we can better understand this organization.

Item	1	2	3	4	5	6	7
I made new contacts that might help my business or career.							
People I know best know that I am volunteering							
People I am genuinely concerned about are being helped through my volunteer work							
From volunteering, I feel better about myself.							
Volunteering allows me to escape some of my own troubles.							
I have learned how to deal with a greater variety of people							
I have been able to explore possible career options.							
My friends found out that I am volunteering							
I am doing something for a cause that I believe in.							
My self-esteem is enhanced by performing volunteer work							
I have been able to work through some of my own problems.							
I have learnt more about the cause for which I am working.							
I am enjoying my volunteer experience.							
My volunteer experience has been personally fulfilling.							
This experience of volunteering has been a worthwhile one.							
I have been able to make an important contribution by volunteering.							
I have accomplished a great deal of "good" through my volunteer work.							

3. Trends in Volunteerism

What will you be doing one year from today?

- a volunteering at this organization.
- b volunteering at another organization.
- c not volunteering at all.

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4. Volunteer Organizations Data Collection Tool

1. Organization Name	2. Physical Address	3. Postal Address	4. Email Address 5. Website
6. Contact Person	7. Designation	8. Email Address	9. Contact Mobile No.
10. Type of Organization <ul style="list-style-type: none"> <input type="checkbox"/> Community Based <input type="checkbox"/> Membership Organization <input type="checkbox"/> Network Organization <input type="checkbox"/> Trust/Foundation <input type="checkbox"/> Local PBO <input type="checkbox"/> National PBO <input type="checkbox"/> International PBO <input type="checkbox"/> Government Agency 	11. Registration Status Registered/Not Registered Date of Registration Registration No	12. Governance Has Governance Board (Yes/No) Number of Board Members Hold regular elections (Yes/No) Board Chair has Term Limits (Yes/No) Length of board tenure 1 year, 2 years, > 2 years	13. Management <ul style="list-style-type: none"> <input type="checkbox"/> No of professional staff <input type="checkbox"/> No of support staff <input type="checkbox"/> No of office volunteers
14. Geographical Coverage <ul style="list-style-type: none"> <input type="checkbox"/> International <input type="checkbox"/> Regional <input type="checkbox"/> National <input type="checkbox"/> County <input type="checkbox"/> Local 	15. Sector of Operation <ul style="list-style-type: none"> <input type="checkbox"/> Health <input type="checkbox"/> Education <input type="checkbox"/> Peace <input type="checkbox"/> Youth and women <input type="checkbox"/> Community Development <input type="checkbox"/> Other 	16. Years in the sector <ul style="list-style-type: none"> <input type="checkbox"/> 0-1 years <input type="checkbox"/> 2-5 years <input type="checkbox"/> 6-10years <input type="checkbox"/> Over 10 years 	17. Resources Annual Budget (annual reports) % of Budget resourced locally % of Budget resourced externally

<p>18. Partnerships</p> <p>No of local partner organizations</p> <p>No of international partner organizations</p>	<p>19. Beneficiaries</p> <p>Who are the beneficiaries?</p> <p>No of direct beneficiaries</p> <p>No of indirect beneficiaries</p>	<p>20. Volunteer Activities</p> <p>Direct service delivery</p> <p>Advocacy and campaigning</p> <p>Education and training</p> <p>Capacity building</p>	<p>21. No. of volunteers and Length of volunteering</p> <p>No. of volunteers engaged annually</p> <p>Length of service of volunteers</p> <p>Estimated no. of volunteer hours annually</p>
<p>22. Supporting the volunteer</p> <ul style="list-style-type: none"> <input type="checkbox"/> Give stipends <input type="checkbox"/> Provide transport only <input type="checkbox"/> Provide meals only <input type="checkbox"/> Provide transport and meals <input type="checkbox"/> No support provided 	<p>23. Kind of volunteers engaged</p> <ul style="list-style-type: none"> <input type="checkbox"/> Skilled volunteers <input type="checkbox"/> Students <input type="checkbox"/> Interns <input type="checkbox"/> Anyone willing to volunteer 	<p>24. Recognising volunteers</p> <ul style="list-style-type: none"> <input type="checkbox"/> Given written contract (Yes/No) <input type="checkbox"/> Certificate of service (Yes/No) <input type="checkbox"/> Acknowledged publicly (Yes/No) 	<p>25. Critical Sector Challenges</p>

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5. Research Assistants Guidance Notes

Proposed definition and rationale

Volunteer work will be defined as Unpaid non-compulsory work; that is, time individuals give without pay to activities performed either through an organization or directly for others outside their own household.

Key features and considerations

A number of key features of this definition, and of the activity it identifies as "volunteer work", deserve special attention:

- (c) **It involves work.** This means that it involves activities that produce goods and/or services which contribute something of potential value to its recipients. Two points must be emphasised:
 - (i) **Volunteering is work.** The activity being measured should contribute to the production of goods and services that fall within the general production boundary of the economy as defined in the System of National Account (SNA). This means that the activity is not done solely for the benefit or enjoyment of the person doing the activity or of a member of that person's household. Thus, playing a musical instrument solely for one's own enjoyment is not work and hence not "volunteer work"; but playing a musical instrument (without payment) for the enjoyment of residents in a nursing home or community is.
 - (ii) **To be considered a volunteer, a person needs to do "some" volunteer work** during a *specified reference period*. In the international definition of employment, "some" is typically understood to be at least one hour during a short reference period (of one day or one week. However, as long as the volunteer activity qualifies as work as opposed to leisure, it may still be considered volunteer work even if conducted for less than one hour during a specified reference period.
- (d) **It is unpaid.** Volunteer work by definition is work without pay or compensation, in cash or in kind. However, some forms of monetary or in-kind compensation may still be possible without violating this feature of the definition:
 - (ix) Volunteers may be reimbursed for the out-of-pocket expenses they incur in their assignment (e.g. travel costs or cost of equipment);
 - (x) Services such as a meal or transportation may be provided to the volunteer so long as their value does not equal or surpass the value of local market wages;
 - (xi) Volunteers may receive stipends intended to cover their own living expenses so long as the stipends are not contingent on the local market value, quality or quantity of the work, or on its outcome (if any);
 - (xii) Symbolic gifts, or other similar expressions of gratitude for volunteer work, may be given to the volunteer so long as they are not equal to the value of local market wages;

- (xiii) Symbolic gifts, or other similar expressions of gratitude for volunteer work, may be given to the volunteer so long as they are not equal to the value of local market wages;
 - (xiv) Whether the value of any such reimbursement is considered equal to or more than the value of local market wages may well vary from place to place. In-kind provision of food in a low-wage area, for example, may constitute significant compensation.
 - (xv) Volunteers may receive non-monetary benefits from volunteering in the form of skills development, social connections, job contacts, social standing and a feeling of self-worth;
 - (xvi) Corporate volunteering programmes present a different situation since some businesses provide incentives for workers to participate in such programmes, such as offering paid time off. Where such incentives exist, the resulting activity violates the "unpaid" provision of the recommended definition and should therefore not be counted as *volunteer work*. Rather, this should be considered a corporate in-kind contribution. On the other hand, where the encouragement takes the form of organizing employee group volunteer activities without financial compensation being paid to the participants, the resulting activity does qualify as *volunteer work*;
 - (xvii) More generally, volunteer activity that is carried out concomitantly with paid work would not qualify as volunteer work (for example, a truck driver who picks up and carries a hitchhiker during paid working hours would not be doing volunteer work).
- (h) It is non-compulsory.** Volunteer activity must involve a significant element of choice. Persons engage in these activities willingly, without being legally obliged or otherwise coerced to do so. Court-mandated unpaid work and work mandated as part of a prison sentence would therefore be excluded. Social obligation, such as peer pressure, parental pressure or the expectations of social groups, however, does *not* make the activity compulsory.
- (iii) Unpaid apprenticeships required for entry into a job and internships and student volunteer work required for graduation or continuation in a school or training programme violate the non-compulsory feature of the definition and should therefore not be considered as *volunteer work*.
 - (iv) Because young persons do not have the legal capacity to engage or refuse to engage in the activities discussed here on their own, and therefore it cannot be meaningfully determined if the "non-compulsory" criterion defining volunteer work is met, this survey will adopt a minimum age of 18 years as the cut-off point for measuring volunteer work.
- (i) It embraces both "direct" volunteering, i.e., volunteer activities engaged in directly for other households, and "organization-based" volunteering, i.e., volunteering done for or through non-profit institutions or other types of organizations.**
- (j) It does not embrace work done without pay for members of the volunteer's own household.** Most experts on volunteering agree that work done for family members, especially "immediate" family members, does not qualify as volunteer work. As noted earlier, however, a problem arises in using "family" as the unit of observation, because the definition of "family," and even "immediate family," is imprecise and differs widely among different cultures. Rather than using this

imprecise term, the definition here adopts the usage common in labour force surveys, which use the "household," i.e., persons living together in the same housing unit, as the unit of observation.

- (k) **It includes volunteering done without compulsion in all types of institutional settings:** non-profit organizations, government, private businesses, and "other" types of institutional settings of volunteer work.
- (l) **It does not limit the scope of volunteer work to a particular beneficiary.** Volunteer work can be conducted to benefit an assortment of organizations and causes, including people, the environment, animals, the wider community, etc.

Examples of volunteer work considered within or outside the recommended definition

Within the scope	Outside the scope
Buying groceries for an elderly neighbour	Buying groceries for one's own household
Volunteering as a teacher in a public school	Helping one's child with homework
Serving on a neighbourhood clean-up committee	Cleaning one's own house or yard
Helping an organization create or maintain a website	Participating in internet-based social activities
Working on a voter registration drive	Voting
Distributing food, medical or material assistance to communities/groups in need	Driving one's spouse to hospital for medical care
Serving as an usher or otherwise working on behalf of a religious organization	Attending a religious service
Helping a non-profit environmental organization gather water samples without compensation	Doing research for one's occupation
Providing unpaid legal advice at an agency	Receiving payment for legal advice or assistance
Serving as a coach for a children's sports league, even where one one's child is involved.	Helping one's own child to practice a sport
Making clothes for disadvantaged children	Making/repairing clothes for one's own children
Constructing housing for homeless families	Engaging in housework in one's own home
Assisting stranded animals or animals that are victims of an environmental disaster	Being paid by an organization that caters to animals in distress
Providing counselling support or mentoring to another person without compensation	Offering advice to a neighbour in the course of a friendly conversation
Volunteering with co-workers outside working hours for which one is not paid	Volunteering during paid time-off granted by an employer
Sewing a blanket for a sick neighbour	Sewing a blanket for a sick household member

KEY FEATURES OF THE SURVEY

Overall structure — Activity focus

The survey is structured around individual volunteer activities; that is to say that respondents are asked to identify any activity in which they have engaged over a specified reference period that fits the definition of volunteer work. They are then asked a series of questions about the frequency, amount of time, type of work and auspices of each such activity in turn. This approach maintains the focus throughout the interview on what the respondent actually did, on the theory that respondents may relate more easily to questions about what they did than to questions about the organizations or other entities for which they worked. In this way, the survey design team expects to engage respondents in the survey more effectively. Each such activity is then classified into an occupation using a standard international classification of occupations. Not only will this facilitate a clear understanding of the content of volunteer work, but it will also facilitate an estimate of the economic value of such work.

Use of the term “volunteering,” or “volunteer work”

The terms “volunteering” or “volunteer work” are *not used* in the survey, because experience has shown that they are understood differently in different contexts and are not helpful in eliciting accurate responses. Instead, respondents are simply asked about “unpaid non-compulsory work that (they) did, that is, time (they) gave without pay to activities performed either through organizations or directly for others outside (their) own household.”

Prompting

5. Since volunteer work is somewhat ambiguous and subject to cultural differences, and since it is a form of behaviour that often occurs irregularly and for relatively short periods of time, the accurate recall of this type of activity may prove problematic for many people. To reduce this difficulty, the survey will employ prompting to fix the definition of volunteering more securely in the respondent's mind, thus assisting the respondent in recalling his or her past behaviour.
6. The survey will employ high-buffered approach using an extensive series of Yes/No questions about specific volunteer activities in which the respondent may have participated, and then asks the respondent for details about each activity to which the respondent responded “Yes”.
7. This approach has the advantage of simplicity and specificity and assures that volunteer activities that tend to be overlooked are properly included, but it can significantly increase the time needed to administer the survey, and hence the survey cost, because interviewers must proceed through the entire list of prompts.
8. Respondents who answer “no” to the initial question will be read a list of broad types of possible volunteer activity, and they are asked to provide “Yes” or “No” answers indicating whether or not they engaged in volunteer work of that type. Respondents are then asked about the type, hours and institutional context of all the volunteer work activities for which they provided a “Yes” answer.

Reference period

4. Compared to paid employment, volunteer work is generally a far less frequent activity, which means that a significant dimension of the phenomenon may be missed if the reference period used is too short. On the other hand, if the reference period is too long, the accuracy of the recall declines.
5. The survey incorporates a compromise between the one week reference period common in many labour force surveys and the one-year reference period frequently used in volunteering surveys. Specifically, we have a **four-week reference period**. This is consistent with the practice employed in many labour force surveys of using longer periods to capture dimensions of labour force participation other than regular employment.
6. In addition to the four-week reference period, the survey proposes adding an additional prompt to capture activities engaged in only once or twice a year (for instance, around a religious holiday that may not correspond with the timing of the labour force survey). To reduce the burden, this additional prompt could be asked only of a sub-sample of respondent households.

Industry in which volunteer work occurs

Another topic of considerable interest is the industry or field in which volunteer work occurs. As with the coding of occupations, the use of labour force surveys as the platform for measuring volunteer work brings the added benefit that these surveys typically use standard coding systems to identify the industry or field in which work takes place

Wording and quantity measurements

The survey will develop accurate measures of the quantity of volunteer time. Because people may have difficulty adding together multiple volunteer assignments, the survey asks separately about the frequency of each activity and about its average duration. This two-step approach has been chosen because it is easier to have respondents supply these two items of information and then have a computer determine the total hours than to ask the respondents to calculate the total hours during the interview.

List of Participating Organizations

SN	Organization Name	County
1.	Kumbuka wazee initiative	Murang'a
2.	Plumbers Development Group	Kisumu
3.	Webuye county hospital	Bungoma
4.	Child welfare society of Kenya	Murang'a
5.	Kenya Aids Response Programme (KARP)	Bungoma
6.	Little sisters of the poor	Mombasa
7.	Al maida Mosque	Nairobi
8.	Kazi Ngumu Integrated Project	Kisumu
9.	Christ co-workers fellowship Chrisco Church Kisumu	Kisumu
10.	The Cup Kenya	Nairobi
11.	Simama Project	Laikipia
12.	HIV Testing Service	Bungoma
13.	Enaitoti Naretu Olmaa Coalition for Women(ENOCOW)	Narok
14.	Humanitarian Educational centre	Nairobi
15.	Council of Muslim Teachers and Preachers Welfare Association	Kilifi
16.	Kenya Red Cross	Laikipia
17.	AMRUT	Samburu
18.	Mizuka Youth Group	Nairobi
19.	Metropolitan Hospital	Nairobi
20.	Kangema Fortune Medical Clinic	Murang'a
21.	Umande Trust	Nairobi
22.	Narok County Referral Hospital	Narok
23.	P.C.E.A Narok Parish Boys Homes	Narok
24.	Lukenya Pillars of Transformation	Nairobi
25.	Webuye Ampathy	Bungoma
26.	Africa Sand Dam Foundation	Taita Taveta
27.	State Department for Social Protection, Department Of Social Development	Nairobi

SN	Organization Name	County
28.	St John Ambulance	Mombasa
29.	Waso Trustland	Isiolo
30.	Mwangaza Self Help Women Group.	Embu
31.	Kenya Red Cross	Murang'a
32.	Olmarei Lang	Narok
33.	Regional Centre for Pastoralist Elders	Isiolo
34.	Paradise Community Centre	Nairobi
35.	Vision Sisters	Nairobi
36.	Haki Group	Nairobi
37.	Elizabeth Glazer	Kisumu
38.	Zawadi Child Care	Nairobi
39.	Anglican Church of Kenya(Compusion)	Nairobi
40.	Sister to Sister Women Group	Narok
41.	Community Integrated Actions Youth Group.	Trans Nzoia
42.	Trans_Nzoia Youth Sports Association (TYSA).	Trans Nzoia
43.	Young innovators	Trans Nzoia
44.	Department of Social Development	Narok
45.	Women Enterprise Fund	Nakuru
46.	Kenya Red Cross Nakuru	Nakuru
47.	Kenya Forestry Service	Narok
48.	National Council of Women of Kenya	Nairobi
49.	Kenya Red Cross	Narok
50.	Unaitas	Murang'a
51.	Kesho Kenya Organization	Kilifi
52.	Saidia	Kilifi
53.	Celtcom Systems	Nairobi
54.	Human Rights Network	Nairobi
55.	Hope Natural Health Care Ltd - Kenya	Nakuru
56.	E-Waste Initiative Kenya	Nairobi
57.	Mamboleo Women Group	Kisumu

SN	Organization Name	County
58.	Kenya Red Cross-Kisumu	Kisumu
59.	WOFAK	Nairobi
60.	St John Ambulance-Kisumu	Kisumu
61.	Lela Children's Home	Bungoma
62.	Coalition on Violence Against Women	Nairobi
63.	Dumisha SACCO	Samburu
64.	Independent Electoral and Boundaries Commission (IEBC)	Murang'a
65.	National Social Security Fund. (NSSF) -Isiolo	Isiolo
66.	Laikipia Paralegal Organisation	Nanyuki
67.	Restoration Embassy	Town
68.	African Woman and Child	Nairobi
69.	Pathfinder International	Nairobi
70.	Ministry of Devolution and Planning - Makueni County.	Makueni.
71.	Baobab International Africa	Nairobi
72.	Lady of Mercy Children's Home	Nairobi
73.	Nyamira Catholic Church	Nyamira
74.	Misikhu Children's Department	Bungoma
75.	Rural Focus	Laikipia