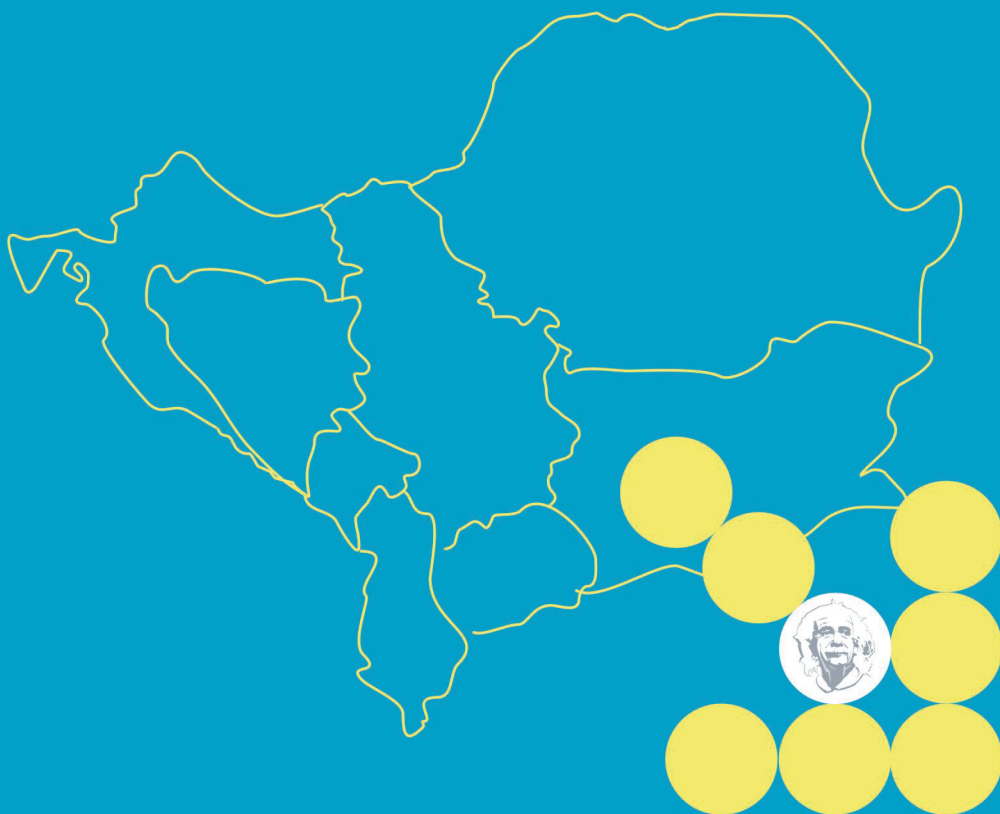


SEE VOLUNTEERS IN SEE



South East European Youth Network
Balkan Human Rights Network
United Nation Volunteers BiH

Project “Albert Einstein”

SEE VOLUNTEERS IN SEE

Research document



Project realized with financial support of Danish Ministry of Foreign Affairs (FRESTA)
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INTRODUCTION

The reasons and aims of the document

Beginning from the usual definition of voluntarism as a voluntary activity aimed at the realization of some socially useful goal in narrow or wider sense, which is done without financial compensation, it is clear that it is about an insufficiently explored, and according to that also insufficiently applied method of engaging larger human potentials in contributing in the development of the community and all the individuals in it.

Therefore, the reasons for creating the document are:

- To **inform citizens** about the particulars of voluntary work, about the possibilities and the manner of performing of volunteer work and its role in the development of the society in social and economic sense,
- To regulate voluntarism by a special legal act for, without a corresponding legal framework, it is not possible to count more seriously upon the engagement of interested citizens in the realization of volunteer projects, especially young people prepared to put their professional and other capacities in service of the institutions of the community,
- To put the **young people from the region of South East Europe into an equal position** with the young people from other parts of Europe in performing of voluntary work in sense of enabling them to move across the entire European continent without administrative obstacles,
- To **form clear rules** in regard to the rights and the duties of volunteers, organizations that deal with mediation or organizing voluntary work, beneficiaries of voluntary work etc. so as to have voluntary work treated adequately in public institutions and thereby additionally interest in engaging volunteers in its work,
- To **stimulate voluntary work** either “long-term” or “short-term” so as to reach its goals in for society especially interesting areas such as social politics and care for endangered categories of people, medicine, disasters prevention etc.
- To accept the fact that among young and other individuals as well who are prepared to put their working and professional experiences in service of volunteer projects, voluntary work **develops (additional) creativity and promotes certain specialization** for certain volunteer services or areas of volunteer activity, which in the end the whole society can benefit from.

WHY THIS DOCUMENT?

The moment when I took the responsibility of being a part of this project, I started thinking about why this project and what could I do in it? In the course of work, this question was constantly in my mind and, to be frank, it wouldn't leave me in peace and I couldn't possibly dedicate myself completely to the task, i.e. to the part of the task that I was supposed to do. As a person who had been working as a volunteer for years, I started thinking about what would improve the conditions of the work of volunteers in the whole world and especially in Bosnia and Herzegovina.

The profession I have been involved with from the first days of my working activities demanded also a part of engagement that was not in the description of my duties and I have learned a lot through that work, and I am aware that through that work I have learned a lot about some works that I couldn't come across and see what I as a human can do for others, through my regular school activities. Thanks to that engagement of mine, I have met many people of my profession, but of other professions as well, because often we have worked as multiprofessional teams, consisted of people of different professions and from different parts of Bosnia and Herzegovina, but of other countries as well. Through that work I have found out that the conditions for voluntary work are different and that some countries have dealt better with this important segment, while in some countries this question is not solved at all and volunteers manage from one situation to another. Therefore, it is very important that the group of people which is working on the realization of this project considers all positive experiences in the world which would necessarily be built into a unique act of parliament about volunteerism.

Making a quality law would create conditions for the development of voluntarism which has here a long and rich tradition, but it would be necessary to create conditions for a just treatment of voluntarism and for an equal accessibility to it under equal terms and without discrimination which nowadays is not the case because the citizens of BiH don't have an equal treatment when it comes to employing volunteers, because the notion of voluntarism is not regulated by law and it often happens that those who are assigned to a post are persons without previous working experience who get the post in order to gather experience for they need to pass a state examination and that is not voluntarism in the sense in which we treat it in this project.

The promotion of voluntarism must obtain a more important position in the upcoming period through the highlighting of important projects realized by volunteers and that will be accomplished by media promotion which either has not been present so far or it has been insufficient. NGO have been promoters and bearers of voluntary activities dealing with organizing and including volunteers in work and in the following period through legal regulations as well, it is necessary that the state gives enough space for voluntarism for it will contribute to a faster development and prosperity of the country, especially of its civil sector.

In this difficult time, the time of transition when it comes to the estrangement of one human from another, even from oneself, voluntarism should be stimulation to people to engage and show their skills and knowledge and manifest certain psychological needs.

* The making of this document, law and other acts has its value from the point of view of those who are in crisis, who need help and those who are in position to offer help via voluntarism but also to realize their ethical, psychological needs.

* Legislation of the Law on Voluntarism will render all this easier and more accessible to all the interested parties.

Avdija Hajdarhodžić, psychologist

Tuzla, January 2005.

1 ALBERT EINSTEIN PROJECT

Advocating for voluntarism legal framework in the countries of SEE region

Vision of the Albert Einstein Project: Through SEE governments' recognition of voluntarism and its legal frame establishment, it is likely that - increased number of voluntary projects and youth mobility aiming to benefit to peace and stability in region and civil society and democracy development on all levels - happens.

Voluntarism, as one of the key building blocks in the development of a strong civil society and youth policies, is currently unrecognized and often unsupported by the local and national authorities in the South East European region. Young people, who would like to spend their free time volunteering and working to the benefit of their community, are regularly stopped from doing so before they even get started. Most of the organizations that promote and implement voluntary programs face many difficulties in these early implementation stages due to the utter lack of support and, more importantly, because of lack of any legal framework.

Indeed, because the work of these voluntary organizations depends so heavily on the financial support of international donors, the very survival of their voluntary programs are at stake as we witness a gradual but definite decline in financial aid to the region.

Although a volunteer is volunteering of his or her own free will, this work should, nonetheless, be properly evaluated, and given due recognition. Such a process is easy to do but has little weight in the real world without the help of certain legal structures, and it is this legal framework that is missing. Using examples of good practice from other countries, we see voluntarism as one of the ways not only to lower unemployment, but also to increase personal development or the pre-qualifications of young and old people alike. This problem is of paramount importance in the countries of SEE. SEE countries are currently in a process of transition towards democracy and reform on almost all levels (political, economical, social, etc.)

More and more young people are showing interest in participating in voluntary projects because it is easy for them to develop their personal skills and help the community at the same time. But without the proper structures and support this good will is being squandered. Worryingly, this has led to what has been accurately called the 'brain-drain', as young people go abroad in search of employment and a better life. Voluntarism, in many ways, can actively counteract this negative "youth abandoning their countries" trend, but only with the right support.

So far, there has not been one concrete initiative in the countries of SEE (one exception is Romania, where a law on voluntarism exists, though it is rarely, if ever, implemented at all) that would put voluntarism in a concrete legal framework. We believe that an increase in the level of cooperation amongst non-governmental organizations in the region in the last few years has created a unique opportunity to change this so that we can encourage more young people to spend their free time actively contributing to the development of their communities, and finally to fulfill their rights.

Based on the above-mentioned South East European Youth Network (SEEYN) in cooperation with Asociatia Pro Democratia from Romania (APD), the Balkan Human Rights Network (BHRN) and UNV, this initiative has been called “Albert Einstein”.

So, why Albert Einstein? During the immigration of Einstein to America he was asked which citizenship he held. He answered simply and firmly: “I’m a citizen of the World”. Can voluntarism as philosophy and tool help build this sense of global citizenship? We think it can. Of course that is not to say voluntarism is the only philosophy or tool that contributes to this building process of global citizenship, but it is at least one important part of it. For these reasons Albert Einstein inspired us and we gave his name to this project.

The ultimate goal of the project is to empower youth mobility throughout the region when involved in voluntary activities by gaining the legal recognition of the importance of voluntarism and a legal structure of support being established.

However, because of the complexity of our goal, the project is split into 3 phases:

- Recognition of voluntarism in SEE region among governments’ representatives – first phase;
- Draft on voluntarism law created by NGO sector, public institutions and governments in each country of SEE region;
- Adoption of voluntarism law by National Parliaments and the beginning of its implementation in each country of SEE region.

At this time “Albert Einstein” project covers only the first phase. The successful implementation of the other phases will depend on the success and the results of the first phase.

During the implementation of this project there are specific groups reached by the project:

- SEE governments on national and local level (Croatia, Bosnia and Herzegovina, Serbia and Monte Negro, Albania, Romania, Bulgaria and Macedonia)
- NGO’s in SEE region dealing with voluntary work and voluntarism, also NGO’s from Western Europe;
- Youth aged between 18 and 25 in SEE region;
- Medias in region (written, TV and radio);
- Institutions dealing with voluntary work and voluntarism.

Within the framework of the project the following activities has been implemented:

- UNV and SEEYN research document into voluntarism in South East Europe.
- The production of a movie along the theme of ‘voluntarism and its benefit to the local community’.
- Regular press conferences, press releases, live radio and TV shows, etc.
- Various small advocacy actions throughout South East Europe implemented by 70 NGOs or non-formal groups.

In the end it’s really important to stress that this project is financially supported by FRESTA funds. More information about FRESTA you can find out on <http://www.fresta.org>.

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2 ORGANIZATIONS INVOLVED IN THE REALIZATION OF THE PROJECT

- Youth Communication Centre
- Bureau of Human Rights Tuzls
- ADP Zid
- Youth Information Agency OIA
- Youth Forum EYE
- Volunteers' Centre Zagreb
- Asociatia Pro Democratia
- The Balkan Youth Club
- Young Researchers of Serbia
- South East European Youth Network
- Balkan Human Rights Network
- United Nations Volunteers BiH (UNV BiH)

Youth Communication Centre - Bosnia and Herzegovina

Youth Communication Centre is a youth, non-governmental, non-profitable organization founded on February 12 1997 in Banja Luka.

Mission

Youth Communication Centre (YCC) is non-governmental and non-profit organization, established with aim to promote values of civil society at local and regional level. Through activities in area of education, volunteerism, media, psychosocial work, peace building and development of democracy programs we contribute increasing of quality of youth lives and development of equal opportunities society.

Our goals:

1. To work on reconciliation and civil society development through peace building activities and democracy development.
2. To support the development and capacity building of NGOs through organizing seminars and trainings.
3. To promote youth issues and activities of NGO sector on our radio "Balkan".
4. To develop programs which increase youth participation in decision-making processes in school and community.
5. To promote and develop volunteerism and youth mobility through voluntary and partnership programs.
6. To develop non-formal educational programs and to provide psychosocial support in community.

Youth Communication Centre realizes its activities in the context of the following programme areas:

- Peace building and development of democracy
- Educational programmes
- Radio "Balkan"
- Psychosocial programmes
- Voluntary programmes
- Global partnerships

Through above cited programmes, Youth Communication Centre has worked a great deal ever since its foundation on the development of voluntarism and voluntary programmes including the young from Bosnia Herzegovina and other countries. With the help of various activities, we have made the development of voluntarism possible and that in the following ways:

- In all secondary schools of Republic of Srpska (BiH entity) through the development of the Students' Council

- Through organizing and realization of the models of volunteering of secondary school students in public institutions via organizing summer volunteer camps
- Through realization of humanitarian activities
- Through long-term volunteer exchanges in the region and in Europe
- Through including of the young in our radio-station “Balkan”
- Through realization of different advocating campaigns that had as their goal the improvement of the position of the young in the society
- Through raising the capacity of other organizations in BiH and in the countries nearby
- Through the realization of various volunteer programmes in cooperation with organizations on the local, state, regional and European levels.

Through the “Albert Einstein” project, by supporting the legal regulation of voluntarism, we wanted to contribute to the development of voluntarism as an important segment of society, and most of all aiming to build generations of young people ready to change the society and themselves in a positive sense.

Our motto: *“Enable youth to reach its potentials”*

Bureau of Human Rights Tuzla – Bosnia and Herzegovina

Bureau of Human Rights was founded in October 1995 at the time of the end of the war in Bosnia and Herzegovina. It is a non-profitable, civil organization that concentrates all its efforts towards the building of the civil society, education and the development of the culture of peace and non-violence. The members of this organization firmly believe that a strong civil society is the best defence against the constant breaking of human rights. Many programmes have as their goal the development of the civil society and gathering people with the means necessary to protect their human rights.

Groups for human rights have multiple functions. Some groups follow the breaking of human rights, report on it and undertake legal actions against it. Others deal with the protection of human rights. In the area of education, we want to inform Bosnians about their basic human rights and educate them in the means with which those are protected. A significant part of educating people in human rights refers to the creation of a stronger civil society and the establishing of the mechanisms through which human rights can be protected. For instance, groups can ask and advocate the resolution of their problems by influencing the local authorities.

We also believe that the education of professional groups in human rights is an important step. Namely, the Bureau educates the police and prison guards in human rights and their protection in order to concord their work with internationally acknowledged standards. It also gives programmes for judges, prosecutors, solicitors, politicians and decision makers stressing the aspect of human rights in their work. We also want to influence the political and legislative changes that refer to human rights.

The personnel of the Bureau of Human Rights have great experience in working in Bosnia and Herzegovina. We work in order to develop close contacts with organizations in local communities, other non-government organizations that work in the same field, local governments and international community so as to ensure the success of our programme. Our experience makes sure that we get invited by non-government and international organizations to be partners and consultants in this area of work.

Mission

Bureau of Human Rights Tuzla is a non-government, non-profit, civil organization which has as its goal the education of citizens in the human rights cited in the General Declaration of the United Nations, as well as in other international declarations and conventions, in concord with the Constitution of BiH, through spreading of knowledge on seminars, round tables and other public events, as well as through electronic and printed media.

Goals

The goals of Bureau of Human Rights are to promote the knowledge about human rights throughout Bosnia and Herzegovina, especially those defined in the Declaration of Human Rights and the Constitution of Bosnia and Herzegovina, to work on the implementation of human rights in Bosnia and Herzegovina, to work on the ratification of international conventions and declarations of human rights and the adoption of internationally acknowledged methods of protection of human rights through laws in Bosnia and Herzegovina. To explore social, legal, medical and other aspects of the implementation and protection of human rights, to cooperate with organizations and associations that have similar goals on the national and international level.

ADP Zid – Montenegro**The History and the Profile of the Organization**

Association for Democratic Prosperity – Zid (further in the text: ADP) is a non-government organization founded in 1996 and sited in Podgorica, Montenegro. The organization is managed by an independent Committee of Managers whose decisions are implemented by the executive director and the programme committee together with numerous volunteers included in the activities of the organization. ADP –Wall initiated its work as a little student organization interested in solving the problems of the students of the University of Montenegro, to gradually develop and widen the field of its activities through numerous activities and projects.

ADP – Wall realized different sorts of projects in the context of the following programmes:

- Programme of volunteer centre
- Programme of community development
- Programme of information and culture

ADP – Wall initiated in 2001 the Programme of Volunteer Centre (VoC) that deals with the promotion and the development on voluntarism in Montenegro. The aim of this programme is the augmentation of an active participation of citizens, especially the young, in the activities of the community, and their abilities for employment through education, the exchange of volunteers, promotion and development of voluntarism. ADP – Wall uses different methods and sorts of activities in reaching this goal, such as: long-term exchange of volunteers, short-term exchange of volunteers (international work camps), promotion campaigns, education, research etc.

The Programme of Community Development is an area that the organization deals with since its foundation. The fundamental goal of this programme is to improve the quality of the community life, stimulating the citizens, state administration and political parties to cooperate, so as to overtake active responsibility for its development. The majority of projects and activities organized so far are parts of this programme, starting with various sorts of campaigns, initiatives of public advocacy, conferences, seminars, round tables, mobilization of citizens and informal groups, researches etc. A great number of these projects have been completed in cooperation with other organizations with special accent on regional cooperation which is one of the main characteristics of the organization's activities so far.

Culture and information have been an important part of the organization's activities ever since its foundation. The aim of this programme is the augmentation of the influence of culture and objective information on the development of civil society in Montenegro. Insisting on the right and the promotion of the freedom of expression is one of the most obvious programme choices of the organization that can clearly be seen in the foundation and publishing of the magazine "Wall" which was practically the first activity of the organization following its foundation. The magazine "Wall" initiated its life as a student bulletin to later develop into a monthly magazine sold throughout Montenegro.

On the other hand, the promotion of non-institutional culture, contemporary cultural trends and young, mostly non-affirmed artists and their work are parts of activities that the organization deals with. Using the universality of the language of culture and cultural expression as a powerful way of communicating

messages about the importance and values of the civil society such as tolerance, respecting human rights and liberties, the rule of law, solidarity, active participation of citizens in society, many cultural events have been realized, such as: exhibitions, concert, theatre plays, street performances, productions of documentaries, publishing of books etc. which is a part of recognizable image of the organization.

Youth Information Agency OIA – Bosnia and Herzegovina

Youth Information Agency of Bosnia and Herzegovina (OIA BiH) is a non-government, non-party organization on the level of Bosnia and Herzegovina acting as an independent institute in the field of the development of youth politics in order to improve the position of young people and augment their participation in the society. Through three sectors: **Info Service, the Advocacy of Youth Politics and the Strengthening of Capacities**, OIA cooperates with over 50 government institutions and with more than 200 youth organizations in BiH and the region of South East Europe, as well as with numerous international organizations and young people.

Foundation

OIA came into being in 2001 through the Joint Youth Programme of the Open Society Fund of BiH created on the basis of the Foundation Strategy and UNDP Report on Human Development in BiH –Youth 2000.

Results

The results of the activity of OIA have had effect on the overall development of youth politics in BiH, i.e. on a better treatment of the young by the authorities, on the beginning of building a system of the state's care for the young, as well as on a greater activity and participation of the young people and youth organizations in society.

In that sense, only in 2003, OIA performed the following:

- Influenced the realization of over 30 institutional changes in the field of youth politics on all levels of authority in BiH
- Lobbied for certain recommendations from youth politics through six BiH Youth Parliaments, three expert publications (circulation of 14,000 copies), as well as through more than 1,000 meetings with around 50 government institutions, 30 international organizations etc.
- Sent regularly on weekly basis electronic news about the young (over 1,000 pieces of information) to over 4,000 e-mail addresses in BiH and the region of South East Europe
- Took part in a large number of relevant gatherings and conferences in the world, especially in South East Europe, as well as communicating through over 60 media houses, speaking about the position and the activism of the young in BiH
- Educated through training programmes (more than 80 workshops) over 1,250 young people from around 50 cities and that in the activism of the young, advocacy and youth politics, and around 60 young people passed OIA's special 6-month or 1-year licensed courses.
- Through the Youth Fund directly financed 50 mini-projects of the young in BiH with the overall sum of over 100,000 BAM, as well as participated in the expert capacity in selection of numerous domestic and regional programmes for grants assigning.
- Became the national partner for BiH of the European Youth Information and Counselling Agency (ERYICA) and a member of the South East Europe Youth Network (SEEN)

Membership/Partnerships

OIA implements a two-year project of strengthening youth capacities in cooperation with British foundation Allavida. In BiH, OIA presents regional programmes: youthNET and youthEXchange.SEE, and is a member of the South East Europe Youth Network (SEEN). OIA is the national partner for BiH of the European Youth Information and Counselling Agency (ERYICA). In the government sector, OIA participates in numerous advisory bodies for the young on all levels of authorities and is a member of the Advisory Board of the UNFPA/IRC project on sexually-reproductive health of the young, of the Volunteer Coalition of UNV/NGO Foundation/Altius/OIA, and in the context of the South East Europe Youth Network

Organizations involved in the realization of the project

many volunteer camps have been realized, and at the present moment we are analyzing the project “Albert Einstein” that aims to put voluntarism into a legal framework.

So far, the projects of OIA have included a great number of youth organizations from BiH and Europe, government bodies and international organizations. OIA has had partnership projects with the following organizations: IBHI, hCa Banja Luka and hCa Tuzla, SHL, Allavida, UNV, UNFPA, Roudel (France), VIA (Germany), Sohnenberg (Croatia), the members of the SEEYN network, Gender Centre BiH, NGO Foundation, Altius, student eFM Radio, BH Radio 1, NTV Hayat and over 200 youth organizations in BiH.

Youth Forum EYE - Macedonia

Mission

Youth Forum EYE is a dynamic organization of young people who have bright ideas about improving multiethnic and open society in Republic of Macedonia. We also support international ‘youth exchange’ programs, which we believe will improve the integration with European values.

We aim to inspire and help positive social and economic changes, and we are dedicated toward an efficient realization of those ideas.

Programs

Youth Forum EYE realizes its activities through several programmes:

- Civil Society and Democracy Development Programme,
Civil Society and Democracy Development Programme has its objectives in building democratic state institutions, education of citizens on democracy, human rights, civic society, etc., creation of democratic and progressive society.
- Multiethnic Society Building Programme,
Multiethnic Society Building Programme aims to strengthen the inter-ethnic relations and tolerance in this region.
- Public Administration and Local Government Development Programme,
Public Administration and Local Government Development Programme has its objectives in directing and coordinating the efforts of figures and actors of local community life towards the build-up of the functional, payable and transparent bodies of public administration and local government, introduction of “good governance” and “best value” models in work of public administration and local government bodies, mediation during the transfer of “know how” between domestic and foreign “organizations of the state”, struggle against corruption in state organizations.
- Cross-border Cooperation Programme,
Cross-border Cooperation Programme has its objectives in building a system of idea, experience and knowledge exchange among countries in the region, contributing to regional stability and integration of Macedonia in the World and European organizations, inclusion of Macedonia into European integration processes and the EU.
- International Youth Exchange Program,
Youth exchange is based on cooperation with European NGOs and the main objective is exchanging experiences, intercultural learning and bringing the idea of a united Europe to the young people.

Main area

The majority of the activities promoted by Youth Forum EYE refer to three main areas:

- The sphere of non-formal education for young people through inter-cultural learning and international youth mobility’s activities;
- The sectors of youth exchanges and national European and international voluntary youth service

The development of consciousness of European citizenship and dimension through programs and projects developed for the empowerment of young people

History

Youth Forum EYE was formed in June 2001, but it has been working as a non-formal group for three years. It was founded by a group of individuals, many of whom study business, law, computer engineering... During this time and even until today, Youth Forum EYE statutory goals have been followed with ever growing success. Although there is no maximum age limit to participate in Youth Forum EYE activities, we work mainly with young people, 16 to 28 years old. The majority of them are students.

Volunteers' Centre Zagreb – Croatia

...is a non-government, non-profitable organization founded in 1998. VCZ developed as a continuation of a project of the Croatian Antiwar Campaign from 1996 with the same title. That project was started with the help of the Service Civil International (SCI) by the arrival of the first foreign volunteers to Pakrac in order to help rebuild the areas destroyed by the war.

In the end of 2001, VCZ became a joined member of SCI. SCI is an international organization that promotes peace in the world through voluntarism. VCZ is also:

- A member of SEEYN (*South East European Youth Network*)
- Regional organizer of YouthNET (*Youth, School & Community Network, in the context of the Stability Pact*)
- Regional coordinator of East Links – ICYE (*International Cultural Youth Exchange*) for South East Europe
- Partner of YAP organizations (*Youth Action for Peace*)
- Partner of UNV organizations (*United Nations Volunteers*)
- Partner of CCIVS organizations (*Coordinating Committee for International Volunteer Service*)
- A member of WBYSID (*Western Balkans Youth and Students Democracy Initiative*)
- A member of UNITED network

On the basis of these contacts, cooperation and partnerships, VCZ serves as a contact and information service for domestic and foreign volunteers and activists. We have also realized cooperation with numerous associations in Zagreb and Croatia with which we organize international volunteer work camps; we co-operate in education or on other projects and we have also realized contacts with government institutions and establishments in Croatia and on international level.

Our priorities are:

...work in the areas of special state care, environment protection, space restoration and arrangement, working with children, peace activities on regional level as well as culture and arts.

On the occasion of marking the year 2001 – the International Volunteer Year, VCZ received from the Government of the Republic of Croatia the Recognition for the stimulation and development of voluntarism in the Republic of Croatia.

Our vision...

...a society in which voluntarism is an everyday means of building and development of individuals and improvement of social consciousness; a society in which voluntarism is a possibility of problem resolution and satisfying the needs of the community as well as the society in general; a society in which peace and love, solidarity, tolerance, multiculturalism, gender equality, non-violent communication and environment protection are fundamental values.

Our mission...

...by promoting voluntarism and its values and rendering voluntarism accessible to all citizens, VCZ contributes to problem resolution, satisfying the needs and the development of individuals, community and society in general.

The aims of the association are...

...promoting human rights, love and peace, awareness of community, environment protection, solidarity, interculturalism, civil society, stimulating personal development and self-development as well as strength-

Organizations involved in the realization of the project

ening youth initiatives through volunteer work and its promotion.

Activities:

1. Coordination of volunteer exchange on local and international levels
2. Organizing workshops, trainings, seminars about the values we promote
3. Organizing work and study, local and international camps in Croatia
4. Publishing publications on voluntarism
5. Information on volunteer projects and activities in Croatia
6. Promoting the goals and the activities of the association through media and public gatherings
7. Cooperation with other local and international organizations that promote the same values
8. Creating and adjourning a data base with local volunteer groups
9. Creating and adjourning a data base with non-government organizations and institutions that need volunteers.

The main activity of VCZ in the past five years has been the international volunteer exchange and the organization of volunteer work camps. Camps take place in different parts of Croatia and most frequent subjects are: ecological work, space restoration and arrangement, working with children, festivals and art camps and peace activities.

Asociatia Pro Democratia – Romania

Is a non-governmental, not-for-profit, non-party affiliated, civic association founded in 1990. The structure of APD currently includes 30 clubs tat number over 1,000 members and volunteers.

The mission of APD is to strengthen democracy in Romania by encouraging civic participation. Our values are: freedom, equality, solidarity, justice and multiculturalism.

Our areas of interest are:

- the fairness of the electoral process
- citizens' participation in the process of elaboration of public policies at all levels
- the transparency of public institutions and the control of civic society over them
- protecting the human rights
- adapting the legislation to the conditions necessary to improve the activity of the above mentioned fields
- civic education

Successful activities of APD over the years :

Regarding the monitoring of the electoral process

Between 1991 and 1992, APD managed, with the help of a series of human rights defence organizations, to make the two Chambers of the Romanian Parliament to adopt the local elections law, as well as to amend the parliamentary elections law so that it should be regulated the institution of internal observer. Once it accomplished this purpose, beginning with the local elections of February 1992, APD recruited and trained thousands of volunteers who acted as internal observers.

Before each ballot, APD organized candidate forums, and by the end of each election day, it had made quick parallel vote counting (on samples of representative polling districts). As a consequence of the experienced gained all over the country, APD was requested to monitor on several occasions, through his representatives, elections abroad -Albania, Belarus, Bulgaria, Macedonia, the Republic of Moldova, Serbia.

In the field of citizens' participation in the process of elaboration of public policies

APD has been and is still trying to determine the institutionalization, at the level of local public administration (LPA), of some practices of civic participation. APD has in view to train the representatives of LPA and to inform not only the elected officials and the public servants, but also the citizens, regarding to the advantages that civic participation would bring for each party, as well as about the methods available to

the citizens for getting involved in decision-making process. Such methods of civic participation have been successfully put into practice in several towns across the country.

The activity of the local public administration has been a priority in APD's monitoring projects since 1997. Thus, on the occasion of almost every year, APD evaluated the success and the failure of LPA within the framework of several projects that balanced the priorities of the elected officials with those of the citizens.

The revision of the Constitution was another opportunity for APD to get the citizens involved in the decision-making process. Together with the Chamber of Deputies, APD carried on a four months project, the "Constitutional Forum", which allowed both the representatives of the civic society and a large number of non-party associated citizens to express their views on how to amend the Constitution. The law regarding the statement of assets was also the object of citizens' consulting about the matter over fourteen public meetings held by APD in fourteen towns all over the country.

Regarding the improvement of the legislation

APD contributed to the elaboration and monitoring of the enforcement of several laws as well as to their dissemination among the citizens. It also facilitated the dialogue between authorities and the civic society on the subject of some important bills. Thus we can mention: the Law 554/2001 regarding the free access to information of public interest, the Law of the political parties, the Law of the political parties financing, the Law regarding the statement of assets, the regulating the lobby activity and so on.

APD is also the one promoting a bill (the Electoral Code) that, if it is passed, will replace the electoral legislation in force bringing the uniformity and the coherence necessary for the carrying out of free, honest elections. Moreover, it would bring a series of significant changes in the organization and carrying out of the elections by introducing the uninominal vote as part of a mixed proportional system, the decrease in the number of senators and deputies, the setting up of a Permanent Electoral Authority.

In the field of civic education

Over the last few years, APD's target group in terms of civic education was the youth. The projects carried on both at national and local level, aimed at the senior high school students, the college students and even the young journalists. Therefore, we take pride especially in our internship program which started five years ago and which facilitated the placement of some 200 young students in political sciences, law and economic sciences, from the most important universities all over the country, in a series of local and central public institutions, who acted as interns over a period of one semester or one year, in co-operation with the public authorities and universities.

The projects aimed at the training of the civic education teachers in secondary schools and of the headmasters and form masters in high schools held a special place within the field of civic education.

APD's activity of civic education includes the publishing of some 100,000 copies of informative materials per year. One of the most important of such publications is "The Blue Book of Democracy", a guide containing the necessary data on the members of Parliament and also information on the most relevant institutions of the state and on the democratic mechanisms. The publication was edited for each legislation, starting with 1992-1996 mandate.

The Balkan Youth Club – Bulgaria

...is a non-governmental organization established in 1998 with the main goal to encourage cooperation and facilitate the dialogue among youth in South East Europe. Its head office is based in Sofia, Bulgaria.

Balkan Youth Club's main OBJECTIVES:

- Fostering of the intraregional and EU integration processes of Southeastern Europe;
- Support in development of democratic, tolerant and pluralistic civil societies in Balkan countries;
- Enhancement of youth participation and exchange in all the areas of political, economic, social, cultural, academic and scientific life within the region.

To realize its aims the Balkan Youth Club relies on the young generation free of historical prejudice, which is going to shape the future of the region. Its team comprises of young professionals who are citizens of

Balkan states and share a common belief that Balkan countries should overcome frontiers and together through revealing their own and common potential to participate in the European integration process.

The club's activities are included into 4 MAIN PROGRAMS:

- **Academic and cultural exchange** – The program operates since the very beginning of the Balkan Youth Club's activities in 1998. It covers areas of 1. Culture: Archaeological Summer camps in NW Bulgaria and Art center ORESHAK; 2. Scientific exchange among young researchers and 3. Education and academic exchange: Annual Balkan/European Seminars for students in social and humanitarian sciences.
- **Research program** – It's also an "old" program operating since 1998. The projects included provide research of the wide variety of issues concerning youth, regional development, politics, history, culture and environment of the Balkans.
- **Politics and Media** – The program includes 2 autonomous sub-programs: Balkan Youth Dialogue for exchange of young political leaders from SEE, since 2001 and Young journalists' exchange program since 2003.
- **Regional development, youth participation and cross-border cooperation** - It started in 2002. Program's activities are targeted at: Empowerment of youth; Enhancement of youth participation in local governance, municipal and regional life; Development of Youth centers' network in the bordering regions of SEE countries; Cross-border youth exchange and promotion of voluntarism. For now the program's projects are implemented in the pilot municipalities: Dragoman and Godech on the Bulgarian-Serbian border.

Albanian Youth Council – Albania

Albanian Youth Council (AYC) is the national umbrella organization of 92 non-governmental, non-political, youth organizations. AYC has focus on: youth organization, children and youth, programs and activities for and from youth, influencing public youth policies prepared by the institutions and international youth relations.

Members of AYC are 92 youth NGOs separated by 4 subnetworks:

1. Network of Youth Associations (57 Associations)
2. Network of Youth Centres (12 Youth Centres)
3. Network of Local Students Governments (12 Local Networks)
4. Network of Local Youth Councils (11 Local Youth Councils)

AYC is in the integration process in the European Youth Forum

AYC has established close partnership with: Albanian Parliament, Ministry of Culture, Youth and Sports, Ministry of Education and Sciences, Ministry of Social Affairs, Municipality of Tirana, Albanian Committee of UNESCO, Municipalities in 9 Cities, Faculty of Social Sciences – University of Tirana, UNICEF(1999-2003), SOROS Foundation, Italian Government, ORT, USAID, NOVIB, EU, UNFPA, SNV, IRC, DFID, OSCE, Friedrich Ebert Foundation, UNAIDS, IRI, GYSD-Youth Service America, National Youth Leadership Council – USA, UNV, SEEYN, as also several partnership projects with youth organizations on international level.

AYS is member:

- of Coalition of Civil Society Against Corruption
- of Steering Committee of Children Rights Alliance
- of Leading Board of Albanian Forum of NGOs
- of Coalition Against Trafficking
- Associated Member of SEEYN

Branches of the Albanian Youth Council are: *Shkodra Youth Council, Elbasan Youth Council, Kukes Youth Council, Kruja Youth Council, Dibra Youth Council, Durrësi Youth Council, Lezha Youth Council, Korca Youth Council, Gjirokastra Youth Council, Vlora Youth Council, Kukes Youth Council, Saranda Youth Council.*

Since 1994, the Albanian Youth Council has been implementing a variety of successful nation-wide programs aimed at strengthening the network of youth organizations, representing youth interests with policy and government institutions, promoting equal gender rights, and fostering a safe and stimulating environment for Albanian youth both in-country and abroad. Through its 11 branches across Albania, the Council unites 52 youth associations, 12 youth centers, 12 local student government networks, and 11 local youth councils.

Albanian Youth Council in 10 years of work has showed that is in grade to manage such projects and initiatives. Big national projects for youth participation – Youth Parliament, setting up the youth centres all over Albania, being one of the initiator and a key actor in the National Youth Strategy, being one of the key actors in promoting and lobbying for the preparation and distribution of the students card for the first time in Albania, and many other projects in different fields regarding youth problems, show the capacity that this organization have in ideating and implementing initiatives, even these can be a very new one and implemented for the first time.

Young Researchers of Serbia (Voluntary Service of Serbia) - Serbia

THINK BIG - do little: start an avalanche! is the motto of the Young Researchers of Serbia (YRS) a non-profit, non-governmental organization whose main aims are education and exchange of as well as work with young people. Like an umbrella organization, it gathers 26 clubs and societies from University centres and other towns in Serbia, such as Geographic Exploring Association, Students' Biological Research Society, Ethno Club, Design Club, etc, whose members take active part in the activities of YRS.

The range of those activities is diverse:

- **Scientific researches and projects** - research camps, where enthusiastic and talented University and High school students can conduct their own researches; they get invaluable help from scientists and University professors, a considerable number of which were once members of YRS themselves.
- **Volunteers' exchange** - Voluntary Service of Serbia-VSS, a part of YRS which conducts this activity, was initiated in 1990; in the summer of 2004 more than 400 youngsters went to the work camps around the globe and almost 300 volunteers from abroad joined international work camps in Serbia.
- **International work camps** - even before 1997, when we started to organize work camps, some of our research and study camps were of international character, i.e., admitted participants, mostly students with similar interests, from Universities or NGO's from abroad. Ever since, with the exception of 1999, we organized eight international work camps per year on the average, the majority of which were environmental, but also art camps. In 2004 we have organised twenty four work camps with our partners.
- **International cooperation** - we are member of UNESCO's Coordinating Committee Of International Voluntary Service Organisations – CCIVS, Youth and Environment Europe - YEE, MED Forum, CEE-WEB and the partner organization of Service Civile International – SCI and Youth Action for Peace – YAP and in Serbia. In November 2003 YRS become member of the Alliance of European Voluntary Service Organisations.
- **Environmental projects** - Apart from the environmental work camps, organised either by YRS or by our partner NGOs, YRS has several on-going environmental projects. One of them is our project in a Ramsar site, Obedska bara wetland, which has been running since 1992, and included environmental scientific research, work camps on revitalization on wet meadows, awareness campaigns etc. In December 2000 YRS became national NGO secretariat for REReP, Regional Environmental Reconstruction Program of the Stability Pact for SEE. With three environmental NGOs from Bosnia, Croatia and Macedonia, YRS is coordinating the development of the SEE environmental NGOs Network – SEEENN.
- **Campaigns** - At the moment, there is one ongoing local environmental campaign this year –“Good tree” (first “Obituaries for the Good tree”) which is for saving coniferous forests' trees around Christ-

mas time (every year from 2000). Campaigning for the International Year of Volunteers marked all activities of Voluntary Service of Serbia in 2001. Apart from the celebrations in the country, a representative from YRS was elected to be a part of the Special Event on 5th of December 2001, at the UN General Assembly, New York, dedicated to volunteers and volunteering, among 3 other volunteers from the world.

South East European Youth Network

The South East European Youth Network is an attempt of overcoming differences among societies that have recent tradition of conflicts through bringing young people from entire South Eastern Europe region to work together. This is one of seven networks established within FRESTA program conducted by Danish Foreign Ministry. Since youth is one of the pillars of FRESTA, SEEYN plays an important role in contributing to its overall goals such as peace, stability and democratic development in the region.

The idea that young people will be future society leaders is the basis of the network. This approach is long-term in its orientation and it takes a lot of effort to come to reality. Particularly important is equal representation of all different populations in this process, as well as neutral and independent treatment of initiatives coming from different countries. If young people become able to support each other's initiatives, carefully listen to their associates from other countries and honestly put efforts to understand each other, it will be possible to create strong regional network with common interests over time.

The only way to overcome inherited hatred and intolerance is to work in coordination with people who have the same goals. For this reason, youth cooperation is a step that can move many others follow this example and resolve accumulated problems.

Vision, Objectives and Mission of SEEYN

In April 2002, South East European Youth Network (SEEYN) drafted a vision independent of donor program interests: *The vision of SEEYN is to achieve a stable region with developed mutual understanding without prejudices among young people through their mobility, co-operation, and active role in society.*

Objectives of SEEYN:

- To empower youth to build stable and peaceful region as active citizens.
- To create fertile ground and conditions for youth mobility.
- To promote and support adequate government policies for the youth.

SEEYN implement its projects and activities in frame of the following areas:

- Workcamps
- Volunteer exchanges
- Advocacy and education
- International cooperation
- Cooperation with Denmark
- European Commission "Youth" Program

Balkan Human Rights Network

The Balkan Human Rights Network (BHRN) was initiated by a group of the most prominent Human Rights organizations of South East Europe in Copenhagen in October 1998. Today 48 organizations from Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Kosovo, Macedonia, Montenegro & Serbia, including some of the largest and most prominent HR organizations in the region, are building the BHRN. During its seven years of existence the BHRN has promoted a dialogue and co-operation in Human Rights issues between the non-governmental sector, governments, media, professional groups and general public.

The BHRN is built on strong NGOs characterized by the following: Long standing commitment, a relative-

ly high degree of sustainability on own terms, strong identity, regional perspectives, and professionalism. The establishment of the BHRN has promoted a dialogue and co-operation between the different human rights organisations in the region.

Currently BHRN focuses on addressing HR issues in South Eastern Europe by working in the following areas:

- **Education, information and dialogue about Human Rights** with objective to enhance knowledge and awareness about HR in the countries of the Region particularly among professionals, officials and decision makers.
- **Rights of Disadvantaged, Marginalised and Vulnerable Groups** with objective to improve position of minority groups in society and to raise public awareness about problems faced by minorities.
- **Access to Rights** with objective to remove obstacles to full participation and enjoyment of civil, political, economic, social and cultural. rights of all individuals of the region.
- **Network Development** with objective to sustain and develop the region's strongest HR network that enable members to join efforts in education, information sharing, advocacy, dialogue, and cooperation with state institutions, professional organisations and the general public, empower individuals and their associations to take full part in societies political life by changing norms and values of their behaviour, and demanding accountable and transparent government.

In 1999, the Network became part of the FRESTA initiative, which strengthened the process of building up the network.

United Nations Volunteers Programme in BiH

Volunteering makes important contributions, economically as well as socially. It contributes to more cohesive societies by building trust and reciprocity among citizens. It serves the causes of peace and development through enhancing opportunities for participation by all peoples. It is universal, inclusive and embraces volunteer action in all its diversity. It values free will, commitment, engagement and solidarity, which are the foundations of voluntarism.

The United Nations Volunteers is the United Nations organization that supports sustainable human development globally through the promotion of volunteerism and the mobilization of volunteers. It serves the causes of peace and development through enhancing opportunities for participation by all peoples. It is universal, inclusive and embraces volunteer action in all its diversity. It values free will, commitment, engagement and solidarity, which are the foundations of volunteerism.

Created by the UN General Assembly in 1970 to serve as an operational partner in development cooperation at the request of UN member states, UNV is administered by the United Nations Development Programme (UNDP) and was the UN-designated focal point for the International Year of Volunteers 2001. As a part of its activities, each year, UNV provides the opportunity for more than 5,500 skilled and experienced professionals, 70 percent coming from developing countries, to support peace, relief and development initiatives in some 150 countries and having experience in over 100 professional fields

In addition, it engages thousands of other individuals in the work of the UN through www.onlinevolunteering.org, and manages the WorldVolunteerWeb, a global volunteering portal that serves as a knowledge resource base for campaigning, advocacy, information dissemination and networking.

“At the heart of volunteerism are the ideals of service and solidarity and the belief that together we can make the world a better place. In that sense, we can say that volunteerism is the ultimate expression of what the United Nations is all about.” - UN Secretary-General Kofi Annan.

UNV in BiH

- UNV Programme in BiH was established in 1996. From 1996 to mid 2004, UNV Country Office has posted over 970 international and 570 national volunteers. During 1997, 1998 and 1999, UNV Pro-

gramme in BiH was among the largest in the world.

- 110 NUNVs were involved (1999-2004) in the Multisectoral Assistance to War-affected Populations in Bosnia and Herzegovina supporting the reintegration of Refugees and IDPs.

Main Activities in BiH

INTEGRATED YOUTH PROGRAMME - EMPOWERING YOUTH FOR 2015!

Integrated Youth Programme's (IYP) main aim is to promote, support, and complement efforts towards empowerment of young people in Bosnia and Herzegovina and in such way contribute to achievement of Millennium Development Goals (MDGs).

The IYP also serves as a capacity building tool for members of youth branches of political parties in areas of networking, cooperation between different sectors in community, through provision of an open forum for exchange of views, opinions, experience and expertise and takes proactive steps in promotion and implementation of the Youth Policy at all levels to persuade young people to assume more active role in the development of the country.

These objectives are strategically tackled by a wide range of activities, encompassing capacity building and empowerment projects of young people and youth associations; building entrepreneurial spirit; establishing Youth Volunteer Information and Resource Centres.

RIVER SEE - UNV Regional Initiative

Regional Integration through Volunteers Exchanges for Reconciliation of South East Europe

The Programme aims at setting up a Volunteer Exchange scheme for the Balkan Region that develops the capacity of the Civil Society/Voluntary Involving Organizations (CSO/VIOs), community groups and individuals to be proactively involved in civil initiatives that reinforce development efforts and the achievement of the Millennium Development Goals (MDGs) while contributing to a process of regional confidence-building and reconciliation. More specifically, the volunteer exchanges will contribute to develop the organizational and coordination capacity of Civil Society/Volunteer-Involving Organisations to network cross-culturally and across borders with other grass-root organisations, communities and individuals.

The Volunteer Exchange scheme will be set up by UNV/UNDP, operating in close partnership with EU/EVS, VSO, OneWorld and SEEYN. It will build the capacity of Implementing Partner Organizations (IPOs) to identify, mobilize, manage and retain a large volunteer workforce and resources. Management training, tools and skills will be developed in areas ranging from selection, to pre- and post- departure orientation of volunteers, program monitoring, evaluation and analysis. The programme will also raise the profile and visibility of the IPOs. It is envisaged that at the end of the programme cycle, the IPO's will be fully recognized for their efficiency and contributions to civil society development through mobilization and skilful management of volunteers.

CONSCIENTIOUS OBJECTION IN BiH

United Nations Volunteers Office is closely cooperating with the rest of International Community who are involved with the legal and political aspects of conscientious objection. In 2001, the Ministry of Justice of FBiH appointed a Commission for Civil Service – to make decisions related to the recognition of the conscientious objectors status. However, this body never had the ability to work properly due to lack of institutionalization, staffing, etc. At the end of 2002 a NUNV was assigned to serve as a Community Service Specialist and provided the equipment necessary for the proper functioning. The NUNV assistance encouraged the Commission to resume its work and led to a significant increase in number of objectors (currently 1800 requests have been approved). In April 2004 52 Institutions signed contracts with the FBiH Mn. of Defence enabling them to host objectors and on May 10 the first group of objectors were enrolled in support to their activities. The UNV/UNDP support induced a process of reforms leading towards adoption of the new Law on Defence and to a likely approval of national law on conscientious Objection that is currently being drafted.

UNV FOR ENVIRONMENT

Campaigns to promote environmental issues were recently started by UNV in collaboration with UNDP, Ekotim, OSCE Pale, RAD and Canton Sarajevo. First 2 initiatives involved schools and private companies to promote recycling of paper, plastic and aluminium.

3

THE HISTORY OF VOLUNTARISM

Volunteers can give a new dimension and a new sense to some work, bring new ideas, give greater credibility to a NGO in its surroundings and further, they can initiate civil initiatives.

The historical background for the development and promotion of the idea of voluntarism is naturally in traditional human solidarity that originates from the custom to help the neighbour in trouble and, according to the principle of self-aid, to solve those problems that cannot be solved with the existing social mechanisms.

History is familiar with the custom called “bee”, practiced in rural communities where neighbours and relatives organized themselves to help each other in trouble or in organizing nice events without compensation.

The notion of voluntary work itself is very hard to define. Some definitions say that voluntarism is an unpaid, conscious, free-minded activity in which people sacrifice their time and strength for various reasons.

Volunteer is a person who voluntarily offers direct unpaid service to one or more other persons to whom the volunteer is not related.

The notion closest to the notion of voluntarism is philanthropy. It was formed from old Greek word *philen* – to love and *anthropos* – human. Philanthropy is translated as the love for human kind.

The question of motive for voluntary work is also one of the important issues that must be considered, where a significant number of experts singles out altruism as the decisive factor, as behaviour performed for the benefit of someone else without expecting a reward from an outer sources, or empathy, as the ability to feel the emotional state of others. Beside these motives, there are other, personal motives and interests, such as the possibility of employment, obtaining new skills and knowledge, self-aid for the sake of a more successful fight with the problem, the feeling that we owe something to the community, and that it is necessary that we act more actively offering our free time and knowledge, or a simple need to spend time in a more useful way.

The highlight in voluntary work is inviting others to join the activities that one cannot perform oneself. That way we widen the circle of volunteers. It is easy to perform if everyone remembers how one feels in one's soul and when one is more satisfied: when giving something or nothing. Everyone should admit that they feel better in their souls and that they feel happier when giving than when receiving.

Therefore, it is important to feel inside of oneself the joy of having done something good, but it is even more important to feel when we need to help someone who needs help and has come into our way by pure accident.

Volunteers are often the main power of all organizations. They can have different duties that they don't need to be paid for. They can give a new dimension and a new sense to some work, bring new ideas, give greater credibility to a NGO in its surroundings and further, they can initiate civic initiatives. Their role is priceless for implementing campaigns because they are persons with a very pronounced motivation, will and unselfishness.

4 PSYCHOLOGICAL PRESUPPOSITIONS OF VOLUNTARISM

- *Personality*
- *The structure of personality*
- *Physical features as characteristics of personality*
- *Temperament*
- *Emotions*
- *Motivation*
- *Character*
- *The integrity of personality and self-consciousness*
- *Pro-social behaviour*
- *Abilities*
- *Attitudes*
- *Interests*
- *Conclusion*

If one of the definitions of voluntarism cites that it is an unpaid, conscious, free-minded activity in which people sacrifice their time and strength for various reasons, then we rightfully wonder why one person behaves this way and the other doesn't (one becomes a volunteer and the other one doesn't), although there are legal acts, positive experiences of other people and all necessary social prerequisites. Therefore, a justified question can be asked: what is crucial for that activity of a person?

We can seek the answer in the theoretical and experimental research results of the social science psychology. We will try here to give only a few of the most frequent assumptions of psychology which can explain some aspects of voluntarism.

PERSONALITY

The interest in human personality is as old as humanity itself because even a member of a horde tried to establish some sort of relations with his neighbours and thereby surely found out that people around him were in some ways (reactions) different from him.

The name personality comes from the word *persona* which was a mask worn by ancient Greek actors during a play. Its function in ancient Greek drama was to indicate to the spectators a determined and more stable way of behaviour by the bearer of the mask. Finally, that word commenced to mark the actor – mask bearer – himself (his characteristics – tragic/comic).

Because of numerous different approaches, because of different starting points in explaining the personality, we have many definitions of personality in literature, which, though very different among themselves in explaining certain issues, highlight three important points: *unity* or integrity of personality, *uniqueness* or special characteristics and relative *consistency* in behaviour.

As a consequence of the unity of personality characteristics (there are great *individual differences* in the level of development of certain mental characteristics and the manner of their manifestation), we notice a certain level of consistency in each person's behaviour. Consistency in behaviour can serve as an indicator of the existence of certain characteristic in a personality. The existence of a certain characteristic can help us in foreseeing the behaviour – reaction of a personality. The greater the level of consistency, the more reliably can we predict someone's behaviour. There is a certain order in every person's behaviour, higher or lower degree of appropriateness which gives his/her behaviour a certain sense; therefore, we conclude that every personality possesses a great number of different characteristics connected into one system typical only of that personality. Although there

are characteristics shared by all people or majority of them, still there are such special behaviours which are typical of one person only, which means that every human's behaviour is special, unique and more or less different from the behaviour of other people. This brings us to a conclusion that the mental characteristics of every individual, of every person organized in a specific manner which gives him/her the characteristic of individuality. Every single characteristic is determined by its place in the organization of characteristics of that individual.

On the basis of all above cited facts, psychologist N. Havelka defines personality as a unique organization of mental characteristics which manifests itself in consistency, unity and uniqueness of the personality's behaviour.

Since the foundation of psychology as an independent science in the end of XIX century till today, it has developed into a very complex and exact science. Due to the complexity of the objects of its research and different approaches, as well as the different fields of applying the results that it has come up with, today it is divided into many branches and disciplines, such as: general, experimental, comparative, psychology of personality, social, development, clinical, psychometrics, applied, zoo-psychology, psychology of work, etc.

In the opinion of numerous psychologists, together with general psychology, the psychology of personality today occupies one of the most important places among the branches of psychology, because while other branches study separate mental processes, at the same time psychology of personality studies the entire human with all his/her components, which are in a very complex interaction, and that is the only way of approach to study and get to know a personality. Two basic problems are studied by the psychology of personality:

- Human nature (*structure of personality*)
- Human behaviour

THE STRUCTURE OF PERSONALITY

Different authors have different views on what is important in personality studies and what constitutes the structure of personality. One of the views is that personality can be most suitably shown as an organization of characteristics, character traits, which is formed by a reciprocal activity of an individual and environment and defines a general, for the individual characteristic, manner of behaviour.

Personality characteristics are not perceptible directly, but in an indirect way, on the basis of that personality's activities. The possession of some characteristic is measured on the basis of the level of success with which that personality performs some activities. It is often very difficult to perform because the estimation can be subjective, dependent on circumstances, person's motivation etc.

Personalities differ also in the degree of possession of some characteristic. These degrees of diversity in characteristics are defined by most psychologists as dimensions and as such, they represent variables, values with which personalities are measured.

Personality characteristics can show smaller or greater consistency in manifestation, and that means smaller or greater consistency in that personality's behaviour.

Further on, personality characteristics also appear as universal or common and more or less general or generalized. General characteristics are those that are manifested in nearly all actions of a personality, i.e. in all or nearly all characteristics in which that personality happens to find itself.

Another question imposes itself – how many personality characteristics are there which are necessary for presenting, describing, analyzing a personality. The number of universal characteristics varies from one psychological movement to another, from one psychologist to another. American psychologists Alport and Audbert, after a long research, came up with a conclusion that a personality possesses about 300 characteristics that need to be studied. Others cite a much smaller number, but everyone agrees that characteristics determine a personality, so psychology gives certain categories into which characteristics of personality are

placed, for the sake of defining it. These categories are:

- Characteristics of physical constitution
- Characteristics of temperament
- Characteristics of ability
- Characteristics of character

Therefore, many psychologists define personality as an organization of the characteristics of temperament, character, ability and physical constitution. In 1959, Guilford introduced into this combination also the motivation of personality.

PHYSICAL FEATURES AS CHARACTERISTICS OF PERSONALITY

Morphological (height, head shape, muscularity) and physiological features (endocrine system, vegetative nervous system, specialty of electric brainwaves) are personality characteristics, but they are not decisive in the estimation of personality – familiarizing with its mental characteristics or foreseeing its behaviour. Only in some situations, the reason for physical constitution and physical features to have influence on what kind of personality will be formed, lies undoubtedly in the fact that sometimes it is on the physical features of an individual that other people's behaviour towards him or her depends. And the relationship of the environment towards an individual influences the formation of some mental characteristics in smaller or greater degree.

TEMPERAMENT

Temperament is a characteristic manner of an individual's reaction to various stimulations and situations or it is a disposition for emotional reacting.

There have been numerous attempts to classify temperament and even today an often used one is the one given by the Greek doctor and philosopher Hipocrates and adjourned by Green philosopher Galen. They made temperament categories on the basis of body fluids that dominate in a personality (gall or hole, blood or sanguis, mucus or phlegma, black gall or melaina hole).

Sanguine temperament (sanguine) is a personality that reacts rapidly, and reactions are neither significantly powerful nor long lasting. It changes mood easily and quickly, usually bright. Reactions are rapid, but of smaller intensity.

Phlegmatic temperament (phlegmatic) is a calm, stable, not much sensitive and movable personality. It reacts rarely, with emotions of small intensity. Therefore, phlegmatic is a personality of weak and rare reactions.

Choleric temperament (choleric). The basic characteristics of this temperament are strong feelings, frequent excitements and rapid actions. It often gets angry manifesting that anger in a very explosive manner, therefore is often in conflict with the environment. Sudden and strong reactions.

Melancholic temperament (melancholic). Personality reacts rarely, but intensively and long-lastingly, primarily to what is related to it. It makes decisions heavily, low mobility, and the general tone of its mood is sadness and preoccupation. This personality reacts rarely and slowly, but when it reacts, most often it is a very strong reaction.

Russian physiologist and psychologist Pavlov offers a similar classification, but on the basis of the manner of the functioning of nervous system. Further on, Pavlov is trying to estimate the importance of temperaments from the aspect of social relevance and value. A person with phlegmatic temperament is more valuable in society, socially more desirable and useful, than a person with melancholic temperament who is apathetic, and in the context of social life and progress insignificant and useless.

There have also been attempts to connect physical constitution and personality's temperament. (Sheldon and Cratchmer), but it has been proved that such connection is not so relevant.

There are a few significant questions posed in scientific psychology, related to temperament, first of all how much one personality's temperament is influenced by heredity and how much influence belongs to the environment. One group of psychologists is exclusive and claims that the entire temperament of one personality is under the influence of heredity, therefore it is constant and invariable, whereas another group claims that also the conditions of an individual's environment have certain influence on the formation and manifestation of temperament. In time, the temperament of a personality will change up to some extent. The more harmony there is in the growth and development of a personality, the greater will be the development of emotional maturity, tolerance, self-control and restraint.

Reaction also depends on the relationship of the environment towards a certain personality. Friendly reactions of the environment develop safety and friendly reactions. Temperament features are also influenced to a certain extent by the culture to which an individual belongs. In attempts to justify this thesis, psychologists have been advocating the influence of culture on the formation of some personality characteristics, using the researches and research results of anthropologists. Often cited anthropologists M. Mid and Bateson presented the experiences of Polynesia, Micronesia and the island of Samoa. The inhabitants of the island of Bali, according to these authors, are introvert because they grow up in a specific way. Children are taken care of not by mothers, but by elder sisters to whom this task is a burden, and that is how they treat children, without many kind emotions, manifestations of love, without creating a positive climate for necessary for personality development. Further on in the work "Sex and Temperament in Three Primitive Societies", defending this thesis, M. Mid says that in the Arapesh tribe children are treated without pressure, punishment, frustrations, and the adult members of the tribe are generous, patient, showing positive emotions, safety. It is natural that the children grow up to be such personalities as well. In the neighbouring tribe Mundugumori, the adults are rough, aggressive, suspicious and impatient towards children; therefore they punish children severely and cruelly. Children grow up with a lot of frustrations, cruelty and in a very unpleasant climate, so they take these as accepted patterns of behaviour for their entire lives.

Psychologists agree that introducing the factor of culture as a factor of personality formation, significant in the sense of proving the influence of environmental factors, but sociologists and anthropologists do not consider individual differences between persons which are consequences of heredity, but also of personal experience and different personality structures. Culture here has sometimes been treated as something that exists as such and not as a result of many factors, especially economy factors on which the social relationships are based.

When temperament features are observed in social situations, Jung's personality typology can be applied and it divides personalities on:

- *Extrovert type* (turned to people, outside) – characterized by openness in behaviour, readiness to act directly, lower degree of sensitivity, realism, taking care of situations the way they really are, interest for its environment, interest for the people around, social adaptation.
- *Introvert type* (turned to him/herself, inside) – characterized by affinity towards thinking, shyness, closeness, reservation in manifesting emotions, rare and poor contacts with people.

Jung himself doesn't think it possible to assign personalities to only the two cited types, therefore later in his work, he introduces subtypes of this division.

EMOTIONS

Actions of a personality are greatly influenced, beside the rational, by feelings as well. Our perceptions of reality and reactions to it are regularly under the influence of feelings or emotions.

Emotions are often defined as the experiences of our evaluation and subjective relationship towards objects, people, events, but also to oneself and one's actions.

Every emotional phenomenon has certain characteristics that can be noted:

- Polarity of emotional experience, because each is pleasant or unpleasant.
- Connecting to a certain object, phenomenon or event.
- Quality is a feature by which one emotional experience differs from another.
- Intensity is a continuum with very vast nuances.

In normal life conditions, one knows what provokes one's emotion which one experiences and knows if it is pleasant or not and of which intensity it is. If for any reason one cannot determine the basic features of one's emotional experience, if one feels uncomfortable, if that condition lasts, then appears anxiety, i.e. the state of tension, unreasonable fear etc.

Emotions have organic background the endocrine system and the autonomous nervous system which control the reactions of our body while it is experiencing emotions. Strong emotions bring to the rise of blood pressure, accelerated breathing, heart palpitation, pupil expansion, the raise of the saccharin level in blood, etc. On the basis of these corporal manifestations, it is possible to measure reliably the intensity of emotion, but not the type of the emotion itself.

There are several emotion classifications, depending on what is taken as a starting point:

- Primary emotions would be: fear, anger, joy and sorrow
- Sensual emotions would be the feelings that appear with sensual impressions, for instance: pain, feelings with touch, the feeling of warm and cold etc.

According to their duration, emotions can be divided on:

- *Affects* (very explosive, but short emotional reactions accompanied by very explosive physical reaction and there appear rage, panic fear, endless joy etc.) Together with affects, there is the so-called "consciousness narrowing".
- *Moods* are less intensive emotional conditions that last relatively long and give an emotional tone to all our experiences. Moods are sometimes provoked by some external event, but often the origin of mood is unknown to us. Dominating moods are characteristic of certain personality and temperament types.
- *Sentiments* (acquired, complex disposition for emotional reacting related to some people or objects).

One of the classifications can be created considering the contents of notions and thoughts with which different feelings are connected. On the basis of these intellectual processes, there are:

- Feelings that refer to one's own personality
- Feelings that refer to other people
- Aesthetical feelings etc.

Among the feelings directed *towards other people*, we count emotions of love, tenderness, jealousy, envy, hatred etc.

Feelings directed towards *one's own personality* (feelings of success and failure, feelings of pride, shame, guilt, remorse). These feelings depend directly on the level of our aspirations, on other people's estimation of our value and the significance of the results that we achieve. When the achieved results are graded as a very significant achievement of our personality, as a true success, then appears the feeling of pride, and when we act oppositely to our adopted moral principles, then appears the feeling of shame.

Moral feelings (when we act in concord with accepted principles, but with great temptations and effort, we are filled with a pleasant feeling of self-respect, positively-pleasant feeling that we have not failed our ideals and moral norms. When we violate moral norms and fail our principles, we spoil our image of ourselves because we feel ashamed before ourselves and before others, we feel remorse, guilt etc.)

Aesthetical feelings appear when, while estimating something, we feel pleasantness. In aesthetics (a branch of philosophy), the feeling of beautiful is cited as the feeling of harmony, order and proportions, concord between form and contents etc.

The role of emotions in the life of an individual is enormous, quotidian and continuous. There is a general opinion that there is no condition without emotions. Emotions can accelerate, slow down or completely halt one's actions (*I was terrified with fear*). Emotions can also have analgesic effect (in the dental polyclinic toothache ends, on coming home it starts again).

MOTIVATION

Ever since the dawn of humanity till today, human has been asking him/herself why he/she behaves in a certain manner, but why other people do it as well. Why some people find certain obstacles possible to overcome and those people reach their goals, whereas other people soon leave those activities. Psychologists are explaining this through motivation.

Motivation is a process in personality which stimulates it to do a certain activity, maintains that activity, maintains its intensity and brings it to a conclusion.

Contemporary psychology interprets human behaviour with inborn and acquired necessities and motives, as well as with external stimulations which can initiate and direct human behaviour. Motives represent personality characteristics. For an individual, characteristic motives represent important features of his/her personality. One of numerous classifications of motives divides them on:

- *Primary or biological motives* – all motives that ensure the biological survival of an organism (motive of hunger, thirst, sexual motive etc.)
- *Secondary or social motives* – the motives learned in the family and the environment in which an individual lives (socializing or gregarious motive...) Gregarious motive manifests itself in satisfying the need to avoid loneliness, to be with people, and *affiliation motive's* manifestation is in the desire to be in contact with a certain person in society and certain activities with him/her. Motive for affective connection represents the need for emotional connection; it is the people's need to love and to be loved.

This classification cannot exist as such, because in time, biological motives become socialized since an individual, by living in a certain society, has to accept its standards. For instance, in satisfying the motive of hunger from the aspect of the needs of organism, i.e. the establishing of homeostasis, organism needs nutrition and liquid and it is fairly irrelevant how the personality will do it – consume food, but the society determines its realization (cutlery, glass, etc.) with its rules of good manners (etiquette).

As long as a personality is in the situation to satisfy biological motives without obstructions, they don't have a significant influence on its behaviour, but if they are not satisfied, most often they become priorities.

Secondary or social motives are based on the personality needs that we call psychological needs, and that are satisfied with the presence of other people, directly or indirectly. Here, two groups of motives have differentiated:

- The need for company
- The need for society's recognition

Some psychologists also introduce the third group of motives and these are personal motives, because an individual is stimulated to an activity also by special motives formed on the basis on the experience of that individual alone.

The number of these motives is large, and their basis is consisted of personal interest, personal affinities, personal attitudes, habits, characteristics, feelings characteristic of an individual etc.

Motivation cycle

The Satisfying of the needs that in the basics of biological motives occur in cycles:

First there is a corporeal need – for food.

Activity of the personality to get food (obtaining, preparation, etc.)

The hunger is satisfied and does not influence the behaviour of the personality.

After certain period of time, everything is repeated.

This cycle, presented this way, is more characteristic of animals, and in humans appears something different, i.e. more complex. Cycle restarts, very often influenced by the cultural standards of the environment an individual lives in. The strength of motives will later depend on both on the number and on the intensity of those motives that appear simultaneously. Most people first satisfy more important and more intensive needs, and only later those less important or of smaller intensity. It means that the behaviour of a personality is determined by the needs which are not satisfied, and since there are usually more of such needs, the one that is more important for the personality.

A. Maslow, American psychologist, gave a survey of the hierarchy of motives in the shape of a pyramid. On the bottom of the pyramid are the physiological needs (for food, water...). In his opinion, only when a person is healthy, safe, loved and competent in what he/she is doing can he/she turn to his/her self-act – realization / development of all his/her potentials and abilities.

Other psychologists bring on opinions that it is possible to represent motives horizontally as well. The order of satisfying the needs is not equal in all personalities.

Perhaps the most reliable thing would be to accept the claims of those psychologists who advocate the existence of a personal hierarchy of motives, and in most cases it would be similar to the one given by Maslow. Personal hierarchy of the satisfying of motives is liable to changing in space and time.

There is an attempt to use the procedure of factor analysis to determine the factors that all motives could be reduced on. Beside biological motive factors, Gilford cites four groups of the needs that create the basis of social motives:

- First group refers to the need of a friendly social environment, surrounding which accept and support the individual, admitting him/her with attention and due respect.
- Second group refers to the needs for success, glory, persistence.
- Third group refers to the basic character features – the need for respect, freedom, self-confidence.
- Fourth group refers to the needs the satisfaction of which requires immediate contact with other persons. To this group belongs the gregarious motive – the need to be with other people, to take part in certain social activities, to accept others with good intentions or to perform pressure, aggression etc. on them.

Erich Fromm cites two types of needs which determine human behaviour and actions. These are *physiological-instinctive needs* (the need for food, water, sexual intercourse) and humane ways of experiencing (love, tenderness, responsibility), and individual can be familiarized with and his/her behaviour predicted if one is familiarized with his/her needs.

Fromm cites the following basic needs:

1. *The need of relationships* includes care, attention and responsibility for fellow-creatures.
2. *The need of transcendental* is the need of uplifting the personality above physiological aspect for the purpose of becoming an independent creative personality.
3. *The need of inveteracy* manifests itself in a personality's effort to satisfy the feeling that he/she is necessary and needed.
4. *The need of identity* – a person has the need to be unique and exceptional.
5. *The need of general orientation*, the process of an individual's adaptation to the society inevitably creates different characters and different directions in the context of which the individual puts him/herself into a certain relationship towards the social environment.

Among people, we encounter motives that have as their aim to gain some personal advantage or secure some personal interest, but sometimes there might appear also the desire to help other people. This desire, inclination to sympathise with others and help them some authors call altruistic motive. Though it is not manifested consistently and it usually appears in relation to all people, there are some basics for the appearing and developing of this motive given by heredity. In an individual, this motive can develop in a strong stimulator of his/her activities. This motive has to be studied to greater detail by science, especially psychology.

The Conflicts of Motives

In everyday life, there is no situation in which only one motive appears. Depending on the personal motive hierarchy of an individual, but also on the present situation in which the individual finds him/herself, motives are satisfied more or less quickly and successfully. A certain number of needs the individual satisfies relatively easily, quickly and without problems. If the motives in question are biological, then the personality can redirect its energy to the new activities. But if, and when, the motive or, more often, the

motives are not satisfied, then the personality can behave in different ways. What prevents the satisfying of motives is called obstacle or barrier, which can be: physical, social or mental (inner). Faced with an obstacle, personality experiences frustration and finds him/herself in a frustrating situation which is filled with unpleasant feelings, emotions of anxiety, tension, fear, apathy etc.

Depending on the need that is not satisfied, consequences can be different. A personality can react in two ways when it is not able to reach its goal or satisfy a motive.

It reacts *realistically* when it puts more energy into solving a problem, analyzes the situation, changes methodology or consciously changes the goal etc. Such a manner leaves few or nearly no consequences on the personality.

It reacts *unrealistically* with aggression, applying defence mechanisms etc. Aggression manifests in he attack on the cause of frustration, i.e. on what prevents the realization of a goal and the satisfying of needs. Aggression can be manifested directly, when we attack the cause of not realizing a goal, or indirectly (displaced aggression), when, unable to attack the real cause of frustration (boss, father who abuses a child, the rain that falls and we want to have a picnic), we direct the aggression towards something or someone who is around and who fits it without consequences for us (younger brother, the cat, objects, etc.). Aggression is manifested in physical and verbal forms. In life, far more frequent type of aggression is the displaced and verbal aggression. In the situations of not realizing the goals, a personality can direct the aggression towards itself (self-aggression).

How much a personality is able to bear, stand a failure and react to it is appropriately *the frustration tolerance of a personality*, which differs from one personality to another.

When inside of a personality simultaneously appear multiple needs that need to be satisfied, then it is in the state of psychological conflict which, according to psychologist Levin, can be resolved in the following fashion:

- Conflict of + + type (conflict of double attraction)
- Conflict of + - type (conflict of attraction rejection)
- Conflict of - - type (conflict of double rejection)

The situation of the first type conflict is usually solved very easily and without greater consequences for the personality because the decision to solve the problem is made easily.

In the case of the + - type, the situation is slightly more complex, the decision making interval is longer, negative consequences are frequent.

The conflict of double rejection (- -) is the most difficult one for the personality because, whichever choice it makes, the negative consequences are there. Sometimes, the personality will make a decision by choosing the solution the consequences of which will come later.

This is only a simplified schematic survey of conflicts, whereas, in real life, everything is far more complex and complicated since there are never only two motives and then appear many factors that influence the decision.

In frustrating situations, people often use some other types of behaviour thereby trying to diminish personal failure in their own eyes and the eyes of other people, to avoid embarrassment and to protect their personalities. They apply so-called "*defence mechanisms*". If the use of defence mechanisms is rare and to the purpose of preserving a good image of oneself, their role can be positive, but if their use becomes a constant form of behaviour in conflict situations, then their role is negative with far-reaching, negative consequences for the personality. The most frequent defence mechanisms are: rationalization, substitution, compensation, projection, regression and fixation.

CHARACTER

What is character, how is it formed, manifested, for all these questions we find, as well as it is the case the other features of personality, different explanations by different authors.

In older English literature that is the summary of all mental characteristics of one personality. The same definition is given by numerous French and German psychologists. In Soviet literature this term is used to explain the most important personality characteristics which give signature to the personality's overall behaviour.

Today, speaking of character, it is interpreted as a disposition for *moral, ethical reaction*. Character fea-

tures are therefore those features that express observing or non-observing of certain rules of the social environment that an individual lives and acts in. Many people also stress its voluntary component with certain activities, and English psychologist Spearman tries to prove that, beside the general ability factor (intelligence), there is also a general voluntary factor which can be used to explain personality's action, and which is manifested in character features. We come to a new definition of character. Character characteristics are those personality features which express simultaneously the voluntary characteristics and moral standards adopted by an individual.

Since character features express manners of human behaviour and highlight the goals placed by an individual, according to some authors they should be included among the motivation characteristics of a personality divided into a few factor groups, among which there is also the factor of the need related to self-deciding. These are personality needs in which the inclination to make decisions on one's own about one's actions gets fully expressed.

"Moral consciousness – it is defined as established principles of action, and under the influence of moral standards, that are different in different societies. They stimulate and direct human activities. People don't steal, don't cheat, not only because negative consequences might follow, but also because of adopted moral principles. Society builds moral principles into its members through education, and that is what parents, school and all other institutions important for an individual do."

THE INTEGRITY OF PERSONALITY AND SELF-CONSCIOUSNESS

Self-concept or the notion of self, self-understanding, self-image, loneliness, these are the notions that signify the psychological construction that could be defined as "phenomenological organizations on an individual's experience and the idea of the individual him/herself in all the aspect of his/her life". (Coombs, 1981)

Personality represents a unique dynamic organization of characteristics and it is continuously manifested as determined, special and unique. Many theories of personality give it significance, very different, some even very vague. It is possible to define it as an individual's knowledge about him/herself as a unique and special individual, together with his/her feelings, what he/she thinks of him/herself, aspirations, how he/she values his/herself, with knowledge of his/herself etc. Self-concept or self-consciousness is formed during the growing up and developing of a child, and under a significant influence of the child's surroundings, of the people who surround the child, especially of the people that the child cares about and values very much. Messages that the child receives remain an important factor of its further development. The formed image of oneself therefore influences the behaviour of a personality so that it wants to concord its behaviour with that image.

The influence on preserving a relatively formed image of oneself during the adult life as well is under the same influence. A personality is more secure and its self-respect on a higher level if it is surrounded by positive attitudes of other people. The personality's reaction to a negative opinion of others, especially of those it cares about, can be a refusal to accept such an opinion. In the situation of a lack of coordination between the image of oneself and the opinion of environment, a personality can commence using defence mechanisms, which were discussed earlier.

PRO-SOCIAL BEHAVIOUR

Examples from everyday life show that people take care of each other, that they are prepared to help a person in trouble, who is in danger and helpless. Help is offered not only to a familiar people but also to strangers. We are familiar with the examples of unselfish saving of someone's life for the price of one's own life.

Behaviour directed towards the benefit of others, helping others in trouble and satisfying their needs is called *pro-social behaviour*.

ABILITIES

Abilities are those personality features on which depends the difference in the success of individuals in performing certain activities, if they are in similar conditions, have similar experience and similar motivation. All abilities are divided into three groups:

1. *Sensor abilities* (the abilities of our senses)
2. *Psychomotor abilities* (manifested in motor abilities)
3. Intellectual or higher mental abilities

The latter are interesting to us, although both sensor and psychomotor abilities have some role in an individual's formation and acting.

Of all abilities, intelligence has provoked and is still provoking greatest interest among scientists, as well as among laymen. That is an ability that people appreciate both in themselves and in other people. We sometimes here people complain about bad eyesight, but not about bad intelligence.

From a large number of definitions of intelligence, we will take the one which says that *intelligence is the ability of managing new, until then inexperienced situations*, or, according to the last contextualist approach to this phenomenon, it is an appropriate adaptable behaviour in given circumstances.

Great interest of scientists for this ability has resulted in explanations and detailed studying of it. First factor analyses of ability found that each activity depends on one general G factor and on a larger number of specific factors (S factors). According to Spearman, that general G factor in all activities is general intelligence, and in certain activities influence belongs to other intelligence factors as well, such as the numeric factor in mathematical operations.

Today, psychologists claim that there exist not factors, but types of intelligence, which are manifested in different human activities, thereby performing a selection and directing one's action, as well as determining successfulness.

Giving a survey of multiple intelligence Garden claims that every individual possesses up to certain extent the following types of intelligence: linguistic, logical-mathematical, spatial, corporal-kinaesthetic, musical, interpersonal, intrapersonal, nativistic and existentialistic.

Social intelligence is fully expressed in social contacts, i.e. communication with people, which is one of the important characteristic that should be possessed by a volunteer.

Emotional Intelligence

Later psychological and pedagogical researches show that, for a quality and happy life, beside highly developed intellectual (cognitive) abilities mostly developed by our schools, an important part belongs also to emotional and social intelligences which are prerequisites for social contacts and the life of an individual.

Emotional intelligence is considered to be a group of abilities that contribute to a precise estimation of the expression of one's own emotions as well as of those of other people, and to the use of feelings in motivation, planning and reaching goals in life.

According to Goleman, emotional intelligence implies familiarization with one's own emotions, controlling them, motivating oneself, recognizing emotions in others and managing interpersonal relationships.

Emotional intelligence is seen as a group of emotional characteristics important for the successfulness of an individual, and these are:

- Empathy
- Exploring and understanding of one's own feelings
- Self-control
- Adaptability
- Popularity
- Ability to solve problems in cooperation with others
- Persistence
- Kindness
- Respect of others etc.

Every individual lives in a certain society, in a culture that, with its standards and customs, greatly influences the manner of expressing an emotion. Psychologists do not agree on how much language differences influence the formation and manifestation of certain feelings. Does it mean that, if in Japanese language words 'disappointment' and 'discourages' do not exist, Japanese people don't have these feelings? Every culture arranges interpersonal relationships, therefore some emotions are desirable and some are not. For instance, an Italian and an Eskimo express different manifestations on identical situations. Every raise of pitch and barely notable order is completely unacceptable manner of reacting for an Eskimo, a sign of anger which in that community is allowed only to children. Knowledge of a culture and standards which determine the way of manifesting emotions helps us to predict the reaction and adaptation of an individual. Pleasant situations and stimulations in it lead us towards directing our behaviour towards pleasantness, reception of recognitions, awards, and opposite – to avoid the situations of criticism and unpleasantness. This is a way to shape the behaviour of an individual.

ATTITUDES

The relationship of an individual with the phenomena that surround him/her is manifested in his/her attitudes, which again means that attitudes as well stimulate and direct human activities.

Attitude represents a tendency to react positively or negatively to some person, object, situation or institution. Psychologist Alport defines it as a mental and neural promptness, formed on the basis of experience, which performs direct or dynamic influence on an individual's reaction to objects, situations or personalities that surround him/her. This means that the object of an attitude can be any phenomenon in the individual's surroundings.

Attitude includes three components:

- *Cognitive component* – knowledge about the contents of attitude
- *Emotional component* – emotional relationship towards people, phenomena...
- *Co-native or action component* – promptness to a certain type of behaviour towards other people, social situations, phenomena...

Cognitive component is consisted of the information on the object of evaluation (positive or negative, useful or not, good or bad). When the object of an attitude is experienced as positive, there is a positive emotional relationship, and when it is experienced as unpleasant, there is a negative emotional relationship. Cognitive component includes intentions and promptness to act, and action. Positive attitude includes a tendency to support the object of the attitude, to help it and protect it, and the negative one does the opposite.

Attitude components can be more or less coordinated. An attitude is often formed on the basis of very few reliable pieces of information that a personality has available, for instance, we all have our attitude towards cloning. Emotional component as well can be only in indications of objects, very vague, so we either love something or not, without actually knowing why. Voluntary component as well is erratic in manifestation, whether one only verbally agrees to something or acts. Attitudes influence other mental processes as well, such as perception, learning, formation and flow of emotions. An attitude will be manifested in verbal or action form, depending on the relationship and the sanctions of the environment towards the one who expresses his/her attitude. The lack of coordination between the behaviour and the attitudes of an individual can depend also on the fact that human actions are influenced by other factors which create a certain social climate and all other relationships. The lack of coordination between an individual's attitude and action can lead to a cognitive dissonance, which has as a consequence the state of tension and unpleasantness, with a tendency to establish the disturbed balance as quickly as possible.

One of the characteristics of attitudes is they are very immune to changing, and psychologists cite three main reasons for the immunity to change:

1. *selective character* of perception and remembering (existing attitudes influence the way in which we will perceive new situations that might lead to changes)
2. *avoidance* of situations that might lead to changes and
3. *social pressure* of the group to which an individual belongs in order not to change the attitude (the need to belong to a group)

INTERESTS

Among important motivation factors of a personality, psychologists count also interests. We can define them as an individual's aspiration to regularly pay attention to certain objects and situations and to deal with them actively (to become a volunteer) or passively (show affinity, read literature...). On the basis of the classification of interests, Spranger proposes a certain typology of personality.

Six basic interests according to Spranger are:

1. *theoretical* interest (interest in knowledge)
2. *economic* interest (gaining material goods)
3. *aesthetical* interest (interest in what is beautiful)
4. *social* interest (interest in people and helping people)
5. *political* interest (interest in power and governing)
6. *religious* interest.

This implies that, depending on which interest prevails in a personality, that person becomes for instance a politician or a teacher or a volunteer. Another classification divides them into professional and non-professional. No matter which classification we accept, interests often have a decisive role in stimulating, directing, maintaining and finalizing certain activities of a personality.

In the end, we will give a few results of the latest researches of the experts from the United States of America (psychological, pedagogical and sociological analyses) about socialization, educational and development influences of the participation of the young in organized voluntary work.

Positive results influence:

- *Growth and development of a personality* (development of the feeling of personal value and strengthening of ability to overtake responsibility, cooperation in problem solving in a group, one's environment and wider social community)
- *Better familiarizing with oneself* and understanding one's own behaviour - "here they are helped by a constant group reflection of voluntary activity and their own role"
- Encountering new situations *which contributes to the spreading of experiences and views and to the changing of one's opinion on oneself*
- *Intellectual development and success in school*, greater motivation for knowledge and the applicability of facts in new situations.
- *Social maturing and development* (it is specially manifested in increased interest in other people and their problems, increased social responsibility, better understanding and respect for the people from different cultural and social groups, augmentation of responsibility towards community etc.)

CONCLUSION

Everything cited so far implies that a personality, from different reasons, deals with, i.e. different motives and needs stimulate it to deal with an activity called volunteering, and everything happens under the influence of certain characteristics, personality features and certain social relationships.

- To feel needed by someone
- For personal self-respect
- To help someone
- To perform consciously its civil duty
- To keep itself occupied with something
- To work on something together with friends or the members of its family
- To learn truth
- To meet new people/friends
- To do something beside everyday work
- To maintain the skills it possesses
- To ensure prosperity
- To protect some people from some institutions
- To feel good
- To have influence on something
- To be a part of a team
- To learn something new
- To be an initiator of changes
- Because of its professional experience related to some field
- Because of the feeling of guilt
- Because of care or interest in a certain group of people
- Because of a challenge
- To feel complete
- To feel proud
- Because of the need to show it belongs to a certain group
- To go out of the house and escape boredom
- To help resolve problems in the local and/or wider community
- To gain recognition
- To make contacts with community leaders
- To feel useful
- To have fun

Some experiences say that there are some differences related to the sex of a personality-volunteer when it comes to the question of the type of activity and location, so:

Women are engaged more often in:

- The work in boards and committees
- Socializing with the lonely
- Taking care of children and working in the institutions which accommodate them
- Activities related to food /collecting, preparing, distribution/
- Office works etc.

Men more often than women perform:

- Advisory service
- Arranging the environment
- Organizing entertainment, especially related to recreation
- Administrative and governing work

Where?

- In non-government organizations
- In government organizations
- In children homes
- In social work centres
- In hospitals
- In nurseries
- In schools
- In the local community

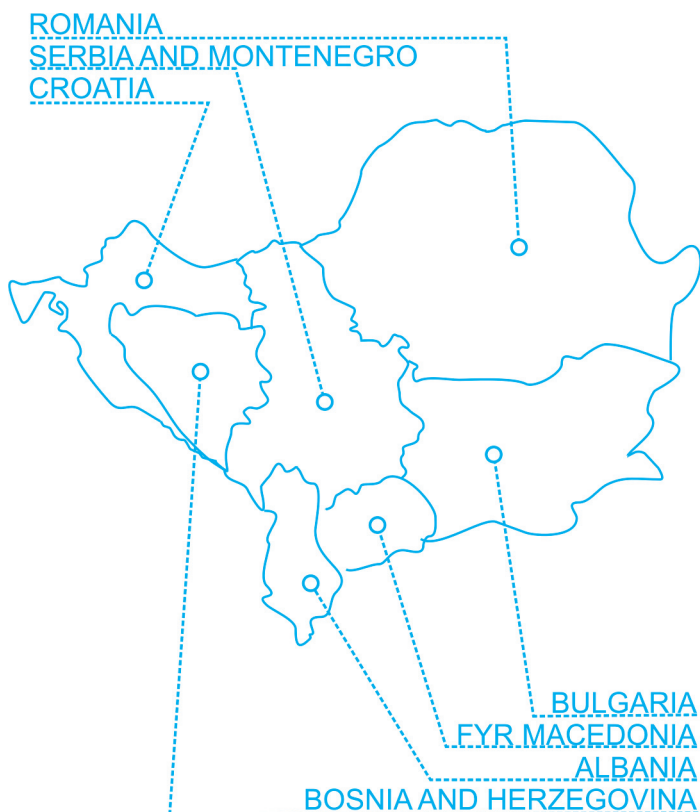
5 GEOGRAPHICAL SITUATION OF SOUTH EAST EUROPE

- *Albania*
- *FYRO Macedonia*
- *Serbia and Montenegro*
- *Bosnia and Herzegovina*
- *Croatia*
- *Bulgaria*
- *Romania*

The Balkan Peninsula is only conditionally a part of South East Europe, in fact its north part opens completely towards Central Europe and, according to numerous natural and other characteristics belongs more to that region. South East Europe is consisted of: Bulgaria, Romania, Serbia and Montenegro, Macedonia, Albania, Croatia and Bosnia and Herzegovina.

Albania, Bulgaria and former Yugoslav republics until the beginning of 1990 were socialist countries, and after the crash of that system, most of those countries transformed their social systems into civil societies.

In later age, Croatia, Albania and Macedonia are members of NATO and strive towards joining the European Union. The region of South East Europe has been very unstable in the geo-political sense.



ALBANIA

DEMOGRAPHIC DATA AND SOCIO-ECONOMIC SITUATION

Albania	Geography
<i>Location:</i>	Southeastern Europe, bordering the Adriatic Sea and Ionian Sea, between Greece and Serbia and Montenegro
<i>Geographic coordinates:</i>	41 00 N, 20 00 E
<i>Area:</i>	total: 28,748 sq km land: 27,398 sq km water: 1,350 sq km
<i>Land boundaries:</i>	total: 720 km border countries: Greece 282 km, The Former Yugoslav Republic of Macedonia 151 km, Serbia and Montenegro 287 km



Albania	People
<i>Population:</i>	3,544,808 (July 2004 est.)
<i>Age structure:</i>	0-14 years: 26.4% (male 489,363; female 446,586) 15-64 years: 65.3% (male 1,184,670; female 1,130,065) ; 65 years and over: 8.3% (male 135,177; female 158,947) (2004 est.)
<i>Median age:</i>	total: 28.2 years male: 27.6 years female: 28.7 years (2004 est.)
<i>Population growth rate:</i>	0.51% (2004 est.)
<i>Birth rate:</i>	15.08 births/1,000 population (2004 est.)
<i>Death rate:</i>	5.02 deaths/1,000 population (2004 est.)
<i>Net migration rate:</i>	-4.93 migrant(s)/1,000 population (2004 est.)
<i>Sex ratio:</i>	at birth: 1.1 male(s)/female under 15 years: 1.1 male(s)/female 15-64 years: 1.05 male(s)/female 65 years and over: 0.85 male(s)/female total population: 1.04 male(s)/female (2004 est.)
<i>Infant mortality rate:</i>	total: 22.31 deaths/1,000 live births male: 23.01 deaths/1,000 live births female: 21.54 deaths/1,000 live births (2004 est.)
<i>Life expectancy at birth:</i>	total population: 77.06 years male: 74.37 years female: 80.02 years (2004 est.)
<i>Total fertility rate:</i>	2.05 children born/woman (2004 est.)
<i>Nationality:</i>	noun: Albanian(s) adjective: Albanian
<i>Ethnic groups:</i>	Albanian 95%, Greek 3%, other 2% (Vlach, Roma (Gypsy), Serb, Macedonian, and Bulgarian) (1989 est.) note: in 1989, other estimates of the Greek population ranged from 1% (official Albanian statistics) to 12% (from a Greek organization)

<i>Religions:</i>	Muslim 70%, Albanian Orthodox 20%, Roman Catholic 10% note: percentages are estimates; there are no available current statistics on religious affiliation; all mosques and churches were closed in 1967 and religious observances prohibited; in November 1990, Albania began allowing private religious practice
<i>Languages:</i>	Albanian (official - Tosk is the official dialect), Greek
<i>Literacy:</i>	definition: age 9 and over can read and write total population: 86.5% male: 93.3% female: 79.5% (2003 est.)

Albania	Government
<i>Country name:</i>	conventional long form: Republic of Albania conventional short form: Albania local long form: Republika e Shqipërisë local short form: Shqipëria former: People's Socialist Republic of Albania
<i>Government type:</i>	emerging democracy
<i>Capital:</i>	Tirana
<i>Administrative divisions:</i>	12 counties (qarqe, singular - qark); Qarku i Beratit, Qarku i Dibres, Qarku i Durrësit, Qarku i Elbasanit, Qarku i Fierit, Qarku i Gjirokastrës, Qarku i Korcës, Qarku i Kukësit, Qarku i Lezhës, Qarku i Shkodrës, Qarku i Tiranës, Qarku i Vlores
<i>Independence:</i>	28 November 1912 (from Ottoman Empire)
<i>National holiday:</i>	Independence Day, 28 November (1912)
<i>Constitution:</i>	a constitution was adopted by popular referendum on 28 November 1998
<i>Legal system:</i>	has a civil law system; has not accepted compulsory ICJ jurisdiction; has accepted jurisdiction of the International Criminal Court for its citizens
<i>Suffrage:</i>	18 years of age; universal

Albania	Economy
<i>Economy - overview:</i>	Poor and backward by European standards, Albania is making the difficult transition to a more modern open-market economy. The government has taken measures to curb violent crime and to spur economic activity and trade. The economy is bolstered by remittances from abroad of \$400-\$600 million annually, mostly from Greece and Italy; this helps offset the sizable trade deficit. Agriculture, which accounts for one-half of GDP, is held back because of frequent drought and the need to modernize equipment and consolidate small plots of land. Severe energy shortages and antiquated and inadequate infrastructure make it difficult to attract and sustain foreign investment. The government plans to boost energy imports to relieve the shortages and is moving slowly to improve the poor national road and rail network, a long-standing barrier to sustained economic growth.
<i>GDP:</i>	purchasing power parity - \$16.13 billion (2003 est.)
<i>GDP - real growth rate:</i>	7% (2003 est.)
<i>GDP - per capita:</i>	purchasing power parity - \$4,500 (2003 est.)
<i>GDP - composition by sector:</i>	agriculture: 47.5% industry: 24.6% services: 27.8% (2003 est.)
<i>Population below poverty line:</i>	30% (2001 est.)
<i>Inflation rate (consumer prices):</i>	2.4% (2003)

Unemployment rate: 15.8% officially; may be as high as 30% (2003 est.)
Budget: revenues: \$1.36 billion
 expenditures: \$1.627 billion, including capital expenditures of \$406 million (2003 est.)

Currency: lek (ALL)

THE HISTORY OF VOLUNTARISM IN ALBANIA

Until the beginning of the XX century, voluntarism in the traditional Albanian culture had been considered to be a sort of duty and help that every adult male member of the community should offer to his family, relatives, friends, neighbours and acquaintances, especially in the case of emergency or accident. Albanian Canon (ancient legal code in Albania) contains numerous cultural standards which generally determine the duties of society members to help others, especially relatives from maternal and paternal side.

In its essence, voluntary work in traditional Albanian society was applied in the cases of building objects for the needs of the entire community (village) or county, building bridges, irrigation canals, systems for protection and use of drinking water etc. Due to its diffusion, voluntary work became the basic form of life, culture and mentality of Albanian society. As such, with all elements related to it, it was regulated by rules and laws of moral behaviour. Voluntary work passed the legal regulative and was presented as a legal institution.

After the World War II, the ruling communist structure organized a wide spectrum of volunteer activities for rebuilding the country destroyed by the war. In the Maliq swamp reclamation only, during 1946, there were around 22,000 volunteers engaged. Dozens of thousands of others were engaged throughout the country on the making of building materials, cleaning the towns of ruins, restoration of burned houses. In the period 1945-1990, voluntary work in Albania was organized for different purposes and in different ways. One-day actions in the context of different agricultural work, or in the cases of natural disasters, were numerous and diffused. This method of actions was also applied in educational and cultural programmes, such as, for instance, extinguishing illiteracy among people younger than 40 years of age, hygiene in villages and the overall improvement of the quality of life of the country people, building local roads and water supplies etc. In this period in Albania functioned the National Centre for Work Actions for so-called "Great works in the context of five-year plans". In the period of totalitarian regime, during two months of work actions, there were 527 thousand people engaged in these works (these data can be found in the archive of PR Albania). These numbers include numerous pupils and students who worked during the academic year. Every young man or woman who would obtain a degree from one of the faculties would be obliged to work 6-10 months in industry (one month a year in average) and mostly in work actions on state or local level.

After the death of Enver Hoxha, the range of voluntary work was increased to extreme effort to stop the rapid economic fall. One-day work actions became large-scaled and called "Enver's Days". Especially at the time of harvest works of collecting corn and cotton, work actions were organized on weekends, which meant a working week without a break, for students and pupils as well as for workers of all age groups. In such conditions the "obligatory voluntary work" imposed by the social-party structures came to be a very tiring activity that constantly disturbed people's lives.

In countries with social problems such as Albania, young people have been noted to be leaving the country. Therefore, encouraging the young to perform voluntary work would mean another possibility to create stronger bonds with their homelands. It is obvious that there is a transition from traditional forms of voluntary work to the new forms, for instance voluntary work in the environment protection.

The main fields of volunteer engagement in Albania are:

- Activities in the community development 10.21%
- Social services for children 8.82%
- Social services for the young 8.47%
- Education 7.19%

- Health 7.08%
- Social services for women 6.96%

The age structure of volunteers in Albania:


- To 18 years of age 10.24%
- 18-24 28.89%
- 25-34 18.41%
- 45-54 21.52%
- 55-64 3.03%
- 65 and more 3.81%

More than a half of volunteers in Albania is engaged in, to call it that way, “aristocratic” volunteer activities such as office and administrative jobs. They mostly advise and train other people, organizing campaigns with which they want to attract public attention and inform people on different problems: socio-economic, political, cultural, artistic, scientific, religious, or problems related to health and health care etc.

Therefore, as a contradiction to the tradition of Albanian society till 1990, when most volunteers were doing ordinary physical jobs with concrete measurable results and thereby were closer to ordinary people, voluntarism in Albania today has a more fluid form, less measurable, and is often expressed through words and speech which aim to solve various problems. There is a largely diffused opinion that in Albania, where even a paid job is poorly paid or not paid at all, no one can expect much from voluntary work, or that only volunteers make use of it.

FYRO MACEDONIA

DEMOGRAPHIC DATA AND SOCIO-ECONOMIC SITUATION

The Former Yugoslav Republic Macedonia		Geography
<i>Location:</i>		Southeastern Europe, north of Greece
<i>Geographic coordinates:</i>		41 50 N, 22 00 E
<i>Area:</i>		total: 25,333 sq km land: 24,856 sq km water: 477 sq km
<i>Land boundaries:</i>		total: 766 km border countries: Albania 151 km, Bulgaria 148 km, Greece 246 km, Serbia and Montenegro 221 km
		
The Former Yugoslav Republic Macedonia		People
<i>Population:</i>		2,071,210 (July 2004 est.)
<i>Age structure:</i>		0-14 years: 21.5% (male 231,078; female 213,906) 15-64 years: 67.8% (male 707,298; female 696,830) 65 years and over: 10.7% (male 97,437; female 124,661) (2004 est.)
<i>Median age:</i>		total: 32.8 years male: 31.7 years female: 33.9 years (2004 est.)
<i>Population growth rate:</i>		0.39% (2004 est.)
<i>Birth rate:</i>		13.14 births/1,000 population (2004 est.)
<i>Death rate:</i>		7.83 deaths/1,000 population (2004 est.)
<i>Net migration rate:</i>		-1.45 migrant(s)/1,000 population (2004 est.)
<i>Sex ratio:</i>		at birth: 1.08 male(s)/female under 15 years: 1.08 male(s)/female 15-64 years: 1.02 male(s)/female 65 years and over: 0.78 male(s)/female total population: 1 male(s)/female (2004 est.)
<i>Infant mortality rate:</i>		total: 11.74 deaths/1,000 live births male: 12.67 deaths/1,000 live births female: 10.73 deaths/1,000 live births (2004 est.)
<i>Life expectancy at birth:</i>		total population: 74.73 years male: 72.45 years female: 77.2 years (2004 est.)
<i>Total fertility rate:</i>		1.74 children born/woman (2004 est.)
<i>Nationality:</i>		noun: Macedonian(s) adjective: Macedonian
<i>Ethnic groups:</i>		Macedonian 64.2%, Albanian 25.2%, Turkish 3.8%, Roma 2.7%, Serb 1.8%, other 2.3% (2002)
<i>Religions:</i>		Macedonian Orthodox 70%, Muslim 29%, other 1%
<i>Languages:</i>		Macedonian 68%, Albanian 25%, Turkish 3%, Serbo-Croatian 2%, other 2%

<i>Literacy:</i>	definition: NA
	total population: NA
	male: NA
	female: NA

The Former Yugoslav Republic Macedonia	Government
<i>Country name:</i>	conventional long form: The Former Yugoslav Republic of Macedonia conventional short form: none local long form: Republika Makedonija local short form: Makedonija abbreviation: F.Y.R.O.M.
<i>Government type:</i>	parliamentary democracy
<i>Capital:</i>	Skopje
<i>Administrative divisions:</i>	123 municipalities (opstini, singular - opstina); Aracinovo, Bac, Belcista, Berovo, Bistrica, Bitola, Blatec, Bogdanci, Bogomila, Bogovinje, Bosilovo, Brvenica, Cair (Skopje), Capari, Caska, Cegrane, Centar (Skopje), Centar Zupa, Cesinovo, Cuc-er-Sandevo, Debar, Delcevo, Delogozdi, Demir Hisar, Demir Kapija, Dobrusevo, Dolna Banjica, Dolneni, Dorce Petrov (Skopje), Drugovo, Dzepciste, Gazi Baba (Skopje), Gevgelija, Gostivar, Gradsko, Ilinden, Izvor, Jegunovce, Kamenjane, Karbinci, Karpos (Skopje), Kavadarci, Kicevo, Kisela Voda (Skopje), Klecevc, Kocani, Konce, Kondovo, Konopiste, Kosel, Kratovo, Kriva Palanka, Krivogastani, Krusevo, Kuklis, Kukurecani, Kumanovo, Labunista, Lipkovo, Lozovo, Lukovo, Makedonska Kamenica, Makedonski Brod, Mavrovi Anovi, Meseista, Miravci, Mogila, Murtino, Negotino, Negotino-Polosko, Novaci, Novo Selo, Oblessevo, Ohrid, Orasac, Orizari, Oslomej, Pehcevo, Petrovec, Plasnica, Podares, Prilep, Probitip, Radovis, Rankovce, Resen, Rosoman, Rostusa, Samokov, Saraj, Sipkovic, Sopiste, Sopotnica, Srbino, Star Dojran, Staravina, Staro Nagoricane, Stip, Struga, Strumica, Studenici, Suto Orizari (Skopje), Sveti Nikole, Tearce, Tetovo, Topolcani, Valandovo, Vasilevo, Velesta, Veles, Vevcani, Vinica, Vitoliste, Vranestica, Vrapciste, Vratnica, Vrutok, Zajaz, Zelenikovo, Zeleno, Zitose, Zletovo, Zrnovci note: the seven municipalities followed by Skopje in parentheses collectively constitute "greater Skopje"
<i>Independence:</i>	8 September 1991 referendum by registered voters endorsing independence (from Yugoslavia)
<i>National holiday:</i>	Uprising Day, 2 August (1903); note - also known as Saint Elijah's Day and Ilinden
<i>Constitution:</i>	adopted 17 November 1991, effective 20 November 1991 note: in November of 2001, the Macedonian Assembly approved a series of new constitutional amendments strengthening minority rights
<i>Legal system:</i>	based on civil law system; judicial review of legislative acts
<i>Suffrage:</i>	18 years of age; universal

The Former Yugoslav Republic Macedonia	Economy
<i>Economy - overview:</i>	At independence in September 1991, Macedonia was the least developed of the Yugoslav republics, producing a mere 5% of the total federal output of goods and services. The collapse of Yugoslavia ended transfer payments from the center and eliminated advantages from inclusion in a de facto free trade area. An absence of infrastructure, UN sanctions on Yugoslavia, one of its largest markets, and a Greek economic embargo over a dispute about the country's constitutional name and flag hindered economic growth until 1996. GDP subsequently rose each year through 2000. However, the leadership's commitment to economic reform, free trade, and regional integration was undermined by the ethnic Albanian insurgency of 2001. The economy shrank 4.5% because of decreased trade, intermittent border closures, increased deficit spending on security needs, and investor uncertainty.

	Growth barely recovered in 2002 to 0.9%, then rose to 2.8% in 2003. Unemployment at one-third of the workforce remains the most critical economic problem. The gray economy is estimated at around 40% of GDP.
<i>GDP:</i>	purchasing power parity - \$13.81 billion (2003 est.)
<i>GDP - real growth rate:</i>	2.8% (2003 est.)
<i>GDP - per capita:</i>	purchasing power parity - \$6,700 (2003 est.)
<i>GDP - composition by sector:</i>	agriculture: 11.3% industry: 32.1% services: 56.6% (2003 est.)
<i>Population below poverty line:</i>	30.2% (2002 est.)
<i>Inflation rate (consumer prices):</i>	1.2% (2003 est.)
<i>Unemployment rate:</i>	36.7% (2003 est.)
<i>Budget:</i>	revenues: \$1.582 billion expenditures: \$1.661 billion, including capital expenditures of \$80 million NA (2003 est.)
<i>Currency:</i>	Macedonian denar (MKD)

THE HISTORY OF VOLUNTARISM IN FYRO MACEDONIA

In the pre-independence period, in which Macedonia formed a part of SFR Yugoslavia, when we speak of voluntarism, Macedonia had similar experiences as other republics that were of this communal state.

Voluntarism was consisted of engaging the young in voluntary work in rebuilding the country in the post-war period (after 1945). This work was organized in order to rebuild and reconstruct the country (building railways, roads, bridges, buildings) and this type of voluntary work continued to live, in somewhat smaller range, till the end of 1980s. In this period of socialism, there was a possibility of voluntary work in the Red Cross. School practice, which was a part of regular school programme, was also regarded as voluntary work.

In the period after gaining independence, voluntary work in Macedonia kept the framework and the main characteristics from the previous period. In most of the cases, people volunteered in organizations such as the Red Cross (humanitarian organizations), and their engagement in these organizations was entirely voluntary. The appearance of non-government organizations in the 1990s gave its contribution in the development of voluntarism in the country. Non-government organizations mostly organized different activities which were based precisely on voluntary work and engagement.

However, the most frequent type of voluntarism in public institutions in Macedonia is considered to be the work of students, who are obliged to volunteer in order to gain experience which is a part of their educational programme. On the basis of experience and indicators from the past, it can be said that voluntarism in Macedonia is not on a high level, considering the fact that, in this long period from the World War II until today, there has been no special legal act which would regulate and stimulate volunteer work in the country, i.e. define the rights and the duties of volunteers, as well as those who engage them.

SERBIA AND MONTENEGRO

DEMOGRAPHIC DATA AND SOCIO-ECONOMIC SITUATION

Serbia and Montenegro		Geography
<i>Location:</i>		Southeastern Europe, bordering the Adriatic Sea, between Albania and Bosnia and Herzegovina
<i>Geographic coordinates:</i>		44 00 N, 21 00 E
<i>Area:</i>		total: 102,350 sq km land: 102,136 sq km water: 214 sq km
<i>Land boundaries:</i>		total: 2,246 km border countries: Albania 287 km, Bosnia and Herzegovina 527 km, Bulgaria 318 km, Croatia (north) 241 km, Croatia (south) 25 km, Hungary 151 km, The Former Yugoslav Republic of Macedonia 221 km, Romania 476 km
		
Serbia and Montenegro		People
<i>Population:</i>		10,825,900 (July 2004 est.)
<i>Age structure:</i>		0-14 years: 18.3% (male 1,027,479; female 956,681) 15-64 years: 66.8% (male 3,602,959; female 3,627,616) 65 years and over: 14.9% (male 693,929; female 917,236) (2004 est.)
<i>Median age:</i>		total: 36.6 years male: 35.1 years female: 38.1 years (2004 est.)
<i>Population growth rate:</i>		0.03% (2004 est.)
<i>Birth rate:</i>		12.13 births/1,000 population (2004 est.)
<i>Death rate:</i>		10.53 deaths/1,000 population (2004 est.)
<i>Net migration rate:</i>		-1.33 migrant(s)/1,000 population (2004 est.)
<i>Sex ratio:</i>		at birth: 1.08 male(s)/female under 15 years: 1.07 male(s)/female 15-64 years: 0.99 male(s)/female 65 years and over: 0.76 male(s)/female total population: 0.97 male(s)/female (2004 est.)
<i>Infant mortality rate:</i>		total: 13.43 deaths/1,000 live births male: 15.04 deaths/1,000 live births female: 11.68 deaths/1,000 live births (2004 est.)
<i>Life expectancy at birth:</i>		total population: 74.4 years male: 71.9 years female: 77.12 years (2004 est.)
<i>Total fertility rate:</i>		1.67 children born/woman (2004 est.)
<i>Nationality:</i>		noun: Serb(s); Montenegrin(s) adjective: Serbian; Montenegrin
<i>Ethnic groups:</i>		Serb 62.6%, Albanian 16.5%, Montenegrin 5%, Hungarian 3.3%, other 12.6% (1991)
<i>Religions:</i>		Orthodox 65%, Muslim 19%, Roman Catholic 4%, Protestant 1%, other 11%
<i>Languages:</i>		Serbian 95%, Albanian 5%

Literacy: definition: age 15 and over can read and write
total population: 93%
male: 97.2%
female: 88.9% (1991)

Serbia and Montenegro	Government
<i>Country name:</i>	conventional long form: Serbia and Montenegro conventional short form: none local long form: Srbija i Crna Gora local short form: none abbreviation: SCG
<i>Government type:</i>	republic
<i>Capital:</i>	Belgrade
<i>Administrative divisions:</i>	2 republics (republike, singular - republika); and 2 nominally autonomous provinces* (autonomn pokrajine, singular - autonomna pokrajina); Kosovo*, Montenegro, Serbia, Vojvodina*
<i>Independence:</i>	27 April 1992 (Federal Republic of Yugoslavia or FRY - now Serbia and Montenegro)
<i>National holiday:</i>	National Day, 27 April
<i>Constitution:</i>	4 February 2003
<i>Legal system:</i>	based on civil law system
<i>Suffrage:</i>	16 years of age, if employed; 18 years of age, universal

Serbia and Montenegro	Economy
<i>Economy - overview:</i>	MILOSEVIC-era mismanagement of the economy, an extended period of economic sanctions, and the damage to Yugoslavia's infrastructure and industry during the NATO airstrikes in 1999 have left the economy only half the size it was in 1990. After the ousting of former Federal Yugoslav President MILOSEVIC in October 2000, the Democratic Opposition of Serbia (DOS) coalition government implemented stabilization measures and embarked on an aggressive market reform program. After renewing its membership in the IMF in December 2000, Yugoslavia continued to reintegrate into the international community by rejoining the World Bank (IBRD) and the European Bank for Reconstruction and Development (EBRD). A World Bank-European Commission sponsored Donors' Conference held in June 2001 raised \$1.3 billion for economic restructuring. An agreement rescheduling the country's \$4.5 billion Paris Club government debts was concluded in November 2001; it wrote off 66% of the debt. The smaller republic of Montenegro severed its economy from federal control and from Serbia during the MILOSEVIC era and continues to maintain its own central bank, uses the euro instead of the Yugoslav dinar as official currency, collects customs tariffs, and manages its own budget. Kosovo, while technically still part of the Federal Republic of Yugoslavia (now Serbia and Montenegro) according to United Nations Security Council Resolution 1244, is largely autonomous under United Nations Interim Administration Mission in Kosovo (UNMIK) and is greatly dependent on the international community and the diaspora for financial and technical assistance. The euro and the Yugoslav dinar are official currencies, and UNMIK collects taxes and manages the budget. The complexity of Serbia and Montenegro political relationships, slow progress in privatization, legal uncertainty over property rights, and scarcity of foreign-investment are holding back Serbia and Montenegro's economy. Arrangements with the IMF, especially requirements for fiscal discipline, are an important element in policy formation. Severe unemployment remains a key political economic problem.
<i>GDP:</i>	purchasing power parity - \$23.89 billion (2003 est.)
<i>GDP - real growth rate:</i>	1.5% (2003 est.)

<i>GDP - per capita:</i>	purchasing power parity - \$2,200 (2003 est.)
<i>GDP - composition by sector:</i>	agriculture: 15.2% industry: 28.2% services: 56.5% (2003 est.)
<i>Population below poverty line:</i>	30% (1999 est.)
<i>Inflation rate (consumer prices):</i>	11.2% (2003 est.)
<i>Unemployment rate:</i>	34.5% (2003 est.)
<i>Budget:</i>	revenues: \$8.668 billion expenditures: \$9.633 billion, including capital expenditures of NA (2003 est.)
<i>Currency:</i>	in Serbia the Serbian dinar (CSD) is legal tender, but the euro (EUR) is the de facto currency; in Montenegro and Kosovo the euro is legal tender. (2004)

THE HISTORY AND DEFINITION OF VOLUNTARY WORK IN SERBIA

The historical background for the development and promotion of the idea is by all means in traditional human solidarity which originates back from Slavic custom to help the fellow-creature in trouble and, according to the principle of self-aid, to solve those problems that cannot be solved by the existing social mechanisms. The building of religious memorials was developed as early as in the early Medieval Age (for instance, Serbian monastery Chilandar from XII century). Feudal Serbian rulers built them for religious, patriotic reasons or simply for prestige. The Serbian Orthodox Church had always been offering shelter and had been engaged in solidarity with those in trouble, but it never had as much experience as the Catholic Church in order to develop these activities in a more significant way.

Only in the end of the XIX century and the beginning of the XX century, with the creation of the Kingdom of Yugoslavia, the Orthodox Church became more active, and many volunteer activities were managed by the royal family. Many memorials were founded by the Serbian Royal Academy (in 1937, noted 64 memorials and foundations).

During the socialist regime period, the state took over many functions from the field of social care, culture, social security, so that the volunteer initiative was limited and pushed to margins. Associations functioned under the patronage of the Socialist Association of Working People of Yugoslavia, and the only organization that was outside of that was the Red Cross and some sporadic initiatives.

THE HISTORY OF VOLUNTARISM IN MONTENEGRO

The history and roots of voluntarism in Montenegro, like in most of the former Yugoslav countries, are connected to the tradition of solidarity as a recognizable characteristic of the culture of these peoples. The tradition and nature of this solidarity is closest to the family and neighbour relationships developed on the principle of reciprocal support, which has become the moral codex of the culture of Montenegrin people.

Starting with those principles without going back deeper in history, the most developed form of voluntary work that has even today remained very characteristic of rural areas is “bee”. This type of work is based on neighbour help at some works which are too large for one family (mowing, crop collecting and other works that a family finds having no possibility to do on its own in a certain period of time).

Analyzing the history of Montenegro before the World War II, we encounter a number of examples of voluntary work. Communal churches were built by the members of both Catholic and Orthodox confession with two altars in which both were performing their rituals. In Mrkojevici (Bar), in the construction of


sacral objects of any of the three confessions, all locals participate in building, regardless of their religious orientation, and some of the sacral rituals they performed together.

After the World War II and the establishment of the communist regime in the region of the former Yugoslavia, voluntarism in Montenegro gained additional force. “Youth work actions” become a matter of reputation in society and “the outstanding worker badge” a measure of value. Beside a clear voluntary engagement, these had patriotic character, but significant elements of political belief as well. Through “youth work actions” which, till the end of the 50s, were of annual character, the young from all parts of the country, in one-month shifts, gave significant contribution to the restoration of the devastated country, and later to its building. In 1970s, work actions only partly remained socialist and, until their final cancellation in the end of 1980s, they were more a place of real volunteer work and socializing. During that period, their character was international and on the occasion of the biggest ones, there were even a few hundred of the young from Europe. Beside “youth work actions”, voluntarism in the communist period of Montenegro was stimulated also through public organizations. Scout Association, Nature Conservation Club, Student Vacation Association, Red Cross were gathering thousands of members who were voluntarily offering service for citizens. These organizations had the support of the state for their work.

In the beginning of a conflict and with the break-up of SFR Yugoslavia, interest in voluntarism was in rapid decline, through public organizations as well as through other types of social engagements. The lack of interest can be related to a few reasons. Primarily, it is a drastic decline of life standard which, for most citizens, meant naked survival. Beside low standard, examples of corruption, sudden accumulation of wealth in the case of individuals, economy collapse, provoked a great suspicion of citizens towards state and public institutions. In most cases, that contributed to voluntarism to be accepted as an “illusion for the naïve” and “work for free”. The connection between a democratic system, the development of civic society and voluntarism is a concept which is still very far from an average citizen. Some contribution to it is also given by the fact that most non-government organizations do not have a clear vision nor the necessary knowledge in work with volunteers. When there is also the resistance and the lack of understanding of the state sector and public institutions towards the establishing of stronger cooperation with volunteer centres and organizations which offer services to citizens, it is very easy to explain why voluntary work today nearly doesn't exist as a social value in Montenegro.

BOSNIA AND HERZEGOVINA

DEMOGRAPHIC DATA AND SOCIO-ECONOMIC SITUATION

Bosnia and Herzegovina		Geography
<i>Location:</i>		Southeastern Europe, bordering the Adriatic Sea and Croatia
<i>Geographic coordinates:</i>		44 00 N, 18 00 E
<i>Area:</i>		total: 51,129 sq km land: 51,129 sq km water: 0 sq km
<i>Land boundaries:</i>		total: 1,459 km border countries: Croatia 932 km, Serbia and Montenegro 527 km
		
Bosnia and Herzegovina		People
<i>Population:</i>		4,007,608 (July 2004 est.)
<i>Age structure:</i>		0-14 years: 18.9% (male 389,062; female 368,721) 15-64 years: 70.6% (male 1,447,725; female 1,379,729) 65 years and over: 10.5% (male 180,801; female 241,570) (2004 est.)
<i>Median age:</i>		total: 35.9 years male: 35.5 years female: 36.2 years (2004 est.)
<i>Population growth rate:</i>		0.45% (2004 est.)
<i>Birth rate:</i>		12.56 births/1,000 population (2004 est.)
<i>Death rate:</i>		8.33 deaths/1,000 population (2004 est.)
<i>Net migration rate:</i>		0.31 migrant(s)/1,000 population (2004 est.)
<i>Sex ratio:</i>		at birth: 1.07 male(s)/female under 15 years: 1.06 male(s)/female 15-64 years: 1.05 male(s)/female 65 years and over: 0.75 male(s)/female total population: 1.01 male(s)/female (2004 est.)
<i>Infant mortality rate:</i>		total: 21.88 deaths/1,000 live births male: 24.5 deaths/1,000 live births female: 19.08 deaths/1,000 live births (2004 est.)
<i>Life expectancy at birth:</i>		total population: 72.57 years male: 69.82 years female: 75.51 years (2004 est.)
<i>Total fertility rate:</i>		1.71 children born/woman (2004 est.)
<i>Nationality:</i>		noun: Bosnian(s), Herzegovinian(s) adjective: Bosnian, Herzegovinian
<i>Ethnic groups:</i>		Serb 37.1%, Bosniak 48%, Croat 14.3%, other 0.6% (2000) note: Bosniak has replaced Muslim as an ethnic term in part to avoid confusion with the religious term Muslim - an adherent of Islam
<i>Religions:</i>		Muslim 40%, Orthodox 31%, Roman Catholic 15%, other 14%
<i>Languages:</i>		Bosnian, Croatian, Serbian

Literacy: definition: NA
total population: NA
male: NA
female: NA

Bosnia and Herzegovina	Government
<i>Country name:</i>	conventional long form: none conventional short form: Bosnia and Herzegovina local long form: none local short form: Bosna i Hercegovina
<i>Government type:</i>	emerging federal democratic republic
<i>Capital:</i>	Sarajevo
<i>Administrative divisions:</i>	there are two first-order administrative divisions and one internationally supervised district* - Brcko district (Brcko Distrikt)*, the Bosniak/Croat Federation of Bosnia and Herzegovina (Federacija Bosna i Hercegovina) and the Bosnian Serb-led Republika Srpska; note - Brcko district is in northeastern Bosnia and is an administrative unit under the sovereignty of Bosnia and Herzegovina; the district remains under international supervision
<i>Independence:</i>	1 March 1992 (from Yugoslavia; referendum for independence was completed 1 March 1992; independence was declared 3 March 1992)
<i>National holiday:</i>	National Day, 25 November (1943)
<i>Constitution:</i>	the Dayton Agreement, signed 14 December 1995, included a new constitution now in force; note - each of the entities also has its own constitution
<i>Legal system:</i>	based on civil law system
<i>Suffrage:</i>	16 years of age, if employed; 18 years of age, universal

Bosnia and Herzegovina	Economy
<i>Economy - overview:</i>	Bosnia and Herzegovina ranked next to The Former Yugoslav Republic of Macedonia as the poorest republic in the old Yugoslav federation. Although agriculture is almost all in private hands, farms are small and inefficient, and the republic traditionally is a net importer of food. Industry has been greatly overstaffed, one reflection of the socialist economic structure of Yugoslavia. TITO had pushed the development of military industries in the republic with the result that Bosnia hosted a number of Yugoslavia's defense plants. The interethnic warfare in Bosnia caused production to plummet by 80% from 1992 to 1995 and unemployment to soar. With an uneasy peace in place, output recovered in 1996-99 at high percentage rates from a low base; but output growth slowed in 2000-02. GDP remains far below the 1990 level. Economic data are of limited use because, although both entities issue figures, national-level statistics are limited. Moreover, official data do not capture the large share of black market activity. The konvertibilna marka (convertible mark or BAM)- the national currency introduced in 1998 - is now pegged to the euro, and the Central Bank of Bosnia and Herzegovina has dramatically increased its reserve holdings. Implementation of privatization, however, has been slow, and local entities only reluctantly support national-level institutions. Banking reform accelerated in 2001 as all the Communist-era payments bureaus were shut down. The country receives substantial amounts of reconstruction assistance and humanitarian aid from the international community but will have to prepare for an era of declining assistance.
<i>GDP:</i>	purchasing power parity - \$24.31 billion (2003 est.)
<i>GDP - real growth rate:</i>	3.5% (2003 est.)
<i>GDP - per capita:</i>	purchasing power parity - \$6,100 (2003 est.)
<i>GDP - composition by sector:</i>	agriculture: 13% industry: 40.9% services: 46.1% (2001 est.)

Population below poverty line:	NA
Inflation rate (consumer prices):	0.9% (2003 est.)
Unemployment rate:	40% (2002 est.)
Budget:	revenues: \$3.271 billion expenditures: \$3.242 billion, including capital expenditures of NA (2003 est.)
Currency:	konvertibilna marka (BAM)

THE HISTORY OF VOLUNTARISM IN BOSNIA AND HERZEGOVINA

The cultural heritage of voluntarism dates from the earlier history of BiH. The habit of giving and sharing was built mostly through religious institutions. In BiH, members of 4 different confessions are dominantly represented (Moslems, Orthodox, Catholics, Jews), and the institutions of these religious communities created in history the basics of social standards, such as mutual help and voluntary work for the benefit of the broader community. Their activities were most frequently focused on helping displaced people, for instance, and show solidarity towards them. Religious institutions traditionally encourage voluntarism, spreading this message through written word, sermons and/or organized actions. Even today, there are religious groups that are active through voluntary actions. Such associations are “Merhamet” in the Islamic religious community, “Caritas” in the Catholic and “Benefactor” in the Orthodox religious community in BiH. Their activities are organized for religious and patriotic reasons, as well as for prestige.

After the World War II, religious groups lost their significance and reputation in the newly founded Federative People’s Republic of Yugoslavia. The period of socialist rule is known as the period in which a large number of people of all age, especially young people, were included in different types of voluntary work. This phenomenon was often described as “...the prosperous times of hope and of the reconstruction of the post-war society in Federative People’s Republic of Yugoslavia”, of which Bosnia and Herzegovina was one part.

In the period of socialist regime, the state took over the already mentioned role from religious institutions and took over many other functions of social care, culture, social security, and as a result of that, volunteer initiative was diminished and pushed to margins. Associations functioned under the patronage of the Socialist Association of Working People of Yugoslavia, and the only organization that was outside of that was the Red Cross and some sporadic initiatives. Unpaid work, like everything else, was organized on different levels of state administration and government.

Schools were responsible for the realization of voluntary activities according to the regular school programme specified through additional hours of the work that students had to perform in the community. Those were mostly environment protection works. The young gathered around the “Association of Socialist Youth of Yugoslavia” was the main performer of the event called “Youth work action”, which was a very popular form of voluntary work. Through this type of activity, volunteers realized many big works useful for the community, mostly in the field of building and reconstruction. In other words, volunteering was centralized, without social and democratic participation, and it was rather a reaction than an initiative which corresponds with social changes, which is common today in social communities of Bosnia and Herzegovina. The connection between democratic participation and voluntarism is a notion that the society still has difficulties understanding. This fact explains the slow development of voluntary sector, as well as the resistance of authorities to accept this sector as an important part of society, and to develop relationships between voluntary sector and authorities in Bosnia and Herzegovina.

CROATIA

DEMOGRAPHIC DATA AND SOCIO-ECONOMIC SITUATION

Croatia	Geography
<i>Location:</i>	Southeastern Europe, bordering the Adriatic Sea, between Bosnia and Herzegovina and Slovenia
<i>Geographic coordinates:</i>	45 10 N, 15 30 E
<i>Area:</i>	total: 56,542 sq km land: 56,414 sq km water: 128 sq km
<i>Land boundaries:</i>	total: 2,197 km border countries: Bosnia and Herzegovina 932 km, Hungary 329 km, Serbia and Montenegro (north) 241 km, Serbia and Montenegro (south) 25 km, Slovenia 670 km



Croatia	People
<i>Population:</i>	4,496,869 (July 2004 est.)
<i>Age structure:</i>	0-14 years: 16.6% (male 383,729; female 364,287) 15-64 years: 67% (male 1,497,525; female 1,515,956) 65 years and over: 16.4% (male 277,616; female 457,756) (2004 est.)
<i>Median age:</i>	total: 39.7 years male: 37.7 years female: 41.5 years (2004 est.)
<i>Population growth rate:</i>	-0.02% (2004 est.)
<i>Birth rate:</i>	9.51 births/1,000 population (2004 est.)
<i>Death rate:</i>	11.3 deaths/1,000 population (2004 est.)
<i>Net migration rate:</i>	1.58 migrant(s)/1,000 population (2004 est.)
<i>Sex ratio:</i>	at birth: 1.06 male(s)/female under 15 years: 1.05 male(s)/female 15-64 years: 0.99 male(s)/female 65 years and over: 0.61 male(s)/female total population: 0.92 male(s)/female (2004 est.)
<i>Infant mortality rate:</i>	total: 6.96 deaths/1,000 live births male: 7.03 deaths/1,000 live births female: 6.9 deaths/1,000 live births (2004 est.)
<i>Life expectancy at birth:</i>	total population: 74.14 years male: 70.21 years female: 78.29 years (2004 est.)
<i>Total fertility rate:</i>	1.39 children born/woman (2004 est.)
<i>Nationality:</i>	noun: Croat(s), Croatian(s) adjective: Croatian
<i>Ethnic groups:</i>	Croat 89.6%, Serb 4.5%, Bosniak 0.5%, Hungarian 0.4%, Slovene 0.3%, Czech 0.2%, Roma 0.2%, Albanian 0.1%, Montenegrin 0.1%, others 4.1% (2001)
<i>Religions:</i>	Roman Catholic 87.8%, Orthodox 4.4%, Muslim 1.3%, Protestant 0.3%, others and unknown 6.2% (2001)

<i>Languages:</i>	Croatian 96%, other 4% (including Italian, Hungarian, Czech, Slovak, and German)
<i>Literacy:</i>	definition: age 15 and over can read and write total population: 98.5% male: 99.4% female: 97.8% (2003 est.)

Croatia	Government
<i>Country name:</i>	conventional long form: Republic of Croatia conventional short form: Croatia local long form: Republika Hrvatska local short form: Hrvatska
<i>Government type:</i>	presidential/parliamentary democracy
<i>Capital:</i>	Zagreb
<i>Administrative divisions:</i>	20 counties (zupanije, zupanija - singular) and 1 city* (grad - singular); Bjelovarsko-Bilogorska Zupanija, Brodsko-Posavska Zupanija, Dubrovacko-Neretvanska Zupanija, Istarska Zupanija, Karlovačka Zupanija, Koprivnicko-Krizevačka Zupanija, Krapinsko-Zagorska Zupanija, Licko-Senjska Zupanija, Medimurska Zupanija, Osječko-Baranjska Zupanija, Požeško-Slavonska Zupanija, Primorsko-Goranska Zupanija, Sibišsko-Kninska Zupanija, Sisacko-Moslavacka Zupanija, Splitsko-Dalmatinska Zupanija, Varazdinska Zupanija, Viroviticko-Podravka Zupanija, Vukovarsko-Srijemska Zupanija, Zadarska Zupanija, Zagreb*, Zagrebacka Zupanija
<i>Independence:</i>	25 June 1991 (from Yugoslavia)
<i>National holiday:</i>	Statehood Day, 25 June (1991)
<i>Constitution:</i>	adopted on 22 December 1990; revised 2000, 2001
<i>Legal system:</i>	based on civil law system
<i>Suffrage:</i>	18 years of age; universal (16 years of age, if employed)

Croatia	Economy
<i>Economy - overview:</i>	Before the dissolution of Yugoslavia, the Republic of Croatia, after Slovenia, was the most prosperous and industrialized area, with a per capita output perhaps one-third above the Yugoslav average. The economy emerged from its mild recession in 2000 with tourism the main factor, but massive structural unemployment remains a key negative element. The government's failure to press the economic reforms needed to spur growth is largely the result of coalition politics and public resistance, particularly from the trade unions. Opponents fear reforms would cut jobs, wages, and social benefits. The government has a heavy back log of civil cases, many involving tenure land. The country is likely to experience only moderate growth without disciplined fiscal and structural reform.
<i>GDP:</i>	purchasing power parity - \$47.05 billion (2003 est.)
<i>GDP - real growth rate:</i>	4.3% (2003 est.)
<i>GDP - per capita:</i>	purchasing power parity - \$10,600 (2003 est.)
<i>GDP - composition by sector:</i>	agriculture: 7.9% industry: 30% services: 62.1% (2003 est.)
<i>Population below poverty line:</i>	NA
<i>Inflation rate (consumer prices):</i>	1.8% (2003 est.)
<i>Unemployment rate:</i>	19.5% (2003)

<i>Budget:</i>	revenues: \$12.76 billion expenditures: \$14.31 billion, including capital expenditures of NA (2003 est.)
<i>Currency:</i>	kuna (HRK)

THE HISTORY OF VOLUNTARISM IN CROATIA

Prior to the World War II, there were various humanitarian and charity associations, in the context of the Catholic Church, political parties (most of all Croatian Farmers' Party), as well as organizations of citizens themselves.

In SFR of Yugoslavia, i.e. in the communist regime, voluntary work as we know it today did not exist. However, there were many organizations (controlled by the state, of course) which more or less relied on voluntary work (which includes forms of communing of workers, youth, scouts etc.)

In Yugoslavia, like in other communist countries, a tradition of work actions was developed. Work actions, especially those after the World War II, were crucial in the reconstruction of the country, and main infrastructure, roads and highways, railways, industrial objects, were built exactly through work actions. However, work actions included force, they were obligatory, and often had the spirit of a contest. Still, it is important to say that, especially after 1950s, many people really voluntarily participated in such actions, and a part of work actions included international exchange with other countries of the Communist Block.

Another form of voluntary work that developed, above all, because of the impossibility of full engagement of the state, are voluntary fire companies which were coming into being as the response of local communities to the danger of fire, because professional fire brigades had never been able to cover the entire territory (especially the region of Dalmatia).

With the establishing of the independent Republic of Croatia, came also a slow development of civil society. In the beginning, voluntary work was related to humanitarian and other types of aid to the regions devastated by the war, the victims of war, refugees and displaced people. At that time, first peace organizations were founded (Antiwar Campaign of Croatia), which were also based on voluntary work. Such organizations encountered the lack of understanding, but also open threats and obstructions from the nationalist authorities. Also, the very notion of civic society and voluntary work was completely unclear to an ordinary citizen. In the second half of 1990s, and also after the change of authorities in 2000, civil society organizations commenced to develop more intensively and with more liberty.

Today in Croatia, there are more than 22,000 of registered NGOs. Of that number, 500-800 works on programmes. There are 130 organizations of the young and for the young in the entire Croatia.

THE NATIONAL PROGRAMME OF ACTION FOR THE YOUNG, created in January 2003 (the creation of which included many youth organizations), highlights three basic forms of youth activities in society building:

1. the work of NGOs and youth groups in the development of local communities
2. voluntary work of the young in social institutions, humanitarian organizations
3. media activities of the young

Number 80 of the National Programme of Action for the Young refers to the establishment of a system of evaluation of the youth voluntary work as a way to render easier the employment of the young, which would mean the developing of educational programmes, legal regulation of voluntary work, the development of the mechanism of documenting of the voluntary work experience, the support of the work of voluntary centres and collecting data about the needs for volunteer engaging. During 2003, a bill was made for the law on voluntary work, which is now in the parliament procedure.

BULGARIA

BASIC DEMOGRAPHIC DATA

Bulgaria	Geography	
<i>Location:</i>	Southeastern Europe, bordering the Black Sea, between Romania and Turkey	
<i>Geographic coordinates:</i>	43 00 N, 25 00 E	
<i>Area:</i>	total: 110,910 sq km land: 110,550 sq km water: 360 sq km	
<i>Land boundaries:</i>	total: 1,808 km border countries: Greece 494 km, The Former Yugoslav Republic of Macedonia 148 km, Romania 608 km, Serbia and Montenegro 318 km, Turkey 240 km	
Bulgaria	People	
<i>Population:</i>	7,517,973 (July 2004 est.)	
<i>Age structure:</i>	0-14 years: 14.4% (male 553,801; female 526,856) 15-64 years: 68.5% (male 2,533,784; female 2,615,968) 65 years and over: 17.1% (male 535,954; female 751,610) (2004 est.)	
<i>Median age:</i>	total: 40.5 years male: 38.4 years female: 42.4 years (2004 est.)	
<i>Population growth rate:</i>	-0.92% (2004 est.)	
<i>Birth rate:</i>	9.65 births/1,000 population (2004 est.)	
<i>Death rate:</i>	14.25 deaths/1,000 population (2004 est.)	
<i>Net migration rate:</i>	-4.58 migrant(s)/1,000 population (2004 est.)	
<i>Sex ratio:</i>	at birth: 1.06 male(s)/female under 15 years: 1.05 male(s)/female 15-64 years: 0.97 male(s)/female 65 years and over: 0.71 male(s)/female total population: 0.93 male(s)/female (2004 est.)	
<i>Infant mortality rate:</i>	total: 21.31 deaths/1,000 live births male: 25.15 deaths/1,000 live births female: 17.23 deaths/1,000 live births (2004 est.)	
<i>Life expectancy at birth:</i>	total population: 71.75 years male: 68.14 years female: 75.59 years (2004 est.)	
<i>Total fertility rate:</i>	1.37 children born/woman (2004 est.)	
<i>Nationality:</i>	noun: Bulgarian(s) adjective: Bulgarian	
<i>Ethnic groups:</i>	Bulgarian 83.9%, Turk 9.4%, Roma 4.7%, other 2% (including Macedonian, Armenian, Tatar, Circassian) (2001)	
<i>Religions:</i>	Bulgarian Orthodox 82.6%, Muslim 12.2%, Roman Catholic 1.7%, Jewish 0.1%, Protestant, Gregorian-Armenian, and other 3.4% (1998)	
<i>Languages:</i>	Bulgarian, secondary languages closely correspond to ethnic breakdown	

Literacy: definition: age 15 and over can read and write
 total population: 98.6%
 male: 99.1%
 female: 98.2% (2003 est.)

Bulgaria	Government
<i>Country name:</i>	conventional long form: Republic of Bulgaria conventional short form: Bulgaria
<i>Government type:</i>	parliamentary democracy
<i>Capital:</i>	Sofia
<i>Administrative divisions:</i>	28 provinces (oblasti, singular - oblast); Blagoevgrad, Burgas, Dobrich, Gabrovo, Khaskovo, Kurdzhali, Kyustendil, Lovech, Montana, Pazardzhik, Pernik, Plevan, Plovdiv, Razgrad, Ruse, Shumen, Silistra, Sliven, Smolyan, Sofiya, Sofiya-Grad, Stara Zagora, Turgovishte, Varna, Veliko Turnovo, Vidin, Vratsa, Yambol
<i>Independence:</i>	3 March 1878 (as an autonomous principality within the Ottoman Empire); 22 September 1908 (complete independence from the Ottoman Empire)
<i>National holiday:</i>	Liberation Day, 3 March (1878)
<i>Constitution:</i>	adopted 12 July 1991
<i>Legal system:</i>	civil law and criminal law based on Roman law; accepts compulsory ICJ jurisdiction
<i>Suffrage:</i>	18 years of age; universal

Bulgaria	Economy
<i>Economy - overview:</i>	Bulgaria, a former communist country striving to enter the European Union, has experienced macroeconomic stability and strong growth since a major economic downturn in 1996 led to the fall of the then socialist government. As a result, the government became committed to economic reform and responsible fiscal planning. A \$300 million stand-by agreement negotiated with the IMF at the end of 2001 has supported government efforts to overcome high rates of poverty and unemployment.
<i>GDP:</i>	purchasing power parity - \$57.13 billion (2003 est.)
<i>GDP - real growth rate:</i>	4.3% (2003 est.)
<i>GDP - per capita:</i>	purchasing power parity - \$7,600 (2003 est.)
<i>GDP - composition by sector:</i>	agriculture: 11.4% industry: 30% services: 58.6% (2003)
<i>Population below poverty line:</i>	13.4% (2002 est.)
<i>Inflation rate (consumer prices):</i>	2.3% (2003 est.)
<i>Unemployment rate:</i>	14.3% (2003)
<i>Budget:</i>	revenues: \$8.121 billion expenditures: \$8.121 billion, including capital expenditures of NA (2003 est.)
<i>Currency:</i>	lev (BGL)

THE HISTORY OF VOLUNTARISM IN BULGARIA

In Bulgaria, there is no legal definition of voluntary work. The term used in the field of voluntary work inside the civil society is “dobrovolstvo”. In the communist regime period, this term was used for military service therefore it still has bad reputation in some parts of society.

Volunteer Mobility

There is no specific regulation which refers to volunteers inside the immigration legislation therefore they are subjected to the general legislation.

The member countries of European Union have different conditions and rights for the entrance and sojourn of Bulgarian citizens on their territory.

Citizens of the EU, who live in the countries which border on the countries of Central and Eastern Europe, as well as the citizens of some third countries such as Tunisia, Israel, the United States of America, are allowed to stay in Bulgaria without a visa up to 30 days, whereas for a sojourn longer than 30 days they need a sojourn permit.

Foreign volunteers who are staying in Bulgaria for more than 30 days have to obtain a personal ID in the nearest office of the Ministry of Internal Affairs. The ID must be returned to the authorities on leaving the country. Foreign volunteers who are not in the context of government programmes are considered to be workers therefore they need a work permit. The host organization must request the work permit from the Ministry of Work and Civil Relationships.

I) POLITICAL ACTION PLAN OF VOLUNTEER ACTIVITY PROMOTION

At this moment there is no action plan of the government which refers to voluntary work.

II) FINAL OBSERVATIONS

In the past ten years, Bulgaria went through a very intensive socio-political-economic transformation. During the same period, it realized the appearance and the development of the third sector. Beside all this, development of poverty with high unemployment rate, so the government's priority is to improve the state of social security, as well as to improve the employment initiatives. There are no specific government actions or initiatives for the improvement and the support of voluntary work.

Judging by the representatives of the Bulgarian Volunteer Sector, the main obstacles that volunteer organizations are encountering can be described in the following way:

- the lack of understanding and support from local authorities
- the lack of understanding by the population
- the lack of motivation for joining the voluntary work
- inappropriate legislation on the third sector and volunteers
- absence of communal attitude related to the criteria and the standards of voluntary work

In spite of these obstacles, volunteer work is developing rapidly in the non-government sector, especially in the field of environment and fauna protection. Young people are especially active in that sector where engaging volunteers is seen as a direct and efficient way in contribution to the country's democratic and economic changes.

ROMANIA

DEMOGRAPHIC AND SOCIO-ECONOMIC DATA

Romania	Geography	
<i>Location:</i>	Southeastern Europe, bordering the Black Sea, between Bulgaria and Ukraine	
<i>Geographic coordinates:</i>	46 00 N, 25 00 E	
<i>Area:</i>	total: 237,500 sq km land: 230,340 sq km water: 7,160 sq km	
<i>Land boundaries:</i>	total: 2,508 km border countries: Bulgaria 608 km, Hungary 443 km, Moldova 450 km, Serbia and Montenegro 476 km, Ukraine (north) 362 km, Ukraine (east) 169 km	
Romania	People	
<i>Population:</i>	22,355,551 (July 2004 est.)	
<i>Age structure:</i>	0-14 years: 16.2% (male 1,861,801; female 1,770,746) 15-64 years: 69.4% (male 7,712,612; female 7,791,900) 65 years and over: 14.4% (male 1,330,994; female 1,887,498) (2004 est.)	
<i>Median age:</i>	total: 36.1 years male: 34.7 years female: 37.5 years (2004 est.)	
<i>Population growth rate:</i>	-0.11% (2004 est.)	
<i>Birth rate:</i>	10.69 births/1,000 population (2004 est.)	
<i>Death rate:</i>	11.69 deaths/1,000 population (2004 est.)	
<i>Net migration rate:</i>	-0.13 migrant(s)/1,000 population (2004 est.)	
<i>Sex ratio:</i>	at birth: 1.06 male(s)/female under 15 years: 1.05 male(s)/female 15-64 years: 0.99 male(s)/female 65 years and over: 0.71 male(s)/female total population: 0.95 male(s)/female (2004 est.)	
<i>Infant mortality rate:</i>	total: 27.24 deaths/1,000 live births male: 30.41 deaths/1,000 live births female: 23.86 deaths/1,000 live births (2004 est.)	
<i>Life expectancy at birth:</i>	total population: 71.12 years male: 67.63 years female: 74.82 years (2004 est.)	
<i>Total fertility rate:</i>	1.35 children born/woman (2004 est.)	
<i>Nationality:</i>	noun: Romanian(s) adjective: Romanian	
<i>Ethnic groups:</i>	Romanian 89.5%, Hungarian 6.6%, Roma 2.5%, Ukrainian 0.3%, German 0.3%, Russian 0.2%, Turkish 0.2%, other 0.4% (2002)	
<i>Religions:</i>	Eastern Orthodox (including all sub-denominations) 87%, Protestant 6.8%, Catholic 5.6%, other (mostly Muslim) 0.4%, unaffiliated 0.2% (2002)	
<i>Languages:</i>	Romanian (official), Hungarian, German	

<i>Literacy:</i>	definition: age 15 and over can read and write total population: 98.4% male: 99.1% female: 97.7% (2003 est.)
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Romania	Government
<i>Country name:</i>	conventional long form: none conventional short form: Romania local long form: none local short form: Romania
<i>Government type:</i>	republic
<i>Capital:</i>	Bucharest
<i>Administrative divisions:</i>	41 counties (judete, singular - judet) and 1 municipality* (municipiu); Alba, Arad, Arges, Bacau, Bihor, Bistrita-Nasaud, Botosani, Braila, Brasov, Bucuresti*, Buzau, Calarasi, Caras-Severin, Cluj, Constanta, Covasna, Dimbovita, Dolj, Galati, Gorj, Giurgiu, Harghita, Hunedoara, Ialomita, Iasi, Ilfov, Maramures, Mehedinti, Mures, Neamt, Olt, Prahova, Salaj, Satu Mare, Sibiu, Suceava, Teleorman, Timis, Tulcea, Vaslui, Vilcea, Vrancea
<i>Independence:</i>	9 May 1877 (independence proclaimed from Turkey; independence recognized 13 July 1878 by the Treaty of Berlin; kingdom proclaimed 26 March 1881; republic proclaimed 30 December 1947)
<i>National holiday:</i>	Unification Day (of Romania and Transylvania), 1 December (1918)
<i>Constitution:</i>	8 December 1991; revision came into force 29 October 2003
<i>Legal system:</i>	former mixture of civil law system and communist legal theory; is now based on the constitution of France's Fifth Republic
<i>Suffrage:</i>	18 years of age; universal

Romania	Economy
<i>Economy - overview:</i>	Romania began the transition from Communism in 1989 with a largely obsolete industrial base and a pattern of output unsuited to the country's needs. The country emerged in 2000 from a punishing three-year recession thanks to strong demand in EU export markets. Despite the global slowdown in 2001-02, strong domestic activity in construction, agriculture, and consumption have kept growth above 4%. An IMF Standby Agreement, signed in 2001, has been accompanied by slow but palpable gains in privatization, deficit reduction, and the curbing of inflation. The IMF Board approved Romania's completion of the standby agreement in October 2003, the first time Romania has successfully concluded an IMF agreement since the 1989 revolution. Nonetheless, recent macroeconomic gains have done little to address Romania's widespread poverty, while corruption and red tape hinder foreign investment.
<i>GDP:</i>	purchasing power parity - \$155 billion (2003 est.)
<i>GDP - real growth rate:</i>	4.9% (2003 est.)
<i>GDP - per capita:</i>	purchasing power parity - \$7,000 (2003 est.)
<i>GDP - composition by sector:</i>	agriculture: 13.1% industry: 38.1% services: 48.8% (2003)
<i>Population below poverty line:</i>	44.5% (2000)
<i>Inflation rate (consumer prices):</i>	15.3% (2003)
<i>Unemployment rate:</i>	7.2% (2003)
<i>Budget:</i>	revenues: \$17.06 billion expenditures: \$18.38 billion, including capital expenditures of NA (2003 est.)
<i>Currency:</i>	leu (ROL)

THE HISTORY OF VOLUNTARISM IN ROMANIA

The word “volunteering” itself still has negative connotations in Romania, like in many other post-communist countries, therefore, when one talking about and trying to understand voluntary work in the countries of Central and Eastern Europe, one must see it through not so remote past, as well as through the regions and characteristics of voluntary work in the period of communism.

An important part of communist ideology was the idea that every citizen must be included in the society development and that each has to do something for that society. In that context, people were “obliged” to volunteer, and the decision to volunteer was not voluntary. Very often, citizens would “volunteer” with the feeling of aversion and distrust.

In any case, one could hope that the International Volunteer Year 2001, proclaimed by the United Nations, would act as an important impulse in the development of volunteer work in Romania, as well as that people in Romania will recognize the importance of an active civil society and try to help citizens have more confidence in it. In that context, the passing of Romanian Law on Voluntary Work in 2001 can be an important example of the recognition of voluntary work. It should be noted that this law had not been on public debate with public organizations, as well as that, in its essence, it mostly focused on international volunteers with very little consideration of organizing and support of Romanian citizens who want to volunteer in their country. All this made some organizations think that all that was more just the wish of the Romanian state to close that chapter, than a real commitment to the development of the public civil sector.

It is clear that they must realize some values of voluntary work. Romania is a part of the European Commission programme entitled “The Young”, which promotes and supports the mobility of young volunteers throughout Europe. On the other hand, it is true that the Romanian law on voluntarism does very little for the support and the development of the voluntary work of its citizens in the country. Some aspects of volunteering are very well regulated by the new law, but as such it doesn’t guarantee changes in the behaviour of organizations and volunteers themselves, i.e. the existence of the law itself does not mean a change in the work of volunteers in Romania. In the opinion of non-government sector, that can be done only through the full recognition of that sector, as well as:

- training of those who are included in the management of volunteers, as well as of the activities they participate in
- support to the volunteer centres which actively promote practical voluntary work
- support to the organizations which include volunteers and professionally spread what they learned working

In any case, it can be said that the Romanian law on voluntary work is completely new for the state legal system. It is a long run to hope that it will serve as a catapult for all those initiatives which imply the participation of citizens in processes and influencing the decisions which directly refer to them.

6 VOLUNTARISM – LEGAL REGULATIONS

- *Voluntarism as the subject of legal regulations in the countries of Western and Eastern Europe*
- *Voluntarism as the subject of legal regulations in the countries of South East Europe*
- *Voluntary work in the legislation of:*

- *Bosnia and Herzegovina*
- *Croatia*
- *Serbia*
- *Montenegro*
- *FYRO Macedonia*
- *Bulgaria*
- *Romania*
- *Albania*
- *The examples of good practice*
- *Recommendations*

I - VOLUNTARISM AS THE SUBJECT OF LEGAL REGULATIONS IN THE COUNTRIES OF WESTERN AND EASTERN EUROPE (COMPARISON OF LEGAL SOLUTIONS)

Beside different interpretations of the term “volunteer”, in our research we will use this term meaning “voluntary work”, which originates from the French word “volontaire” (volunteer). Voluntarism or the right to voluntary work so far has not been standardized, i.e. defined in the international law (there are no internationally recognized criterion for the regulation of that notion). Because of these reasons, considering the historical differences between the countries of analyzed regions, voluntarism, i.e. voluntary work, is treated differently in the legal regulations of individual countries.

At the same time, the right to voluntary work is a component of the freedom of speech and the freedom of gathering and association which is protected by the European Convention on the Protection of the Basic Human Rights and Liberties and by the Declaration of the United Nations.

In the following analysis, in shortened form, we will analyze the problems of voluntary work in the countries of Western Europe: Great Britain, Italy, Netherlands and Sweden, as well as in the countries which joined the EU this year: Hungary, Czech Republic, Poland and Slovenia. The analysis will refer to the most important characteristics of voluntary work, such as the very definition of the notion of volunteering, the manner of regulation – the existence of a special law on voluntarism in the sense of compensation, insurance, health protection etc.

In Great Britain:

- There is no legal definition of voluntary work, but the National Volunteer Centre of Great Britain defines voluntary work as “an activity which demands the using of time without financial compensation and the aim of which is the benefit of someone else, whether an individual or a group, who is not a close relative, or as a contribution to the environment in which one lives”
- There are no legal regulations which directly refer to volunteers, but it is a matter of the common law, established practice and contracts between organizations and volunteers
- The established practice implies the compensation for a volunteer’s expenses, covering travel expenses, food, postal services, telephone, the expense of safety clothes, and what is especially significant is the

free health care for the volunteer and his/her closest relatives

- Legal regulations from the field of employment guarantee volunteers to have some of the rights that employed people have: working hours, vacations, sick-leave
- Unemployed persons can volunteer without limitations while they are looking for a job

In Italy:

- Voluntary activities imply all the activities performed personally through volunteer organizations, spontaneously, freely, without compensation, which are offered regularly in order to reduce social problems
- There are differences between “volunteers for development”, who take part in development programmes for international cooperation, and “temporary volunteers” who perform activities on the personal basis and spontaneously.
- There is a special law that refers to volunteers: the Law No. 266/91 on Volunteering and the Law No. 383/91 on the Promotion of Public Organizations
- It is not allowed to pay for the voluntary work, nor to cover the travel or food expenses (in some cases, organizations can provide the compensation for food and accommodation)
- Volunteers don't have the right to public or social benefits, but depend on the parallel status of students or unemployed people etc.
- Regarding insurance, volunteers have to agree with organizations on the insurance in the case of accidents or illness related to the work, because otherwise they have to cover the insurance expenses themselves
- There are legally ensured special financial benefits as a direct income from the State, for the volunteers who work in Italy and those who work abroad

In Sweden:

- There is no special legal definition for voluntarism, and voluntarism is considered to be an activity that is performed by an individual, freely and without compensation, to the benefit of non-government and public organizations.
- Voluntarism is regulated by the established common practice and agreements between the host organization and the volunteer.
- General laws in Sweden do not regulate the issue of the covering the expenses of volunteers, so it is left to the mutual agreements of organizations and volunteers.
- Volunteers do not have the right to the public and social benefits
- The question of the safety protection of the volunteers from accidents or illnesses while performing volunteer activity is determined by the host organization.

In Netherlands:

- There is no legal definition of voluntarism, and voluntarism is considered to be “a work performed in an organized context without obligation and payment, for the benefit of other people or the community, where the person who performs the work does not depend on it because of survival”
- There is no special law on voluntarism, some issues referring to taxes or the social insurance of volunteers are regulated by general regulations in that area, and it also depends on the parallel legal status of volunteers (unemployed, students etc.)
- There are no legal regulations which offer volunteers protection in work, general practice between organizations is to insure volunteers in the case of accidents, illnesses or responsibility of third persons while performing voluntary work.

In Hungary:

- There is no legal definition of voluntary work, nor the legal category “volunteer”, therefore, volunteers are regarded as employed persons
- There is no special law which would regulate volunteering, but an expert group has been founded, consisted of lawyers, experts from the NGO sector and civil sector activists with the task to prepare a bill for the legal act on volunteering and forward it to the responsible state organs
- At the moment, there are no special public benefits for volunteers in Hungary, considering the fact that there is no legal category of volunteers
- The proposals of the expert team move towards the need to define the notion of volunteer so as to differentiate it from the notion of employed person, the expenses of a volunteer should be covered by the organization that engages him/her, voluntary activities should be considered as donations, and volunteers should be relieved of paying taxes and have other tax benefits

In Czech Republic:

- Voluntary activity implies that it is a deliberate, freely chosen and unpaid activity for the benefit of others, undertaken by physical persons of a certain age who perform this activity on the basis of their own skills, knowledge and qualities
- There is a special law that regulates voluntary work (passed on the 1st of January 2003)
- The Law limits voluntary activities only to those that are supported by the State (which is a fault of this law), such as: helping the unemployed, senior citizens, drug addicts and other imperilled social groups, working with national minorities and immigrants, environment protection work etc.
- Volunteers who work the full working hours on the basis of the volunteer contract have the right to the public health insurance and full social care
- Volunteers and organizations that are not accredited, i.e. are not authorized by the State, as well as foreign volunteers, have less rights: they do not have the right to the covering of the accommodation or pocket-money expenses, or to insurance. Observed legally, these volunteers are equal to the employed persons and as such are liable to paying taxes.

In Poland:

- There is a legal definition of volunteering in three cases:
 1. it refers to the non-government organizations that, in concord with their statute, deal with activities directed towards general welfare and as such signed in the court register.
 2. it refers to the public organizations, but excludes those that deal with profitable activities
 3. includes organizations controlled by the organs of the State
- Voluntarism is regulated is regulated by special Law on the General Welfare Activities and Volunteering passed in 2003
- Volunteer services are offered without compensation, organizations must provide the volunteer with the means of transport and cover other expenses related to volunteering
- The Law does not regulate the obligation to compensate the volunteer for other expenses, that is left as a discretionary right to the organizations that engage volunteers
- Volunteers engaged on longer periods have insurance secured by the State and in the case of accident, the State is responsible for the damage
- Volunteer has the right to the benefits of health insurance according to the general insurance regulations

In Slovenia:

- There is no legal definition of voluntary work, but according to the long tradition in Slovenia volunteering is considered to be a means for reduction of poverty and social differences
- Beside that, voluntary work is considered as a means for personal development, intercultural learning and education
- There is no special law to regulate the volunteers' status, but in 2003 the NGO sector initiated a project "The Formation of Directives for the Legal Regulation of Voluntarism" the aim of which is the supplement to the legal system with a special law on volunteers
- Voluntary work is done with the free will of an individual, without compensation, only material expenses are covered
- There are no legal regulations about the obligation to insure volunteers
- The protection of volunteers from accident, illness, responsibility towards third persons while performing voluntary activity depends on the decision of the organization; if the organization does not insure the volunteer, that duty lies upon the volunteer
- In concord with the general legal regulations, volunteers have the right to the compensation for unemployed persons, and in the case of going abroad to volunteer, that right is suspended until the point of return

II - VOLUNTARISM AS THE SUBJECT OF LEGAL REGULATIONS IN THE REGION OF SOUTH EAST EUROPE

Among the countries of East Europe, whose legislation we will try to analyze comparatively in the part that regulates the problems of volunteering, only one (Romania) has a special law that regulates the institute of voluntarism. Other countries, Bulgaria, Albania, Macedonia, Serbia and Montenegro, Croatia and Bosnia and Herzegovina, regulate the institute of voluntarism through a number of system and other legal rules and regulations from other areas of social life (employment, health or pension insurance, tax rules etc.)

Legal regulations on work i.e. employment in these countries identify voluntary work with “*unpaid training-period work or unpaid obligatory internship*”.

Comparative analysis will show that, more or less, in the legislations of all the above cited countries, there is a similar arrangement and definition of the volunteers' rights which refer to the health and social insurance, tax benefits, sojourn permits for international volunteers etc.

We think that the results of this analysis will draw the attention of the public towards the diversities in the legal regulation of these problems in individual legislations, as well as the need of special national laws with possibly similar basics.

Now follows the analysis of the most interesting legal solutions by countries:

Voluntary Work in the Legislation of Bosnia and Herzegovina

The legal system of Bosnia and Herzegovina does not define the notion of voluntarism in the broader sense for the following reasons:

- Specifically complex governmental structure of the State of BiH and therefore the authorizations for passing laws on three levels of legislative authorities (Parliamentary Assembly of Bosnia and Herzegovina, parliaments of entities and cantons) and
- The absence of a special law that would regulate voluntarism in the broader sense.

However, a special type of voluntarism is defined in the work legislation of the State of BiH and its entities.

In article 55 of the Law on Labour in the Institutions of Bosnia and Herzegovina (Official Gazette of BiH, No. 26/04), it is determined that the employer can hire a person to professional training for independent work, without employment contract (voluntary work), if the working experience or state examination determined by law or by the Book of Regulations on employment or some other book of regulations, is a condition for performing the jobs of certain profession.

Further on, the Law determines that the period of voluntary work is counted as training period and working experience as a condition to work on certain positions and that can last one year at most. The contract of voluntary work is concluded in written form, in concord with the Book of Regulations.

During the voluntary work, a person is guaranteed a break during work under the same conditions that valid for an employed person and the rights on the basis of insurance in the case of injury during work and of professional illness, in accordance with the regulations on pension and disability insurance.

A. Federation of Bosnia and Herzegovina

The regulations from article 28 of the Law on Labour (the Official Gazette of the Federation of Bosnia and Herzegovina, Nos. 43/99, 32/00, 29/03) regulate the conditions and the manner of performing voluntary work.

It is thereby regulated that, if the state exam or working experience determined by the Law or the Book of Regulations on Labour is the condition for performing jobs of a certain profession, the employer can hire a person who finishes the education for such a profession, to a professional training for independent work,

without employment contract (voluntary work).

The contract with the volunteer is concluded in written form, and voluntary work can last as much time as it is regulated by the Law for the professional training to last, for a certain profession.

The duration of voluntary work, in concord with the cited regulations, is counted into training period and working experience as a condition for work on certain positions or for the state exam.

Considering the conditions and limitations in the cases of taking volunteers by the employer, according to the federal Law on Labour, and the similarity between this institute and the institute of a “trainee”, a conclusion is imposed that it is about an inadequate terminological definition of a person whom the employer takes for work in the sense of article 28 of the Law on Labour.

Most legal experts find that, in the work legislation, a more appropriate term for these persons would be “unpaid trainee”, rather than “volunteer”.

In concord with the above cited article 28 of the Law on Labour, *volunteer can be defined as a physical person who works without an employment contract and, through working experience, is professionally enabled to perform independent work in order to obtain qualifications regulated by the Law on Labour or the Book of Regulations on Labour.*

According to the opinion of legal experts, here it is about a very “narrow” definition of volunteers, which fits in, but not entirely, with the generally accepted definition of volunteers as “people who offer service to other people or for the benefit of other people, voluntarily and without compensation”.

So, there is a legal dilemma on whether in such cases (employment for working experience) there is an element of “willingness” or “the right to choose” as an important factor of voluntary work, according to the cited definition. Therefore we will compare the legal status of a trainee who is doing the training period at an employer’s for the purpose of training, and a volunteer who also gains experience for the state examination, according to the Law on Labour. Considering different evaluations of the work of a trainee and the work of a volunteer or, more precisely, having in mind the unpaid work of a volunteer, it is clear that these persons, on the occasion of their first work engagement, are in unequal positions. The employer will choose to hire a volunteer for work, which will force the persons who need to do their training period and that way gain working experience, to work as volunteers.

Considering the fact that only the labour legislation defined volunteering (we saw how), we have to stop to give a short analysis of its characteristics.

The regulations of article 28 subsections 5, 6 and 7 regulate some rights for volunteers, such as: the right to a break during a working day, day break between two consequent working days and a week break (subsection 7), the right to insurance in the case of injury in work or professional illness which the employer pays with the amount of 35% of the lowest salary for each volunteer to the responsible employment service (subsection 6) and the right to health insurance as determined by the regulations on unemployed persons. Concerning the right to *the pension-disability insurance*, here it is important to stress that all these rights are regulated by a system regulation – The Law on Pension-Disability Insurance (the Official Gazette of the Federation of BiH, Nos. 29/98 and 32/01).

Article 14, subsection 1, item 3 of the Law regulates that “the rights from the pension-disability insurance belong to every citizen in the case of loss of working ability, and in the case of death, the members of his/her family have the right to a family pension, if the loss of working ability, or death, is a consequence of injury in work or of a professional illness that happened while performing work without employment contract (voluntary work).” Further on, the Law determines the persons subject to settlement and tax-payment for this category of persons – the employers they work at, as well as the manner of defining of the pension basis and the amount and the manner of disability pension account.

Regarding the right to *the health insurance* of volunteers, according to article 28, subsection 5 of the Law on Labour, regulations applied are those of the general-system Law on Health Insurance (the Official Gazette of the Federations of BiH, No. 30/97). The regulations of this article determine that a volunteer has the right to health insurance under the conditions valid for unemployed persons.

Article 86, subsection 3 of the Law on Health Insurance determines that the employment bureau is subject to pay taxes for obligatory health insurance for temporarily unemployed persons and for those who have registered such people.

Persons who deal with offering health services are obliged to perform training work after the conclusion of their studies. Training period is an organized form of professional training of these persons for future independent work, which is performed under supervision.

To perform training work, the trainee signs an employment contract for a definite period of time. The regulations of article 110, subsection 2 of the Law on Health Care (the Official Gazette of the Federation of Bosnia and Herzegovina, No. 29/97), determine that the training work or one part of it can be performed in the form of volunteering in concord with the Law.

The Law on the Employment of Foreigners (the Official Gazette of the Federation of BiH No. 8/99), does not regulate the area of the volunteering of foreign persons in the Federation of BiH. This Law regulates only the issues of concluding employment contracts and contracts on performing temporary and occasional works with foreign persons.

The legal status of international volunteers in Bosnia and Herzegovina is partly regulated (in the procedural sense) by the Book of Regulations on the Conditions and the Way of Entrance of Foreigners, Issuing of Visas and Other Passenger Documents and Issuing of Permits for the Sojourn of Foreigners in BiH (the Official Gazette of BiH, No. 29/01). The regulations of article 51 of the Book of Regulations regulate that “a temporary sojourn can be permitted to a foreigner who wants to stay in BiH for a period up to one year, and who comes for education, medical treatment, employment, or business purposes on the basis of issued labour permit, marriage with a citizen of BiH or for other justified reasons”.

Justified reasons are considered to be voluntary work in humanitarian, religious or other organizations. The regulations of article 58 of the Book of Regulations determine that “temporary sojourn can be permitted also to the foreigners who come to BiH for the purpose of voluntary work in humanitarian or religious organizations.

With the request of temporary sojourn on the basis of voluntary work in humanitarian or religious organization, the foreigner is due to provide:

- The certificate of the responsible organ about the registration of the humanitarian or religious organization
- The permit for the project realization by the responsible organ in BiH and a certified copy of the project of the humanitarian or religious organization approved by the responsible organ in BiH, in the realization of which the foreigner is participating
- The certificate of the project bearer about the need to engage that foreigner in the realization of the project with the indication of the period of time for which the foreigner's engagement will be needed
- The written guarantee of that religious or humanitarian organization that it will cover all possible uncovered expenses of the foreigner in the period of sojourn in BiH, including the expenses of medical treatment and the foreigner's departure to another country”.

Here it has to be noted that every person that on the cited basis should stay in BiH, has the obligation of obtaining a visa (for the citizens of all those countries with which BiH has the regime of visas).

Informal volunteering or Ad hoc volunteering, as it can be noted in the title, is legally permitted volunteering and as such it does not require the conclusion of a special (formal) contract (for instance, help in natural disasters etc.)

B. Republic of Srpska

In the Republic of Srpska, in concord with the regulations of the Law on Labour, volunteer is a person who is employed at a certain employer's to the purpose of performing training work, in order to obtain conditions for the state examination. In the end of volunteering period, the volunteer gains a certificate as a proof of concluding the training period and that he/she fulfils the conditions for the state examination. The difference in comparison to the labour legislation in the Federation of BiH is in the fact that there is no determined obligation for the employer to conclude a written contract on volunteering with the volunteer.

Volunteers, although they do not have the contract on working as trainees, have certain rights, such as:

- The right of protection in work
- The right to a day break and the break between two consequent working days
- The right to health insurance and pension-disability insurance in the case of accident on work and professional illness.

It is clear that in the legislation of the Republic of Srpska as well voluntarism is treated as an institute of the right to work which is more “narrow” than the voluntarism which is the subject of this research.

This implies that voluntarism as an activity, especially of young people, is not directly regulated by law. In the opinion of legal experts from Republic of Srpska, the solutions from labour legislation which refer to the rights of volunteers during work engagement could be indirectly applied also in regulating the rights of volunteers in general.

Voluntary Work in the Legislation of Croatia

Croatian legal system does not define the notion of volunteer in the broader sense. However, similar to the legislation of Bosnia and Herzegovina, *the Law on Labour*, article 29 to be more precise, defines voluntary work in the following manner:

“if the state examination or working experience determined by law or some other regulation is a condition for performing jobs of a certain profession, an employer can take a person who has concluded his/her education for such an occupation for training work without the conclusion of an employment contract (voluntary work).”

The regulations of this article regulate that the period of voluntary work is considered as training period and working experience as a condition to work on certain positions and that can last as much as the training period.

It is also regulated that volunteers are subject to the regulations on employment of that law and other laws, except to the regulations on employment contracts, payment, payment compensation and the termination of the labour contract.

The contract on voluntary work must be concluded, in concord with the Law on Labour, in written form. In the opinion of legal experts, the term “voluntary work” could be replaced by the term “unpaid trainee”, and this narrow notion of voluntary work from the Law on Labour can be included into the definition of volunteers from the Recommendations and Conclusions on Legal Issues Affecting Volunteers, which defines a volunteer as an individual who offers service to another person or to the benefit of another person, voluntarily and without compensation.

For the cited reasons, legal experts in Croatia think that voluntarism from the labour legislation can be fitted into the voluntarism in the broader sense.

Apart from the Law on Labour, in the Croatian legal system there have been no attempts of giving a definition of a volunteer.

The only similarity in defining the institute of offering service by physical persons to other persons, voluntarily and without compensation, in the Croatian legislation, can be found in the regulations of *the Law on Obligatory Relationships* which refer to the defining the contract on act, or the unnamed contract (offering one service). However, the character of the contract on act or a special the unnamed contract cannot be connected to the character of the contract on volunteering recognized by the legal systems of Western European countries, so there is a need to define voluntarism in the Croatian legislation. In the situation until the creation of legal regulations which will define voluntarism, as well as the contract of offering voluntary services, there remains a possibility of concluding a special unnamed contract between a volunteer and possible non-profitable (for instance NGO) organization (beside solutions from the Law on Labour, of course).

The Law on Fire-fighting regulates the status of voluntary fire-fighters. The Law determines that voluntary fire companies are of interest to the Republic of Croatia and they perform their duties as public authorities.

The Law on Labour does not regulate the issues of the expense compensation to the volunteer for performing his/her work, such as travel expenses, daily allowances etc. Considering the obligations of the employer to pay health insurance and providing the volunteer with other rights, there are no lawful impediments for the employer to compensate the volunteer's expenses of that sort. Such obligation is usually determined by the volunteer contract.

Regarding the taxation of the expense compensation that the employer pays to the volunteer and the amount of taxes for social security, Croatian legislation does not determine the necessity of taxation of such compensation. The value of the service that the employer receives from the volunteer is subject to taxes according to the Law on the Profit Tax, considering the fact that such value represents the profit of the employer.

Volunteer is relieved of paying taxes on any kind of financial income which can be received by workers employed by that employer (daily allowances, professional training compensation etc.), which is determined by the Law on Income Tax.

The tax on added value is paid on the services of the volunteer, but unprofitable organizations are not obliged to pay it. Therefore, the obligation to pay the tax on added value includes only the organizers of volunteering – the employers who perform economic activities.

There are also tax benefits. The tax base can be reduced if employers employ new workers. Then the value of salaries and payments for social security is subtracted, in the case of volunteers only the value of payments for social security for the period of one year.

According to the Law on Pension Insurance (the Official Gazette, Nos. 102/98 and 127/00), volunteers are, in the sense of pension insurance, equal to the employed persons who perform work on the basis of the contract on labour. The only difference is that the basis for the account of the compensation for insurance is not the salary, as it is the case with workers, but the basis is determined by a sublegal act. Also, the obligation to pay taxes for pension insurance refers only to the employer.

On the basis of the Law on Pension Insurance, only the category of volunteers – volunteer fire-fighters have the right to a financial compensation in the case of an accident in work.

Regarding the protection on work, according to the Law on Protection on Work, volunteers have all rights from this field, like employed persons.

According to the regulations of the Law on Health Insurance (the Official Gazette, No. 94/01), volunteers have the right to the health insurance, not on the basis of the volunteer status, but have that right on a different basis (by direct registration with the obligation to pay taxes or registration on the name of the spouse who has the basis for insurance).

In concord with the same law, health insurance is possessed also by voluntary fire-fighters, whose rights are determined by the law cited earlier.

The status of foreign volunteers is not legally regulated in Croatia. Their work is treated like other forms of work according to the Law on the Employment of Foreigners.

The Law on the Employment of Foreigners (the Official Gazette, Nos. 19/22, 33/92, 89/92 and 52/94) forbids the employer to conclude a contract of act or a contract of performance of work with a foreigner who does not have a labour permit. According to that, the Law forbids any kind of voluntary work performed by foreigners in Croatia who do not have the labour permit.

Labour permit is issued by the Bureau of Employment, Central Service Zagreb, for a definite period of time which is covered by the employment contract, longest period being one year. As an exception, a foreigner who is approved permanent sojourn can also be issued a labour permit for an indefinite period of time.

This Law regulates season employment. The employer can conclude with a foreigner a contract on performing temporary and occasional jobs which also requires a labour permit, issued by the Bureau of Employment, in concord with the policy of the market. It is issued for the period of one to four months.

This Law does not determine any benefits for Croatian citizens who perform voluntary work abroad.

The Bill of the Law on Volunteering in the Republic of Croatia

The presented analysis implies that the legal framework for volunteering in Croatia looks demoralizing, as well as that voluntary work, in the lack of a special law, is to a significant extent forbidden instead of

recognizing the volunteers' unselfish contribution to the general welfare.

Cited motives, as well as the need to make a clear line between volunteering and so-called unpaid traineeship which, in concord with article 29 of the Law on Labour, is called "voluntarism" without justification, were more than enough to create the Bill of the Law on Volunteering in Croatia (the Law, further in the text).

Only one form of volunteering is determined by the Law – so-called organized or formal volunteering, and that does not affect isolated and sporadic volunteering – so-called informal volunteering (regulated by the Law on Obligatory Relationships).

Also, the Law regulates only the so-called two-side volunteering based on the contract concluded between the volunteer and the organizer of the volunteer services.

The Law (article 2) defines volunteering as "offering legally permitted services, offered to another person, for the benefit of another person or for the general welfare, voluntarily and without compensation".

In the sense of the Law, volunteering is not considered to be the work of unpaid trainees regulated by the regulations on employment, nor offering of the services the aim of which is the satisfaction of any kind of personal interest or profit gaining, nor offering service in the framework of employment. Also, services determined by family, friendly or neighbour relationships are not considered to be volunteering, as well as the services that are required by law or those that an individual is obliged to offer.

Then, there is a definition of *the notion of a volunteer* – it is a physical person older than 15 who agreed to volunteer by the contract with the organizer of voluntary services.

Foreign citizens can perform voluntary work without having to obtain labour or business permit. Minors can conclude a contract on volunteering only with the written permission of their legal advisor. (articles 3 and 4)

The organizer of voluntary services, in the sense of the Law, is a legal person whose basic aim is not gaining or sharing profit (association, institution, foundation, non-profitable trade association etc.), and the beneficiary of voluntary services is a physical or legal person who benefits from voluntary services. (articles 5 and 6)

Further on, the Law determines the characteristics of *the contract on volunteering*, such as that by concluding the contract there is no employment relation, as well as that thereby one does not gain the rights and obligations from employment relation, that the contract can be concluded either on a definite or an indefinite period of time, and that relations from this contract that are not regulated by the Law are affected by the general regulations of obligatory law, which is the case of the regulations which refer to the termination of the contract on volunteering (articles 7,8 and 9).

The rights of volunteers are cited in article 10 of the Law, and most important ones are: the right to safe work conditions, on an equal treatment regardless of race, skin colour, gender, marital status, financial situation etc., on the compensation for the expenses that the volunteers has while offering voluntary services (more broadly regulated in article 11), on appropriate training – education, volunteer booklet (article 12), etc.

Volunteer also has the right to the pension insurance in the case of disability or corporal damage due to the injuries in work while performing voluntary services as well as during the education organized by the organizer of voluntary services, which are the obligation of the organizer or the State (article 13).

The rights from *the basic health insurance* volunteers have according to the general regulations on health insurance, and the person subject to the payment and account of taxes is the organizer of voluntary activities or the State (article 14), and the volunteer loses no rights that he/she has in the case of unemployment (article 15).

The basic obligations of the volunteer from the contract on volunteering are to offer services in concord with the contract, the law and acts of the organizer, received instructions and in concord with the rules of

the profession of the volunteer, to keep the business secret of the organizer and confidential data of the organizer, to participate in training or education the aim of which is the improvement of the quality of service offering, to give reports on offered services etc. (article 16)

The issue of the compensation of damage during the performing of voluntary work is regulated by the regulations of article 17 of the Law, according to which the volunteer is obliged to compensate to the organizer if he/she did it on purpose or due to the extreme carelessness, according to the general regulations of the obligatory law, and the organizer of voluntary services is obliged to compensate to the volunteer the damage created during or related to the offering of voluntary services.

In the end, the Penal regulations of the Law determines tort sanctions for the organizer of voluntary services in the case of not filling the volunteer booklet in a determined way and with determined data. (article 18)

Voluntary Work in the Legislation of Serbia

In the legislation system of Serbia, there is no regulation which defines voluntary work in the broader sense, but this notion implies the work of a trainee that is not paid, and is performed at an employer's for the purpose of gaining certain experience determined as a condition for the state examination in certain professions (unpaid trainee).

Considering the fact that there is no unique term for volunteering, this kind of work in different fields of activity is treated by special laws as "voluntary fire-fighter", "voluntary guard" or "voluntary humanitarian worker" etc.

In the lack of a special regulation the subject of which is the regulation of volunteer work, we will analyze legal regulations from the field of labour legislation, the regulations that affect voluntary work and the law that regulates obligatory relations.

The Law on Labour (the Official Gazette of the Republic of Serbia, Nos. 70/01 and 73/01) determines that all rights, obligations and responsibilities determined by that law affect:

The employed who work on the territory of the Republic of Serbia, for a domestic or foreign legal or physical person

The employed who are sent by the employer to work abroad

The employed in the state organs in organizations, the organs and organizations of the units of territorial autonomy and local autonomy and in public services, if not determined differently by law

The employed foreign citizens who work at an employer's on the territory of the Republic of Serbia, if not determined differently by law

Beside the issue affecting employed persons, this law also determines the conditions under which work is done by the persons who do not initiate employment relation, i.e. do not gain the status of an employed person, such as performing temporary and occasional jobs, concluding the contract on act or regulations of self-employment.

The term "voluntary work" or "volunteer" is not mentioned in this Law, unlike in the previous Law on Employment Relations (the Official Gazette of the Republic of Serbia, Nos. 55/96 and 28/01). The previous law determines the conclusion of the contract on voluntary work between the employer and:

- An unemployed person for the purpose of performing training work and the state examination, if that is a legally determined condition for independent work
- A person who wants to improve professionally and gain necessary knowledge and skills for work in his/her profession, or to do the specialization in the period determined by the perfection or specialization programme

For the performing of voluntary work, there was a possibility of paying compensation and other rights in concord with the law and collective contract.

Considering the fact that the valid Law on Labour determines also very strict sanctions for the case when the employer hires persons without concluding one of the contracts determined by that law, a conclusion can be drawn that the reason for making such limitations is the prevention of illegal work.

Though the Law on labour does not allow voluntary work, it should be said that other special legal regulations such as the Law on Safety in Work (the Official Gazette of the Republic of Serbia, Nos. 42/91, 53/93 and 42/98), determines, among other things, that safety in work is also the right of the “persons who are working on any basis”, as well as of the “participants of voluntary and public works organized in the general interest”, which implies the existence of the institute of voluntary work in the legislation of Serbia (but not to the purpose of performing training work or professional perfecting).

The Law on Employment and Protection in the Case of Unemployment (the Official Gazette of the Republic of Serbia, No. 71/03) mentions “persons who, in concord with the regulations on labour, perform work on the basis of the contract on voluntary work” in the context of gaining the rights in the case of injury in work or professional illness.

The Law on Health Insurance (the Official Gazette of the Republic of Serbia, Nos. 18/92, 26/93, 25/96, 46/98, 45/99, 29/01 and 18/02) guarantees certain rights from the field of health insurance, among others, for the persons who perform certain jobs on the basis of the contract on voluntary work, the contract of supplement work and the contract on act, in the case of injury in work and professional illness, and the person subject to the tax paying is the employer.

The Law on the Pension and Disability Insurance (the Official Gazette of the Republic of Serbia, No. 24/03) guarantees the rights in the case of disability and corporal damage caused by an injury in work or professional illness, for the persons who, in concord with the law, perform certain jobs on the basis of the contract on voluntary work, and the subject to the tax paying is the organization in which voluntary work is performed.

Regarding the taxation of voluntary work, the Law on the Tax on the Income of Citizens (the Official Gazette of the Republic of Serbia, Nos. 24/01 and 80/02) is applied, which determines the tax of 20% on incomes on the basis of the contract on act, the contract on performing temporary and occasional jobs, as well as on the incomes on the basis of voluntary work.

In the legislation of Serbia, as we previously cited, there is a term “voluntary work” for the activities of offering services to other people voluntarily and without compensation. This institute is mentioned in the law that regulates social security and social labour, then in the regulations on fire protection (voluntary fire-fighters and their organizations), on hunting grounds (voluntary work in the arrangements of hunting grounds), on national parks (voluntary guards) etc. Among counted persons performing voluntary work, only for the voluntary fire-fighters it is determined to have health and disability insurance for performing that activity.

In the end, considering the fact that in the legislation of Serbia there are no regulations which regulate volunteering in the broader sense, it can be concluded that the contract relation between the volunteer and the organizer of voluntary services can be affected by the general rules from the law on obligatory relations.

Voluntary Work in the Legislation of Montenegro

In the legislation of Montenegro there are no special regulations which regulate voluntarism as a legal category. The characteristics of voluntary work are included in special regulations such as the Law on Employment, the Law on the Public Prosecutor, the Law on Safety in Work etc. Until the effectuation of the Law on Labour (the Official Gazette of the Republic of Montenegro, No. 43/03), voluntary work in Montenegro was permitted for the purpose of performing training work and the state examination, or for professional perfecting or specialization.

The Law on the Basics of Employment Relations (the Official Gazette of the Republic of Montenegro, No. 29/96) and *the republic Law on the Employment Relations* regulated the rules of performing voluntary work.

According to the cited labour legislation, the employer could conclude a contract on voluntary work with an unemployed person for the purpose of performing training work and the state examination (volunteer trainee). Further on, the employer could conclude a contract on voluntary work with an unemployed person for the purpose of training for independent work, under the condition when training period and the state examination were determined by law as a special condition for performing independent work in the framework of a profession (physicians, architects etc)

The employer could provide the volunteer with the compensation of salary and other rights in concord with law and collective contract, such as the right to the health insurance in the case of injury in work and professional illness, compensation for food, transport etc.

The possibility of hiring unemployed persons for the purpose of professional improvement and training and the state examination in *the State organs*, in the Montenegrin legislation is determined by the following regulations:

- The Law on Courts (the Official Gazette of the Republic of Montenegro, No. 5/02) determines the possibility that the Court President can hire, without compensation, graduate lawyers for the purpose of professional training
- The Law on the Public Prosecutor (the Official Gazette of the Republic of Montenegro, No. 69/03) determines that, in concord with the Act on the Internal Organization and Systematization, there is a possibility of hiring a graduate lawyer for the purpose of gaining experience and the judicial exam, in the context of a trainee
- The Book of Regulations on the Qualifying of Trainees, State Examination and Professional Improvement of Clerks (the Official Gazette of the Republic of Montenegro, Nos. 18/93 and 31/959) regulates the way of the qualifying of trainees – volunteers in the state organs and services of the organs of Montenegro and the manner of passing the state examination of those persons

Voluntary work is specially represented and legally regulated in the fields of social security, non-government organizations, different associations and movements that deal with ecology, fire protection etc., of which the most important ones are:

- The Law on the Position and Authorities of the Red Cross (the Official Gazette of the Republic of Montenegro, No. 39/91), which popularizes voluntary work in all forms of offering aid in the cases of natural disasters, epidemics, larger accidents, military conflicts and other humanitarian activities
- The Law on Non-government Organizations (the Official Gazette of the Republic of Montenegro, No. 47/99), which promotes volunteering and volunteers' active participation in public institutions according to international standards.

Basic rights from the area of *pension-disability protection* enjoyed by the persons who deal with voluntary work are determined by the Law on the Pension and Disability Insurance (the Official Gazette of the Republic of Montenegro, No. 54/03). According to that Law, the rights in the case of disability and corporal damage caused by illness are possessed also by the persons who are on professional training, supplement training or over-training, sent by the Bureau of Employment, to the expense of the Bureau.

The regulations of article 15 of the Law on the Pension and Disability Insurance determine that the right to insurance in the case of disability and corporal damage as a consequence of an injury in work, is possessed also by the persons who participate in rescue actions or protection from natural disasters or accidents or in other works legally determined to be of general interest.

The means for the effectuation of these rights are provided by the budget of the Republic of Montenegro.

Tax regulations, more precisely the Tax on the Income of Citizens (the Official Gazette of the Republic of Montenegro, Nos. 30/93, 3/94, 13/94, 42/94, 1/96, 13/96 and 15/96), regulates the obligation to pay taxes on net income from personal incomes effectuated by physical persons – volunteers, according to the contract on voluntary work – equal with the contract on labour in the context of that law.

Voluntary Work in the Legislation of the Former Yugoslav Republic of Macedonia

In the legislation of the Former Yugoslav Republic of Macedonia, there is no special law that regulates the status of volunteers and voluntary work in the broader sense. Labour legislation and sublegal acts which regulate employment relations as well neither mention nor regulate voluntary work.

Voluntary work as a form of professional improvement and gaining experience in a certain profession is regulated only in the regulations which affect the performing of judicial activities, in medical institutions according to the regulations on health services, veterinary services etc. In those activities, voluntary work is a presupposition for the state examination which will serve volunteers to gain necessary working and professional qualification for the work in their professions.

In the regulations on judicial activities and acts on internal organizations and systematizations of job positions, the President of the Court is given a possibility, in concord with objective or real conditions, to hire a volunteer to work voluntarily, and that graduate lawyers or court typists. These persons do not have the status of employed persons in the court and they do not have the same rights. Voluntary work lasts up to two years, and the President of the Court decides on the nature of voluntary relation.

According to the Law on Health Care from 1991, an obligation is determined for medical workers to volunteer and pass the state examination as an addition to the previous education in order to be fully qualified and regarded as a medical worker ready for medical practice.

Voluntary work for physicians, dentists and pharmacists lasts up to one year. For other medical workers with a degree, voluntary work lasts nine months and for the persons graduated from secondary school 6 months. After the volunteering period, they have to pass the state examination in order to obtain a licence to work in medical practice. This type of voluntary work is not paid except that volunteers, if necessary, get free medicines. (!)

Voluntary work in veterinary institutions is defined by the Law on Veterinary Work, in a similar way as in medical institutions.

Voluntary work lasts for twelve months and after that period veterinarians pass the state examinations as the condition for dealing with this profession.

In other public institutions (libraries, nurseries) there are examples of voluntary work, but their character is not defined by legal or other sublegal acts. Therefore, the future librarian – volunteer can apply for a job in library and, if he/she is accepted, he/she can volunteer without compensation up to three months, after which he/she gets a volunteer certificate which gives him/her advantage in the future employment.

In the State organs or services voluntary work is not permitted, nor there are regulations or other acts that regulate the legal character of such engagement.

Voluntary Work in the Legislation of Bulgaria

In the legislation of Bulgaria there is no special law that regulates the legal status of volunteers and voluntary work in the broader sense. The term used for performing voluntary services is “dobrovolstvo” and as such it remained unpopular because in the previous political system it referred to the work in the army. Since there is no special legal regulation on volunteering, rules and criteria for hiring volunteers are determined from one case to another, so that there are no practical rules that are determined. The Law on Non-profit Legal Subjects from 2001 does not define the issue of volunteering. In the lack of special legal acts on volunteering, the relations in performing voluntary and other issues related to these relations are regulated by the general legal regulations.

Regarding the taxation of the income effectuated by voluntary work, in Bulgarian legislation the rules valid are the general rules on income taxation. Having in mind that volunteers are regarded as employed persons, in the sense of taxation regulations, their income is liable to tax paying the smallest rate of which is 36 Euro per month (minimal month salary).

The Law on Labour, in an indirect way, regulates a characteristic form of compensation for performing some types of voluntary work. That law determines a paid leave in the period of 5 working days for participation of volunteers in the activities of the Red Cross. In the case of volunteering in full hours, volunteer has the right to the compensation for the expenses of food, accommodation and daily allowance. These amounts are liable to taxation.

The law does not determine the rights of health and social insurance for volunteers. Volunteers who are engaged from abroad have free health services (except for the medicine expenses) like employed persons in Bulgaria, under the condition of concluding the contract on labour. If a person from Bulgaria volunteers out of his/her country, all hi/her rights and benefits from the field of socio-health care are suspended for the period of the sojourn outside the country.

Regarding the rights of foreign volunteers, the rules from general regulations are valid here as well. The citizens of the countries of EU, neighbour countries of Central and Eastern Europe have the right to a sojourn in Bulgaria up to 30 days without a visa, and a longer period for which they need the sojourn permit.

Foreign volunteers who stay in Bulgaria for longer than 30 days get a temporary ID issued by the local office of the Ministry of Internal Affairs and which is given back to the authorities on leaving the country. Foreign volunteers who do not volunteer in the context of programmes known to the government are regarded as employed persons and therefore they must have a labour permit.

In any case, all the expenses in the context of the volunteers' rights are covered by the organization which engages them.

Voluntary Work in the Legislation of the Republic of Romania

Romania is the only country in the region among the countries which are subjects of this research, which passed the Law on Voluntarism in 2001.

The Law on Voluntarism

General Regulations

Article 1

The present law determines the way of promoting and of benefits for the Romanian and foreign citizens during their participation, and on the basis of social solidarity, in voluntary activities organized by public or private recognized, non-profitable organizations. It also regulates the participation of the young in international volunteer programmes, as a means of decentralized structures which are closely related the State authorities included in the matter related to the young.

Article 2

To that purpose:

- a. As voluntary work will be considered every activity of social relevance and the individuals included in it will from now be called "volunteers" who are inside the legal framework and not connected to the employment relations which result between the employer and the employee paid according to his/her work.
- b. Following activities, according to the law, will be considered as activities of social relevance and these are: social labour, care for society, protection of human rights, public health and health care, culture, education, parenting, science, humanitarian activities, religious activities, sports activities, environment protection, work in social communities.
- c. As host organizations will be considered all private and public organizations that conclude contracts on voluntary work.
- d. Volunteer contracts are non-profitable contracts, concluded between two parties, the volunteer on one side and a legal person recognized as the host organization on the other, and based on the overtaking

- of the obligation to perform certain activities of social relevance without any financial compensation.
- e. Beneficiary of volunteers' work is a legal or physical person to whose benefit voluntary activities are being performed.
- f. Supervisor is the person who coordinates and supervises volunteers' work during volunteer activities.

Article 3

- a. Principles on which the present law is based are:
- b. Participation of volunteers in activities based on his/her free will
- c. Active participation of volunteers in the life of society
- d. Performing voluntary work without financial compensation
- e. Hiring of volunteers based on equal possibilities, without discrimination

Article 4

Self-maintaining and occasional voluntary activity, except the one inside the framework of relations with legal persons, above cited in Article 1, and which refers to the relations in family, among friends and neighbours will not be included here.

Article 4'

Local authorities will provide necessary support to the work of volunteers in their tasks, giving priority to the activities which offer benefit to the young who belong to the category of the poor.

Article 5

- 1. A concluded volunteer contract is forbidden to include anything that refers on contracts on act or the exploitation of the signatory.
- 2. Every concluded contract which violates the law on the relations of parties in contract, mentioned above in the Article 1, and to the purpose of avoiding work related conclusions, will be legally cancelled and regarded as invalid.
- 3. Participation in voluntary activities cannot replace military service nor be a service of replacement for military service, just as it cannot be regarded as equal to the paid labour
- 4. Foreign citizens will be given the permit of sojourn for the period in which they will perform voluntary activities

Article 5'

- 1. To the purpose of social action programme entitled "The Young", every young person between 18 and 25 years of age who concludes a volunteer contract on a definite period of time, to the purpose of developing working habits and gaining experience in contributing the society, is considered to be a young volunteer.
- 2. The young volunteer will participate in non-profitable activities that take place in one of the countries of the European Union and out of his/her country, or in one of the third countries in a period of 12 months, on a project approved by the certain state and European Union.
- 3. The duration of voluntary work of the young in the community is classified according to its length in the following way: long-term voluntary work is considered to be the uninterrupted period of work from 3 months till and over one year, short-term voluntary work is considered to be the uninterrupted period of work lasting from 3 weeks to 3 months.
- 4. For the performing of voluntary activities in the context of the social action programme "The Young", the host organization will provide the volunteer with the means to cover the expenses of transport, accommodation and food. The expenses of international transport and daily allowance will be provided by the funds of European Commission during the entire work of the volunteer.
- 5. On the conclusion of the volunteer's work in the context of the social action programme "The Young", European Commission will issue a certificate on the name of the volunteer, thereby acknowledging his/her work, skill and acquired experience resulted from the work.

Second Chapter – Activities of Volunteers According to the Contract

Article 6

1. Volunteer activities will be performed, under the threat of contract cancellation, according to the written contract concluded between the volunteer and the host organization, based on the free agreement of the parties and the subject of the purpose itself.
2. The contract on voluntary work will be made in two copies of which one is kept by the legal person.

Article 7

The following rights of volunteers will be to the smallest extent included in the contract on voluntary work:

- a. active participation of the volunteer in detailed presentation and realization of the programme included in his/her contract
- b. activities of the volunteer will be in the concord with his/her professional experience
- c. the host organization will organize activities supervised by supervisors, as the subject of creating legal conditions for safe working environment in harmony with nature and the purpose of the activity itself
- d. the conclusion and decision by the host organization and legal beneficiary about injuries, health and other risk insurances, and related to the programme “The Young”, as well as all other expenses will be covered by the European Commission, which will conclude a contract with insurance company.
- e. the host organization will issue a certificate to the volunteer, which proves his/her participation in voluntary work as well as the experience and skills acquired in that work. The rules for issuing the above cited certificate should be mutually determined by the Ministries of Labour, Social Solidarity, Youth and Sports.
- f. the host organization, according to the contract, will cover all the expenses created during voluntary activities
- g. Working hours will be in concord with the law and it will not have negative effect on the health, mental and physical state of the volunteer.
- h. The right of the volunteer on acquiring titles, medals, bonuses which the legal beneficiary concords with the law.

Article 8

The contract on the work of the volunteer will up to the smallest extent include the following his/her obligations:

- a. to perform the tasks entrusted by the host organization with responsibility
- b. to keep as confident all the information that the volunteer has had access to during his/her work
- c. to participate in lectures organized, initiated or suggested by the host organization
- d. to take care of the equipment that the volunteer uses in voluntary work.

Article 9

During voluntary work, the volunteer will be subject to the managers of the legal person who concluded the contract on voluntary work.

Article 10

The performance of the volunteer obligations resulted from the contract cannot be transferred to a representative.

Article 11

The responsibility for the failure to fulfil or inadequate fulfilment of the contract on voluntary work is subject to the regulations of the Legislation.

Article 12

Situations undetermined by the contract, and that occur in the course of voluntary work, will with the further agreement regard the contract as invalid before the law.

Article 13

The new contract will be made on the basis of requests of one of the parties in the period of 15 days after the new situation described in the Article 12.

Article 14

One-sided termination of the contract on voluntary work can occur to the request of any of the parties from the contract, the volunteer or the host organization, with at least 15 days of previous announcement and with no obligations towards any of the sides to explain the break-up of the contract.

Article 15

Any kind of misunderstanding resulted from different interpretations of the contract, added activities which are not described in the contract, or the break-up of the contract, which the parties cannot resolve between themselves, belongs to the jurisdiction of the court.

Third Chapter – Concluding Regulations

Article 16

The activities of voluntary fire brigades, which are a part of the official fire company, founded by the Act of Government under the number 60/1997 and which refer to the fire-fighting service as approved and added to the law under the number 212/1997, will not be the subject of the regulation in this case.

Article 17

Every activity liable to punishment by law and committed in the period of the duration of the contract on voluntary work will be sanctioned according to the article 17 (2) of the Criminal Law.

Article 18

This law will be effectuated within 60 days from the day of its publication in the official gazette.

Accepted on the 19th of March 2001, supplemented and improved under the Act No. 59 on the 22nd of August 2002, and the law under the number 629, on the 19th of November 2002.

The Commentary of the Law

The law defines voluntarism as an “activity of public interest performed by individuals – volunteers inside of a defined legal framework, and which is not related to the acts on labour and civil issues which refer to the initiating an employment relation”.

This law in essence regulates the way of promotion and the benefits of domestic and foreign citizens in voluntary activities organized by public or private recognized non-profitable organizations.

The law also regulates the participation of the young in international volunteer programmes, which are implemented by decentralized structures in tight cooperation with the authorities included in the problems of the young.

The regulations from the article 3 of the Law determine principles on which voluntary work is based:

- Participation of volunteers in activities based on his/her free will
- Active participation of volunteers in the life of society
- Performing voluntary work without financial compensation
- Hiring of volunteers based on equal possibilities, without discrimination
- Self-maintaining and occasional voluntary activity, except the one inside the framework of relations with legal persons, and which refers to the relations in family, among friends and neighbours will not be included here

The Law then defines certain legal institutes such as:

- The volunteer contract which is defined as written contract concluded between the volunteer and the

beneficiary of voluntary services, to the purpose of performing the activities of social relevance, without financial compensation

- The beneficiary of volunteers services is a legal or physical person to whose benefit voluntary activities are performed
- The supervisor is the person who coordinates and supervises the work of volunteers during voluntary activities

The law forbids the conclusion of volunteer contracts to the purpose of avoiding of conclusion of the contract on labour or for some other financial compensation (the contract on act). Every contract concluded opposite to the cited limitations is invalid according to the Law.

Participation in voluntary activities, according to the Law on Voluntarism, cannot replace military service nor be a service of replacement for military service.

The regulations of the article 7 of the Law determine *the minimum of the rights of volunteers* that the contract on voluntary work must include, such as:

- Active participation of the volunteer in the realization of the programme determined by the contract in concord with his/her professional experience
- The obligation of the organizer – host to create legal conditions for safe working environment supervised by supervisors
- Guarantee of the organizer – host related to the insurance of volunteers in the sense of health, injuries in work and other insurances. The obligation of the organizer to cover the expenses of voluntary work
- The obligation of the organizer to adjust the working hours to the health and physical condition of the volunteer
- The right of the volunteer to get a certificate for the performed voluntary work, as a proof of his/her participation in that voluntary activity and the right to gain certain titles, medals or bonuses in concord with the Law.

The contract also determines *the minimum of the obligations* of the volunteer in performing voluntary activity, such as:

- to perform the tasks entrusted by the host organization with responsibility
- to keep as confident all the information that the volunteer has had access to during his/her work
- to participate in lectures organized, initiated or suggested by the host organization
- to take care of the equipment that the volunteer uses in voluntary work.

Further regulations of the Law refer to the issues of fulfilment and the possibilities of the break-up of the contract.

After the analysis of the Law on Voluntarism, it can be stated that the Law in its largest part affects the issues of international foreign volunteers in Romania and that the regulation of the legal status and the rights and obligations of domestic volunteers in performing some of voluntary services relevant to the community, is nearly entirely neglected.

Also, the Law does not affect volunteers in voluntary fire companies, which is the subject of the regulation of a special act of the Government of Romania.

Although the passing of the Law on Voluntarism has been valued as an important step in the legal regulation of the issue of voluntarism in whole, the opinion of some Romanian non-government organizations is that with this Law, Romanian Government only formally dealt with voluntarism, with the basic purpose of fulfilling the obligations regarding the European Union, and not to truly arrange and improve this form of civic initiative.

Beside the presented opinions of legal experts on the shortcomings of the Romanian Law on Voluntarism, certain positive legal solutions must be stated as well, such as the definition of the activities which are of the general social interest in which voluntary work is performed (protection of human rights, public health

and health care, culture, education, science, humanitarian activities, religious activities, environment protection etc), then decisive regulation of the contents of the contract on voluntary work with the rights and the obligations of its signatories, and especially the promotion of the principle on which the voluntarism in the country is based.

Considering the analyzed positive and negative characteristics of the Law on Voluntarism in Romania, the general attitude of the NGO sector is that the civil sector as well, especially organizations that work with volunteers and volunteers themselves have to be included in the procedure of future modifications of this Law. Volunteer organizations and volunteers can give a number of useful and concrete suggestions on certain regulations of the Law, especially in the part related to the regulations of the rights and obligations of the volunteers and beneficiaries of services, and organizers, determined by the contract.

FOREIGN VOLUNTEERS: the Right to Sojourn and Volunteering in Romania

Foreign volunteers have to possess the permit of sojourn for the entire period of duration of their voluntary activities. Foreign volunteers must fulfil all conditions as all other citizens in order to have social security, except for the volunteers who come in the context of the programme “The Young” – European Voluntary Service (EVS), whose insurance is covered by the European Commission.

ASYLUM SEEKERS AND REFUGEES

There are no rules concerning asylum seekers and refugees who want to volunteer in Romania. They can volunteer in the same way as everyone else if they have a valid permit of sojourn, and in that case they would normally sign the volunteer contract.

RECOMMENDATIONS OF THE NGO SECTOR FOR THE MODIFICATIONS IN THE ROMANIAN LAW ON VOLUNTARISM

- Regarding the section which refers to the right of volunteers, the Law does not mention anything about the cases when the volunteer joins a non-profitable organization then when the voluntary programme is already elaborated or finished
- In the section that refers to the volunteer’s rights and obligation in the volunteer contract, the certificate that the volunteer has the right to receive should be about the description of his work, not only the number of working hours, because the results of work are also important
- In the section that refers to the modification/break-up of the volunteer contract, perhaps it might be better that organizations themselves decide the need for or against the 15-day announcement of the break-up or the modification of the contract
- In relation to volunteer contracts, the Law should be more flexible in making those activities possible which result from the everyday practice, for instance signing the contract with a volunteer who only wants to help in cleaning the park on one morning is pointless
- The Law should include the right of the volunteer to be informed on any kind of danger related to his/her voluntary work, and then it is the responsibility of the organizations and the person to whom that is related to see in which way and through mutual consent they will perform activities, and all that should be included and signed in the contract
- The Law should be modified towards encouraging of the young Romanians to volunteer in their own country
- The development of voluntary work should be initiated in local communities
- It should be clearly explained that international voluntary work is only one of the forms of voluntary work
- Civil society (including the volunteer organizations, volunteer centres and volunteers themselves) should be consulted in all future modifications of the Law
- Help should be provided to all those NGOs that are not able to cover the expenses of insurance etc. No aid comes from the State to the non-profitable organizations which want to insure their volunteers and international sponsors (which most non-profitable organizations in Romania completely depend

upon), nor there is interest or the intention of the State to cover that type of expenses. That type of support occurs only in the cases of foreign volunteers as well as the Romanians who volunteer outside of their country, but not in the cases of thousands and millions of Romanian volunteers who volunteer in their country.

- Organizations should be responsible for their relations with volunteers, though flexibility should be made possible in concluding the contract
- The State should reinforce its support to the agencies specialized in the improvement of voluntary work
- The State is more than welcome in the intention to prove its commitment in the improvement of voluntary work joining the support of various volunteer events, such as the State Week of Voluntary Work and the International Voluntary Work Day

Voluntary Work in the Legislation of Albania

In the legislation of Albania, there is no legal act that regulates voluntarism as a legal category. Similar to other countries of the region of South East Europe, voluntary work is gradually and indirectly introduced into legislation or legal regulations that regulate different areas of social life.

In the process of Albania's advancing towards European integrations, in the past ten years, there have been significant activities on the legal regulation of the foundation and the work of voluntary associations and organizations based on voluntary work (The Law on Political Parties, Professional Associations, Non-Government and Non-Profitable Organizations).

The law that regulates the rights and the obligations of the State organs and other subjects in the situations of the proclaiming of *the state of emergency* (the Law on the State of Emergency) only in some indications mentions "organizations that deal with voluntary work" as subjects that should be included in the activities corresponding to the emergency situations, without further elaboration of that institute.

However, the Law on the State of Emergency defines *the status of the volunteer* (article 24) as "an Albanian citizen older than 18, with concluded education and training in acting in the case of the state of emergency, or a person who voluntarily accepts to help in the situations of the state of emergency. Volunteers can be foreign citizens as well".

Volunteers who participate in rescue missions, according to this Law, have the right to "keep the job and the right to financial compensation and if they work in a private company, also the right to the disability pension in the case of an accident". Neither the law nor the sublegal acts elaborate in more detail the cited rights of the volunteers in performing voluntary activities in this area, so according to the opinion of legal experts, such legal solution is incomplete and faulty and it should be supplemented and concretized in the procedure of its modification.

A subject of modification of this Law should be also the definition of the right from the health and social insurance for volunteers, taxation of compensations etc.

Especially significant solutions in the Law on the State of Emergency are the regulations which (for the first time in the Albanian legislation) regulate the obligations of the State organs and institutions towards volunteers in the cases of the state of emergency, such as organizing and training of volunteers. The Law also obliges the State institutions to cooperate with volunteer organizations in the activities of removing the damage done by accidents in the course of those circumstances, which justifies and stimulates the functioning of volunteer organizations as special and specific forms of organizing.

Although the motives of such legal solution are the general social relevance of voluntary activities in the cases of the state of emergency, they should be spread to other forms of voluntary work, especially in larger volunteer actions.

For the traditional point of view, in *the Albanian labour legislation* there is no treatment of voluntary work. Even more, the initial regulations of *the Law on Labour*, voluntary work is not permitted.

Beside traditional reasons, the choice not to treat voluntary work with labour legislation is also in the fact that the market economy renders obligatory the payment of a reward for a completed work. However, in the opinion of legal experts, voluntary work could be practiced in certain managing or supervising activities in companies, or for certain professional or management jobs, under the condition of complete legal concretization.

Beside partial approach to the definition of voluntary work through the most significant laws, in the end of this analysis it should be stated that the Albanian legislation opens only the possibilities for regulating this institute.

Still, the Law on Non-Profitable Organizations gives a quite successful (descriptive) legal definition of voluntary work that could be used in the legal regulation of this institute, as “activities which support and stimulate an individual and society by spiritual and humanitarian values, protect the lives of people, their health, offer public and social services, help in the cases of emergency, protect the environment by stimulating the education and the culture on its protection, support and stimulate cultural and traditional values, science and education, physical and spiritual education, offer help in developing good customs and democratic values and all other activities of interest to the public”.

III - THE EXAMPLES OF GOOD PRACTICE - THE EXPERIENCES FROM THE SURROUNDINGS AND EUROPEAN EXPERIENCES

In the tradition of nations that live in the region of South East Europe there was solidarity and help was offered to people whenever it was necessary, regardless of how the harmful consequences were caused, by natural disasters, human negligence, war devastations, or the help was needed in normal circumstances, collecting crops, building of family houses and other objects. People did not ask for compensation, it was important to complete the work and help people, neighbours, but also all those who needed help for various reasons. In this region, people helped each other in the activities that required greater material expenses, but also when some jobs had to be completed in a short period of time. Voluntarism in South East Europe has a very long tradition that can be connected to the traditional helping in a certain period of time and with engaging a larger number of people. Those were usually works on building objects (houses, road repair, removing the consequences of natural disasters, crop collecting and similar works). These works would be done and no compensation would be paid for them in money or some other compensations and it was common.

Considering socializing, the fact that there were wars in this region in history, and there were enormous devastations by different causes, people of this region needed help. Our experiences show that we often received help through the work and activity of volunteer and other organizations, but in the same way people from this region helped others, when these are in the condition of such needs. We know that the former Yugoslavia, i.e. its people were the bearers of many humanitarian activities in the past not so remote, regardless of their political attitudes, race, religion etc. It means that people from this region always had the need to help other people, which has its consequences in the above cited facts.

If we regard voluntarism as voluntary work, or an individual's sacrifice with the purpose of offering help to other people, we see that it is not regulated by positive legal regulations. There is very small legal regulation on the category of voluntarism and it is not concrete, though the legislations of the countries of the South East Europe talk about voluntarism through the Law on Labour, but not from the aspect from which voluntarism is observed in our surrounding and in the world. The notion of voluntarism as regulated in these laws speaks of the possibility to engage most of all young people with the purpose gaining necessary experience or fulfilling conditions for the state examination, which are some of the basic presuppositions for employment which, in our opinion, has few or no mutual basics with the voluntarism which is the subject of our research, i.e. the voluntarism that we support and that today is known in many countries of the world and that is also supported by the UN.

Therefore, it will be of great use to give some comparative indicators and experiences of the countries from our surroundings with the experiences possessed by the volunteers from the countries of South East Europe.

In concord with conventions and charters of human rights, voluntary work can be regarded as a constituent part of the freedom of expression and the freedom of gathering and association of people with similar interests. As such, it started to develop rapidly in the beginning of the XX century in Europe, but also in Asia, Africa and South America. Volunteer is a person who is entirely responsible before the law, who voluntarily dedicates his/her time to the performing of voluntary activities without expecting compensation from the organization of the beneficiary of services. Such definitions has something in common with the tradition stressed in the beginning, but in time, the determinant of the definition arranged the rights of volunteers with the development of legislation, and in concord with the charters of the UN and the regulations of countries. Voluntary work differs and should differ from the paid work, but it would be good to build into the legislations of all countries the definitions which will stimulate voluntary work because, in the following period, it should be the stimulator and one of the main factors in the development of the society. Before everything, here should be regulated the covering of travel expenses, food, uniforms, health and social insurance, as well as other compensations, which will render possible the performing of voluntary tasks. It is justified that these incomes should be lower than salaries earned by the employed, and the compensation should be paid, because that way it will stimulate volunteers to field work and render possible the offering of help to those who need it, no matter where and regardless of the conditions in which the aid should be offered.

In the countries of South East Europe, regulations mostly recognize the fact of the existence and the performance of voluntary work to the benefit of someone else or for the general welfare, but there are no regulations which would regulate such work in a general way, determining precisely the international rights and obligations (except in Romania where there is the Law on Voluntarism). In the laws on the employment relations, there is a notion of voluntary work, but it is not related to the term of voluntarism that interests us, but regulates the issues of the unemployed (most of all of the young people who need certain experience for passing the state examination), and through this work the employer avoids paying obligations he/she would have in the case of hiring such persons.

Bosnia and Herzegovina does not have the Law on Voluntarism. In the Republic of Srpska, “volunteer” is a person who is hired by an employer to the purpose of doing the training period and without the necessary contract conclusion, in order to fulfil the conditions for passing the state examination. In the Federation of Bosnia and Herzegovina volunteering, as the activity of the young on, above all, voluntary basis, is not legally regulated.

Croatia does not have the Law on Voluntarism. The Bill of the Law is made, but it still isn’t effectuated. Voluntary work is practiced in concord with the regulations of the Law on Labour (article 29) which even forbids voluntary work, but tolerates it, if these relations are arranged by the contract on act, which is being done. However, the regulation of this area, important for each country, has numerous flaws. Therefore, it is insisted that there should be the Law on Voluntarism, so that this form of activity should be legally regulated and it will not create problems in performing voluntary activity. In the lack of legal regulative, beside the Law on Labour, laws on obligatory relations are applied, but that seriously makes the functioning of voluntarism more difficult.

Serbia and Montenegro also do not have the Law on Voluntarism, and these issues are regulated similarly to other countries created after the break-up of the former Yugoslavia. In Serbia and Montenegro, as a good basic for the development of voluntarism, there is for now the legal regulative in the regulations of the Law on Labour, which allows the concluding of volunteering contracts. These contracts regulate the right to health care, while they do not have to include all other rights, such as the right to a salary and other rights that result from the employment relation. The lack of legal regulative in the field of voluntarism in Serbia and Montenegro is regulated by some civil laws, but it is insufficient, so it is necessary, in concord with necessities and good practice from European and world countries, to regulate this issue also in the country of our east neighbours.

In Bulgaria voluntarism does not have a long tradition and it is not legally regulated. Voluntarism is developed in medical organizations and religious institutions, but even here there are no determined rules, but everything happens from one case to another. The covering of expenses depends on the organizations of the beneficiary of voluntary services, as well as the rights to health and social insurance and other rights that are regulated in other countries. Regarding public health and social security, volunteers are regarded as employed.

In Albania, voluntary work in legislation, which is being built as a modern legislation, could not find a place in the Constitution of Albania, but there is some space left for passing a special law on voluntary work. Albanians can perform voluntary work through various non-profitable organizations. Every adult Albanian can perform voluntary work if he/she has completed the basic education and training. Volunteers have the right to expenses in concord with the rules of the organization, and organizations are obliged to pay insurance for the volunteers they hire. Most frequently, voluntary work is performed in medical organizations. Albania is a signatory of many agreements, contracts, conventions and international protocols which represent important legal documentation and are the source of laws inside the country.

Romania is has gone quite far in this area. It has the Law on Voluntarism, but this law does not include all volunteers, but only those that are in the government-approved programmes. The relations of volunteers and the beneficiaries of services must be legally defined, so that limits the work of volunteers. The Government supports voluntarism through the programme of the European Commission “The Young”. Though very restrictive, it should be noted that it is positive that the Government effectuated the Law, and it enables further legal upgrading by other acts.

Slovenia has specifically regulated issues of voluntarism. They support the development of voluntarism through the state network of voluntary activities in school systems. Legal solutions from obligatory laws can also be used, through the contract on act and other contracts, where volunteers and beneficiaries of voluntary services regulate their rights and obligations. In this way are regulated the rights to the compensation of expenses and other compensations determined by contracts, and social insurance is obligatory, like for the employed, which can be valued as positive, and in the following period there will certainly be more improvements.

In Greece volunteers work without compensation, motivated by their own free will, so there is no legal framework for voluntary activities and work. There is no legal basis for the compensation, so that right is effectuated by volunteers depending on the organization they volunteer for. The organization that volunteers work for has the obligation to provide them with private organization, and if the organizations will not do it, the volunteer him/herself should do it for his/her own safety. In the field of health care, volunteers do not have the rights that result from other laws.

In Italy voluntarism was regulated in 1991 by the Legal Norm of Voluntarism, as well as by the Legal Norm on Social Security in the same year, and further legal regulation and creating of better conditions for the development of voluntarism. In 2001 brought the creation of the Legal Norm on the State Voluntary Service and there was also the Legal Norm on the Promotion of Social Organizations from 2000. The compensation for voluntary work is obligatory, it is determined and if all legal procedures are respected, volunteers effectuate that compensation which is common. According to the Italian laws, insurance for volunteers is necessary and all volunteers effectuate that right. Beside other things, the Government of Italy offers constant support to voluntarism and volunteers, which in future will surely give even better results of work and realizing of the noble engagement of volunteers.

In Hungary, voluntarism is not on a high level of organization, which is probably a consequence of the long membership in the Warsaw Pact. In Hungary volunteers are regarded as employees. Concerning the legal framework and the support of the Government of Hungary, it is becoming more and more serious and is trying to regulate voluntarism in concord with all positive experiences of others. Activities take place through some projects supported by the Government, and we want to single out the project Gate which is a serious and responsible volunteer programme which connects young people through voluntary work with the persons with special needs and with senior citizens. Beside that, voluntary work in Hungary is also organized through the work in hospitals. Hungary is streaming towards a better organization of legal regulations, so in 2001 a legal committee was formed, which prepared suggestions for modifications of legal acts and regulations, which will ensure better engagement and volunteers will have equal rights as the employed people, which will be a new trend in that field. Certainly that in our region these experiences should be used.

Czech Republic has done a lot on the plan of legal regulation of voluntarism and, after the activities undertaken to the purpose of considering the state of this problem, in 2002 in Czech Republic a Law on Voluntarism was effectuated, and in the same year also the Act on Voluntary Service, and this is one of the more modern laws in this field. Volunteers have the right to real expenses, daily allowances, as well as to social and health insurance. The State gives support to volunteer organizations and social insurance is obligatory for all volunteers.

Spain has the Law on Voluntarism on the level of the State, effectuated in 1996, and on the basis of this law, regions effectuated their regional legislations which regulate this important area. These laws determine the compensations for the work of volunteers which regulates this issue in a very quality way. These laws also regulate the social security. The Law is made in such a way that it protects the interests of volunteers and their organizations to the maximum. The effectuation of volunteers' rights is monitored by the Ministry of Labour and Social Politics. A great number of tasks are realized through the State plan on voluntarism.

Portugal is a state that has regulated the area of voluntarism very well through the Law on Voluntarism, and it supplemented and improved by decrees and upgrading. Portuguese volunteers have the right to compensations for their work and to social security. The State recognizes the social value of volunteering, protects the rights of volunteers, regulates the way of compensations of damage that volunteers do to

third persons, as well as all other issues referring to volunteers, paying compensations for work, as well as numerous other issues such as social and health care, visas etc.

In Germany, as one of the most developed countries of the world, voluntarism is treated as a spontaneous, free, regular and unpaid activity with the purpose of reducing social troubles. Volunteers are provided with covering of transport expenses, insurance, as well as with health insurance. During the year, volunteers are obliged to participate in seminars (25 days during the year), which are organized in the context of the programme of volunteer social year, volunteer ecological year and chances for young volunteers (16 to 25 years of age).

In Sweden, voluntarism is a free working activity for which there is no financial compensation, and volunteering is performed through public organizations and NGOs. Considering the long tradition, voluntarism is regulated by custom practice, habits and agreements between the host organizations and volunteers themselves. The law does not regulate even the covering of expenses and organizations decide on their own whether to cover those expenses or not. Protection from accidents, illnesses and other responsibilities towards third persons also depends on the will of organization. Volunteers do not have the right neither to the public health nor to other social benefits.

In most developed countries there is a long tradition of voluntarism and the issues not regulated by laws and other legal acts are regulated by organizations beneficiaries of services themselves, in agreement with volunteers.

From all cited facts, we can conclude that most countries created in the region of South East Europe do not have legally regulated issues of voluntarism, and that void is filled with customs, established practice, habits and other values, and mutual rights and obligations, beside the cited, are also regulated by contracts between volunteers and organizations, as one of the important documents in the protection of the rights and the interests of volunteers.

Considering the fact that the countries of South East Europe are in transition, this period should be taken advantage of, and use all the good sides of voluntarism that citizens of this region have felt, in order to, in the shortest possible period, effectuate these laws in the region of South East Europe as well, using the experiences of the countries from the surroundings and use to the maximum all good sides and make sure that it is all put in legal frameworks, which will serve to the further development and strengthening of the idea of voluntarism in our region.

IV - RECOMMENDATIONS

1. In the legislations of the countries of the region of South East Europe, to perform certain legal interventions (respecting the particularities of each country) with the purpose of creating a special legal regulation which would regulate the institute of voluntarism in a general way or modifying the existing laws for a more quality definition of voluntary work.
 - A. To define with a special law the notion of voluntary work and the legal status of volunteers through the regulation of the basic rights and obligations of volunteers, beneficiaries of voluntary services and organizers of voluntary work, the issues of social and health care of the volunteers, the manner of performing voluntary work – volunteer contract, the form and the basic elements and the manner of the termination of the contract etc., using the Recommendations and Conclusions on Legal Issues Affecting Volunteers created by a group of experts on a conference held from the 23rd till the 26th of January 2002 at the Foundation Stefan Batory in Warsaw with the help of the International Centre for the Non-Profit Law (ICNL)
 - B. To make quality modifications and supplements of the Law on Voluntarism in Romania (so far the only effectuated law on voluntarism in the region), using the cited Recommendations and Conclusions on Legal Issues Affecting Volunteers, as well as the conclusions of NGO sector which are actualized in the course of applying of the cited Law.
2. To initiate a universal education of citizens and the representatives of state institutions on the need and the benefit that the whole community can have from voluntary work so as to, with the support of the community, in a quality way and through a legal intervention, regulate the legal status of volunteers (on one side) and to create or establish in citizens the wish to participate in voluntary actions (on the other side). In the performing of these activities, a significant role should belong to the state institutions, media, education institutions, especially volunteer centres which, in cooperation with institutions, would realize different seminars, round tables or lectures and that way affirm voluntary work and its general public benefit. To stimulate cooperation with other countries and joining the international volunteer exchange programmes, the exchange of experiences with organizations and institutions in other countries, are also measures which would be useful for the affirmation of voluntary work.
3. To insist on the regulations on the basis of which it would be possible to enable the development of volunteer centres, define the manner of their financing and support the creation of national volunteer networks, which would improve the cooperation of institutions with the centres, development of volunteer management, the consequence of which would be a greater response of volunteers.
4. To give recommendations to the authorities on all levels about the formation of special funds for the financing of voluntary activities, highlighting the positive values of voluntary work. If the authorities are not in position to form special funds for the financing of voluntary activities, to insist on securing the financial support, securing the health insurance of volunteers, financing of the education, for realization of activities in which volunteers are engaged.

7 ANALYSIS OF SEEYN/UNV/BHRN RESEARCH

Albert Einstein project advocated for legal status of voluntarism in countries of South Eastern Europe. It looked upon the issue of voluntarism from several aspects – from juristic point of view, in order to define legal framework that would define volunteers and voluntary work - to sociological and psychological point of view.

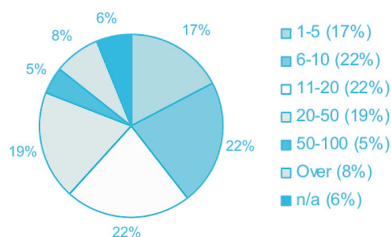
A research on status of voluntarism in South Eastern Europe was made in frame of this project. Aim of this research was to check on status of volunteers' engagement in NGOs, public institutions, private sector, etc. Also, this research aimed to analyse citizens' interest to provide voluntary services, to get acquainted with juristic frame that applies to voluntarism and also to meet obstacles that they – volunteers - find in their work.

Research questioned attitudes of 571 non-governmental organizations that implement their activities in South East European region, in figures as it follows:

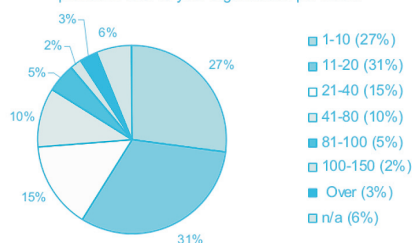
Albania – 47 NGOs
Bosnia and Herzegovina – 15 NGOs
Bulgaria – 249 NGOs
FYRO Macedonia – 53 NGOs
Croatia – 61 NGOs
Serbia – 41 NGOs
Montenegro – 36 NGOs
Kosovo – 69 NGOs.

Results of the research, related to the number of volunteers engaged within different organizations, show that in 22% of organizations there are 6 to 20 volunteers working, in average 10 to 20 hours a week.

How many volunteers work for your organization?

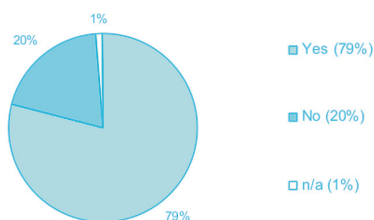


On average, how many hours of work do these volunteers provide in total to your organization per week?

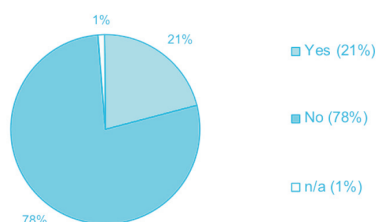


Having in mind high level of interconnection of different organizations in frame of different partnerships, agreements (79% of the questioned NGOs), it is highly alarming that only 21% of them are exchanging volunteers with different organizations and partners. This means that great number of these organizations – beside cooperation and partnerships made – do not have system of volunteers' exchange. One of the causes of small percentage of exchanges is also low level of promotional activities in communities for broader audience on aims and activities of organizations. This fact is also visible in questionnaires – 30% of NGOs stated that they are not interested to promote their activities, and only 67% of organizations are interested to have activities in the field of promotion in some future period.

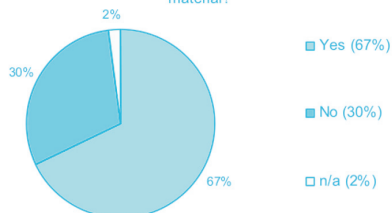
Does your organization have any links/arrangements/partnerships with other organizations?



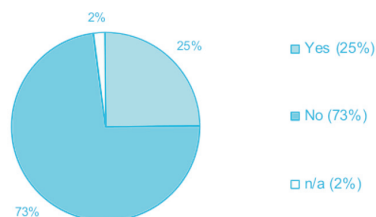
Did your organisation send a volunteer to any other organisation and/or to a partner organisation?



Would your organization be interested in preparing a short presentation about itself to be used as promotional material?



Did your organization host a volunteer from any other organization and/or from a partner organization?

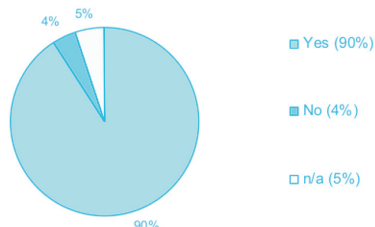


Answering the question “Did your organization host a volunteer from any other organization and/or a partner organization?” 73% of organizations gave negative answer, and only 25% actually hosted volunteers.

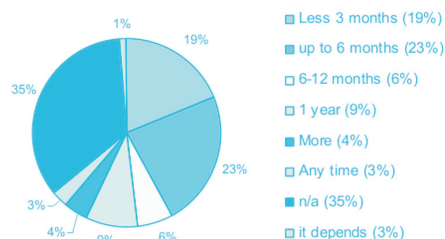
Regional volunteers' exchange is one of the very important aspects of voluntarism and one of the questionnaire's results was that organizations showed great interest (90%) for regional volunteers' exchange – sending and hosting volunteers from/to other countries of the region.

Optimum time for an organization that needs a volunteer to engage one is estimated to be “up to 6 months”, as smaller number of organizations stated that they need volunteers over whole year or just up to 3 months (19%). Volunteers would, in this case, work minimum 25 hours a week (around 25% questioned).

Is your organization interested in participating in the regional exchanges of volunteers?



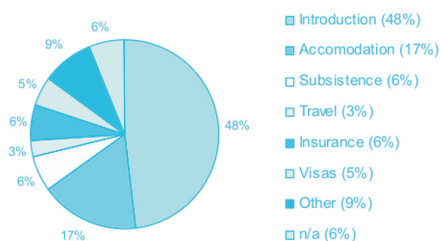
For how long would the organization need voluntary assistance?



Support that organization could provide for volunteer was stated to be: providing services of engagement for professional development, accommodation, providing minimum fees, reimbursement of travel expenses or insurance, obtaining visa, etc.

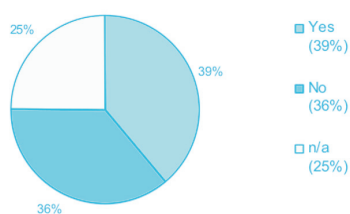
Therefore the greatest number of organizations (48% of them) is ready to provide professional development for volunteers (introduction), 17% may provide accommodation, 6% minimum fees or insurance, and 3% travel reimbursement. 5% of organizations stated to be ready for obtaining visa for volunteers.

What kind of support could the organization provide to the volunteer?

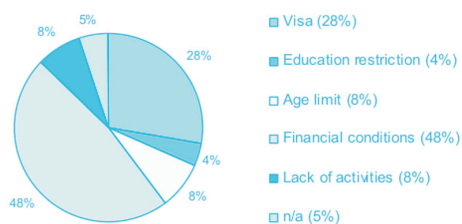


Obstacles that stop organizations from providing voluntary services in case of involvement of international volunteers are – difficulty of obtaining visa, having in mind status of South East European countries, financial conditions – lack of funds is merely the strongest reason that stops organizations from providing voluntary services (48%), and just a small number of organizations stated as obstacles age limits (8%), inadequate activities of the organizations to engage volunteer (8%) or non providing education (4%).

Did you find obstacles in mobility that stop you doing voluntary work?



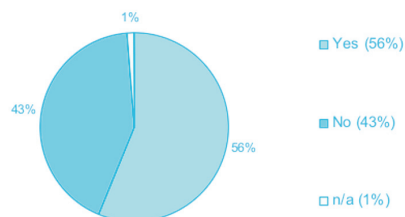
If yes, please specify:



Special group of questions in questionnaires was related to voluntary work from the aspects of laws and legal framework in different countries of the region – response of local authorities, public and business sector. This response was related to identification of problems and providing support to volunteers and voluntary work.

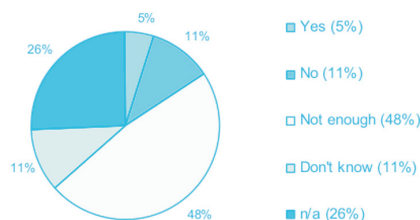
Answering the question if they are familiar with current legislative that regulates voluntary work, most of the organizations confirmed (56%). And this is one of the interesting answers, since not one of the countries in the region have valid legislations that define and regulate voluntary work and legal status of volunteers only.

Do you know anything about the legislation regulating voluntary work in your country?

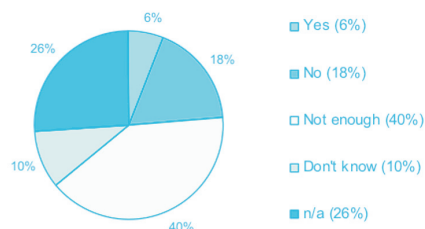


From the research done among these organizations, we came to conclusion that voluntary work is not enough recognized nor supported enough by governmental institutions, local authorities, local communities or business sector. This fact points out that there is need for enlargement of number of activities that would aim at activating other sectors of societies to enable and support financially voluntary work in their communities.

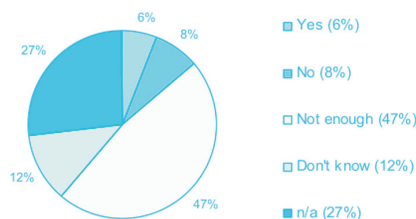
In your opinion voluntarism is recognized by government



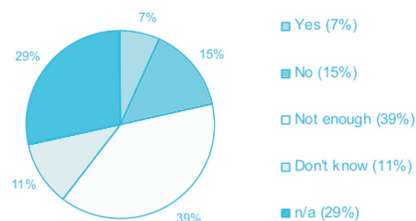
In your opinion voluntarism is supported by government



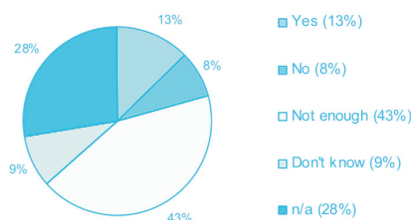
In your opinion voluntarism is recognized by public institutions



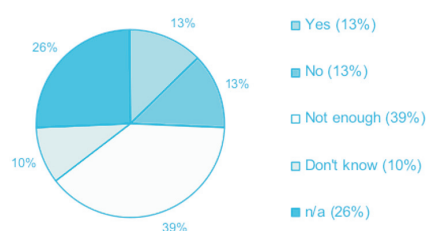
In your opinion voluntarism is supported by public institutions



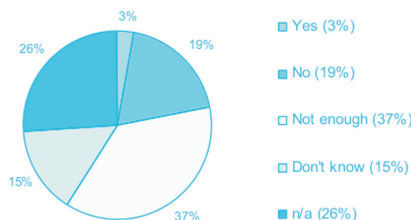
In your opinion voluntarism is recognized by local communities



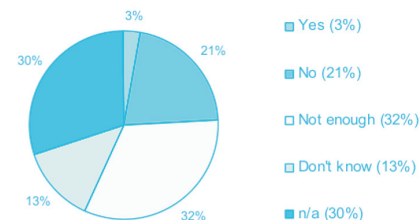
In your opinion voluntarism is supported by local communities



In your opinion voluntarism is recognized by business sector

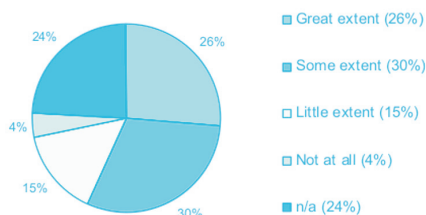


In your opinion voluntarism is supported by business sector

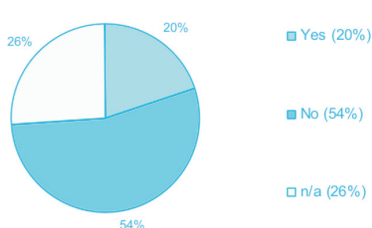


At the end, conclusion of organizations that participated in UNV/SEEYN survey was clear – voluntarism is very important in development of community, but it is insufficiently financially and normatively supported by authorities on all levels.

To what extent does volunteerism contribute to community development?



Does the organization get any financial support from Government at local/national level?



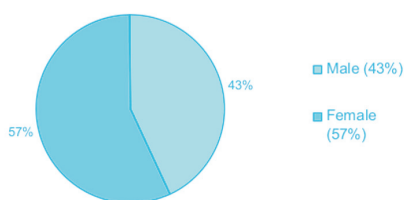
The other group of questioned parties consisted of volunteers (1518 in total), in figures as it follows:

Albania – 125 volunteers
 Bosnia and Herzegovina – 54 volunteers
 Bulgaria – 650 volunteers
 Macedonia – 143 volunteers
 Croatia – 176 volunteers
 Serbia – 113 volunteers
 Montenegro – 143 volunteers
 Kosovo – 214 volunteers.

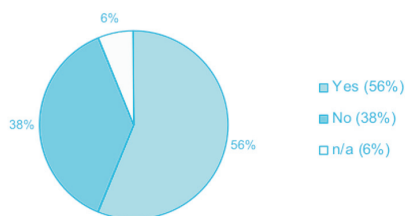
866 female volunteers and 648 male volunteers filled in questionnaire out of which 56% of them have volunteering experiences, and 38% of them stated the opposite.

Out of ones that have volunteering experiences, 17% of them have been volunteering from 1 up to 5 hours a week, and far smaller number of them stated to have been volunteering in average more hours a week.

Gender

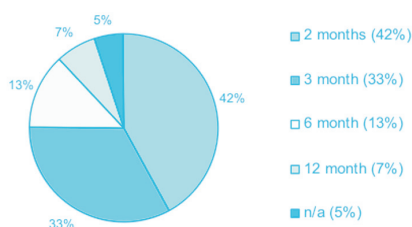


Have you volunteered before?

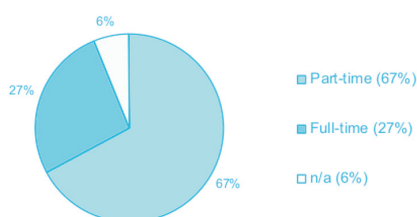


Answering the question on how much of their time are they willing to spend volunteering, questioned ones stated their time availability up to 3 months (75%), and in smaller percentage 6 to 12 months, where they would be engaged as part-timers (67%). Cause for this is inadequate organization of voluntary work – as in normative and legal also in financial way of support.

How long are you willing to volunteer?

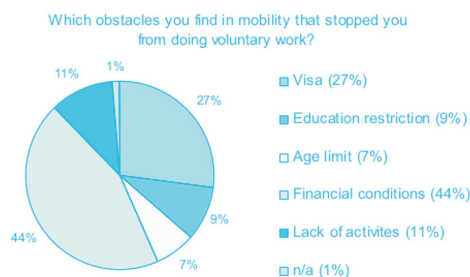


How many hours per week would be able to dedicate to volunteer work?



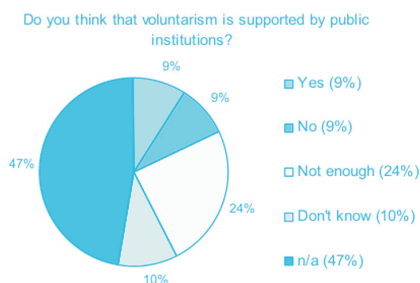
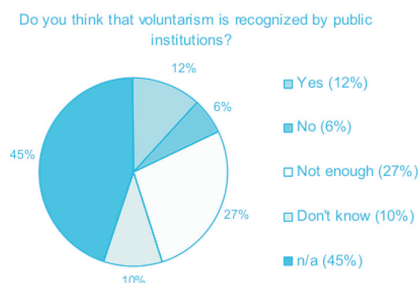
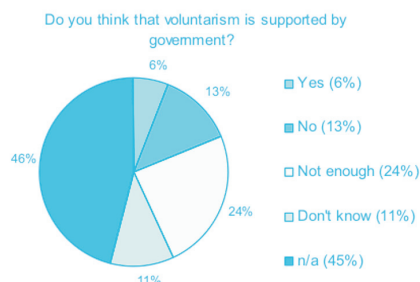
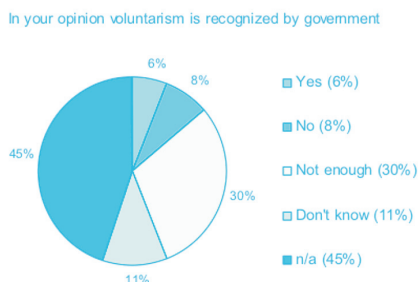
Obstacles that volunteers stated that are stopping them from voluntary work are lack of financial support (44%), difficulty to obtain visa (27%), inadequate activities for volunteers' engagement (11%) and age limit (7%).

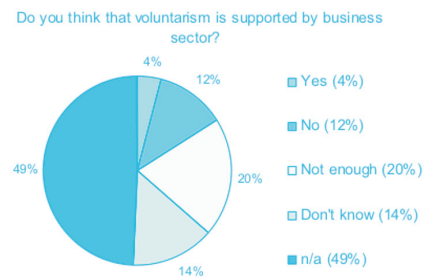
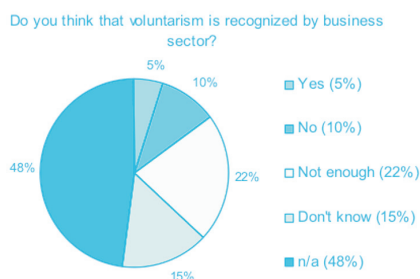
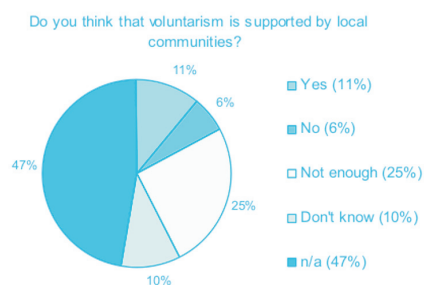
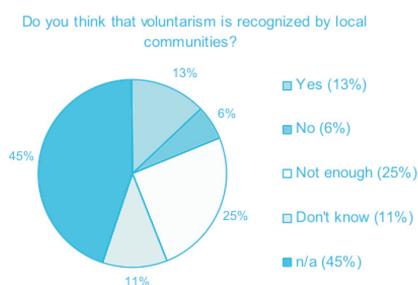
From the analysis of the questionnaires we came to conclusion that providing voluntary services is important for volunteers because of the reasons that are related to very principles of voluntarism (helping people, professional development, helping community...).



Looking at the question whether voluntarism is recognized and supported by governmental and local authorities, public institutions, business sector - volunteers answered similarly as NGOs' representatives.

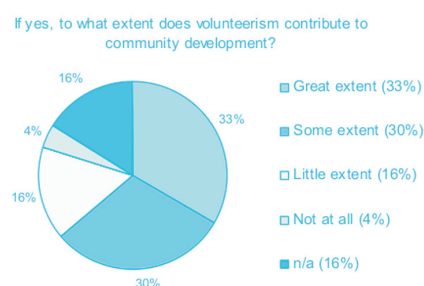
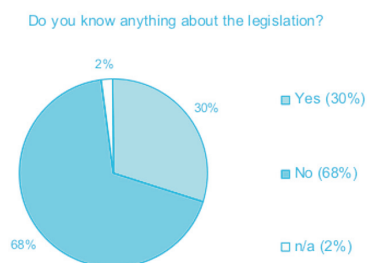
As it was stated before, now volunteers stated that voluntarism is not enough recognized or supported by these sectors of society, which implies that NGO sector is the only one that deals with promotion of voluntarism in their own work, but also when trying to obtain support for recognition of voluntary services and their institutional development in local community.





In part of the questionnaire that questions knowledge on legislative that regulate status of voluntary work, volunteers (68%) are not familiar with legal framework that define their work and status. And this is even logical answer, especially having in mind that there are no legal features that are defining exclusively on legal status of volunteers and voluntary work in countries of South Eastern Europe (with an exception of Croatia, where the Law on voluntarism is already in the governmental procedure).

Although there is great percentage of negative answers on this question, volunteers (33% of them) had answered that, as far as they know and believe, voluntary work is necessary for the development of their community, but 4% of the questioned ones stated that voluntarism is of no importance for the local community (?!).



CONCLUSION

Results of the survey confirm recommendations in the final part of the document, related to four basic group activities of NGOs, and these are advocating for legal frame of voluntarism, education of citizens and institutions on the needs of voluntary work, creating network of the organizations ready to act as agents in providing voluntary services and generating pre-conditions for financing voluntary activities.

Results of the survey show already proved fact – voluntarism is necessary for the development of local community. In order to find right place for voluntarism in life of local community, to merge with other sectors of public life (beside NGO sector), it is necessary to define legally and normatively this institute. And when we say this, we think that all countries of South Eastern Europe should adopt special law(s) that will define concretely rights and obligations of volunteers, rights and obligations of organizations/institutions/parties that provide voluntary services, profile of activities that may serve for voluntary activities, questions of possible social and health protection of volunteers, need for determination of special written voluntary contract, etc.

Aiming to promote voluntary engagement in communities, it is needed in addition to inform and educate representatives of local authorities, public and business sector, non-governmental sector and the volunteers alone.

What is especially needed is to define area of social-useful work, where volunteers might give most benefit (public works – cleaning environment, protect the green surfaces, help to poor people, help to old and helpless people, help to children without parents, engagement in work of public kitchens etc.).

Some of the ways to inform and educate is to organize seminars, round tables, lectures – in order to transfer knowledge and examples of good practices from other communities, countries of Western Europe etc. where voluntarism has more significant role in changing societies.

These activities of NGOs need to be supported by media, especially electronic media that might give important support to development of voluntarism through contact-shows, interviews and conversations with volunteers and people who would like to volunteer, but do not know conditions or way to be engaged.

Although countries of South Eastern Europe are poor and countries in transition, it is wrongly to think that they are not able to provide funds for voluntary work. Financing voluntary work would greatly contribute to the development of the community, and this benefit for the community would give in return much more than it is invested. Out of this reason, and moved with the fact that organizations are insufficiently or not financed at all, our suggestion would be to work on lobbying governmental institutions to extract minimum of funds from their budgets – for development and support to voluntarism. This way, governmental institutions alone would have insight in what way and for what activities these funds would be spent, and also what is impact of implemented voluntary activities.

Systematic and serious approach to volunteers and voluntary activities would additionally enlarge seriousness and responsibility of volunteers and their organizations. This would set pre-conditions for volunteers' centres on local and national level, and their further networking on international level.

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Expert team:

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RESEARCH ON VOLUNTARISM IN PUBLIC INSTITUTIONS

- Macedonia
- Montenegro
- Bosnia and Herzegovina
- Croatia

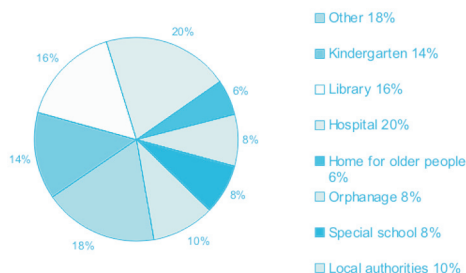
In period from May 2003 to April 2004, four SEEYN member organizations (ADP Zid – Montenegro, Youth Communication Centre – Bosnia and Herzegovina, Volunteers' Centre Zagreb – Croatia and Youth Cultural Centre Bitola – Macedonia) realized research project under the name "Volunteerism and public institutions". Here following you may find the summary of the research results gave in order of countries involved in the project.

FYRO Macedonia

Testing Sample

The research in Macedonia included 50 institutions of which there are: 5 museums, 6 theatres, 10 hospitals, 7 nurseries, 3 State archives, 3 homes for senior citizens, 2 rehabilitation centres, 8 libraries, 2 homes for children without parents and 4 city halls.

Expressed in percentage, the testing sample looks like this:



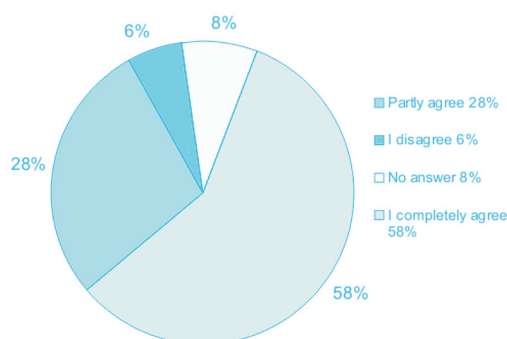
The basic data source in choosing the public institutions was the data of the Bureau of Statistics, which we used to create an image of number and types of public institutions in Macedonia. The limitation factor was that the financial means of the project did not allow the inclusion of a larger number of collaborators, so that a part of the survey had to be done by fax or mail.

Considering the character of research, it is important to note that all institutions included in the research are financed by the State budget.

The Relation and Knowledge of Institutions about Voluntarism

It is clear from the research and the answers that 40% of interviewed institutions which filled the survey form have not had direct cooperation with volunteers; just as well, 58% of institutions are open to volunteers, 66% of them think that voluntary work creates stable and cohesive society, whereas 50% of institutions finds that in their institutions there is a need for volunteers.

Our institution is open to volunteers:



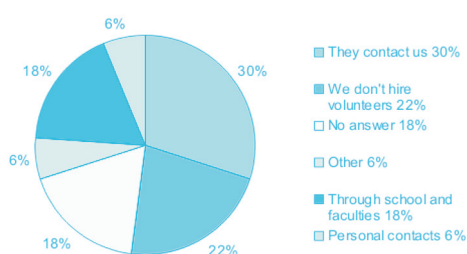
The Range, Needs and Ways of Including Volunteers

To the question whether there are volunteers in your institution, only 12% gave an affirmative reply, whereas 36% institution representatives replied that they had no information about it.

Those volunteers that work in public institutions (in those 12%) are mostly hired for physical work, 18%. Regarding the intentions for future inclusion of volunteers, 34% of the interviewed say that there is a need for volunteers in the activities of their institution; 10% of institutions expect that there will soon be necessary to engage volunteers, while in 18% of them there is no need of volunteers.

Hiring volunteers does not exist in 30% of institutions, but volunteers come on their own, and 18% of them do it through schools and university.

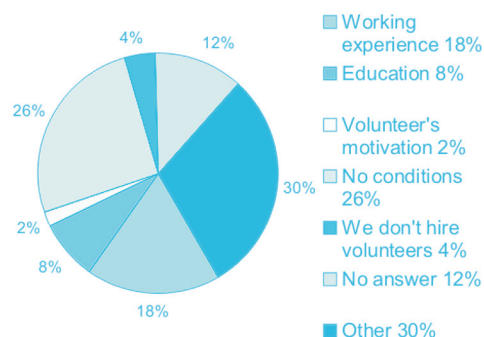
How do you hire volunteers?



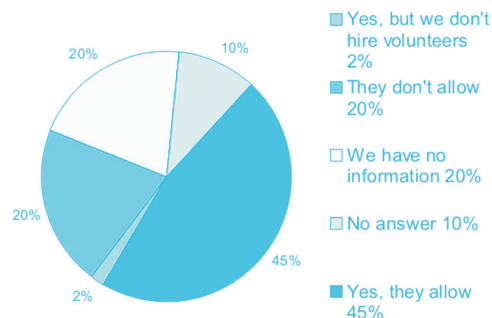
Internal Regulations

When internal regulations are in question, i.e. the conditions for hiring volunteers, 18% of the interviewed thinks that it is working experience, while 26% say that they do not have determined conditions. Voluntary work is considered to be working experience by 12%, 24% do not at all recognize voluntary work, whereas 34% recognizes voluntary work in some other way. As far as the rewarding of voluntary work is concerned, 38% say that they do it through education and courses, and 16% do not reward their volunteers.

Which are the conditions for hiring volunteers in your institution?

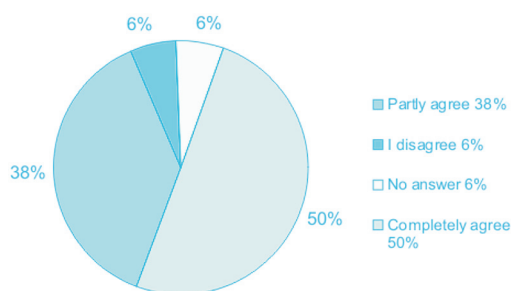


Do the valid rules and regulations allow hiring volunteers in your institutions?

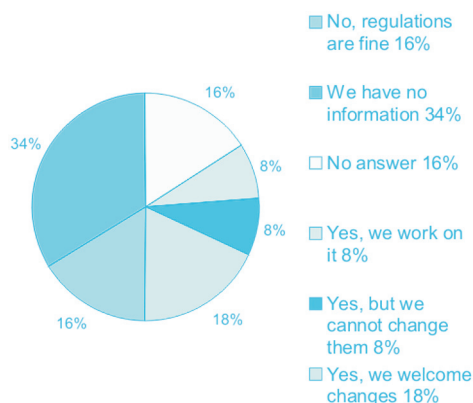


According to the research, 48% of the interviewed reply that the conditions in the institution in which they work allow the hiring of volunteers; regarding rules and regulations, 16% finds the rules and regulations to be all right, and the incredible 34% have no idea about it.

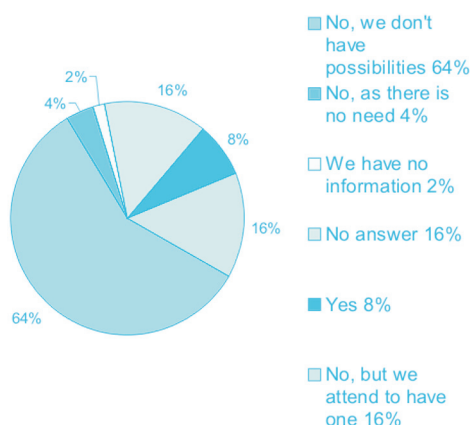
We want to enable volunteers to spend a part of their time working voluntarily in our institution



Should the valid rules and regulations in your institution be changed?



Is there a person or a service in your institution that, in the context of work, is in charge of the care for volunteers?



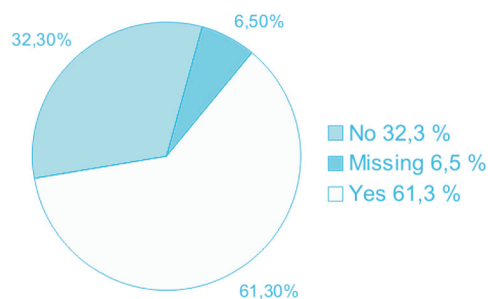
To the question "Is there a person or a service in your institution that, in the context of work, is in charge of the care for volunteers?", even 64% of answers of replies is "no, we are not able to do it", and only 8% says "yes, there is". When volunteer work in administration is in question, the figures themselves show that it is a rarity because only 10% of the interviewed institutions render it possible, whereas 60% of institutions find that it is not necessary. 36% of organizations makes possible for their volunteers to help older and sick persons, the homeless, persons with special needs or persons with problems in behaviour, through educative courses, workshops, medical assistance and similar programmes.

Only 20% of institutions enable volunteers to help children and the young through educative, while 22% of public institutions included in this research enable unemployed professionals to voluntarily help the employed professionals, and 30% find that they do not have conditions for that. When questions of this sort or similar are asked, it is a rule that the largest number of the interviewed are not able to include volunteers in their organizing and participating in some programmes or to enable volunteers to organize some programmes themselves.

Montenegro

The Openness of Institutions towards Hiring Volunteers

On the basis of the survey performed in public institutions, the impression is that there is a sufficient level of understanding of the general notion of voluntarism. Also, there is a high willingness, openness and interest to include volunteers in their institutions. This is clear from the replies to the question “Is your institution open to volunteers?”, where 61.3% of the interviewed institutions give a positive reply. This also speaks about a generally positive attitude of institutions towards voluntarism in general.



Our institution is open to volunteers

A somewhat smaller number, 51%, expresses willingness to enable volunteers to spend a part of their time working voluntarily in their institution, while 41% of them would willingly enable volunteers to help in some simpler jobs. It is characteristic, therefore, that the institutions express willingness towards volunteers, but it is important to also add the fact that 70% of the interviewed agree that they do not know how to hire volunteers. It is clear from the data where 12.6% of the interviewed presently have volunteers; 35% of institutions do not have them at the moment, but have had them earlier, and even 25% of institutions have never hired volunteers. As far as the need to hire volunteers is concerned, the trend is quite similar. 38% of them express the need for volunteers, where on the other hand 19% have the opinion that there is no support for that.

Therefore, there is conclusion that the openness of institutions towards volunteers is still only declarative. The reasons for such an attitude are numerous. One of them is surely of economic nature because here it is about budget institutions with a very small material basis and low economic standard of the employed, so volunteer (free) engagement is in most of the cases an abstract notion for them. Another reason is the general social image which could be best described as depressive and the lack of initiatives on anything, including this issue of voluntarism. If to all this we add the information on the attitude or the internal rules and regulations of institutions (47% of the interviewed), that in hiring volunteers, the main presupposition is the previous working experience, then we can really say that it is about a declarative attitude when the openness towards volunteers is question.

The Level of Information of Institutions on Voluntarism

The general level of information of institutions on voluntarism is satisfactory. A positive indicator is the fact that 54.8% of the interviewed finds that that voluntary work contributes to the creation of a stable and cohesive society. Also, a great majority of the interviewed, 87.1% of them find that voluntarism is an expression of free will, whereas 82% of institutions is of opinion that voluntarism is free work that contributes to a better cooperation between people. In the opinion of the interviewed, popularization of voluntarism would contribute to the greater stability of the society because, for them, volunteers are not persons who have mental problems and who have nothing better to do, on the contrary, according to them, volunteer is a stable and mature person willing to work.

The differences shown by the interviewed is above all a consequence of the lack of understanding for the activities that represent voluntary work. It is noted that the interviewed do not make a difference between humanitarian works and helping a friend, though they mostly agree on that voluntarism is a completely non-profitable activity or a work with a minimum of financial compensation. As an illustration of the lack of understanding can serve the information that 41.9% of institutions think that voluntary work is helping a neighbour to build a house, where the same percentage finds that helping a friend in moving is not

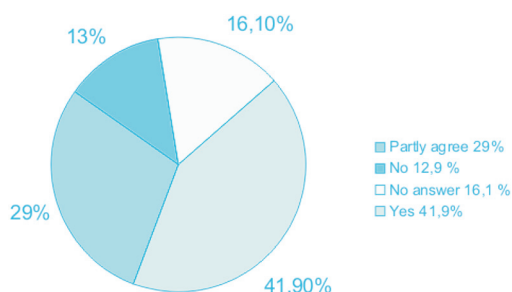
voluntary work. The treatment of volunteers in hiring in institutions is also an indicator of the level of knowledge on voluntarism in general. Here it is primarily referring to the forms of rewarding of volunteers during their work in institutions where participation in planning the activities in institutions themselves is present at 30.5% of the interviewed, while various educative courses and programmes as a form of reward are practiced by 25% of the interviewed. It is indicative information that 30% of the institutions from the representative sample do not compensate or reward voluntary work in any way.

Reasons for such a condition should be sought in the lack of legal regulations which would clearly define the range and the form of rewarding volunteers on one hand, and the flaws of internal regulations which differ from one case to another and do not have a basis in the law, on the other.

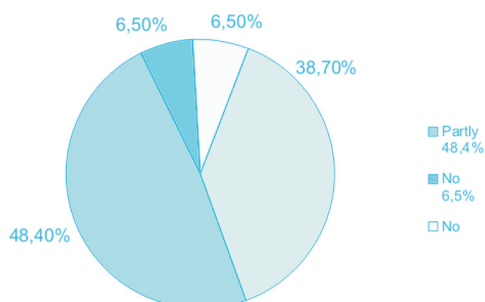
The Range, Needs and Ways of Including Volunteers

The need of volunteers is expressed and the interviewed are interested in including volunteers in work which is clear from the following two charts. It is clear that a certain number of institutions need volunteers (38.7%), most of all to work on simpler jobs, but 41.9% of them do not know how to make it happen.

We would willingly enable volunteers to help in some of simpler jobs, but we do not know how to do it



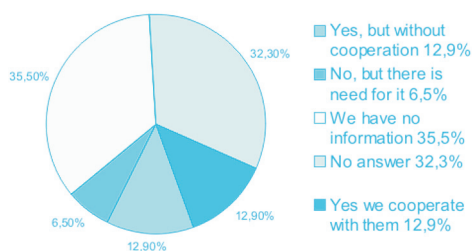
Is there a need to engage more volunteers?



The experiences so far about the range and engaging of volunteers are very modest. Earlier on, institutions had volunteers, but today it is a rarity. It mostly refers to the jobs of smaller range and importance, as well as those related to administration. Though the needs are large, inclusion is very small. A few factors influence such a condition.

First, the lack of information on the existence of volunteer centres or organizations which would enable contacts with potential volunteers (though at the same time there is a wish to find out more about these centres) partly contribute to such a low inclusion of volunteers. Second, the absence of persons who take care of volunteers in the institutions themselves, i.e. the absence of volunteer management is certainly the second important factor of such a low inclusion of volunteers in the work of public institutions.

Are there in your town or its surroundings centres (volunteer, youth, NGO, association of citizens) which enable institutions to contact volunteers more easily?



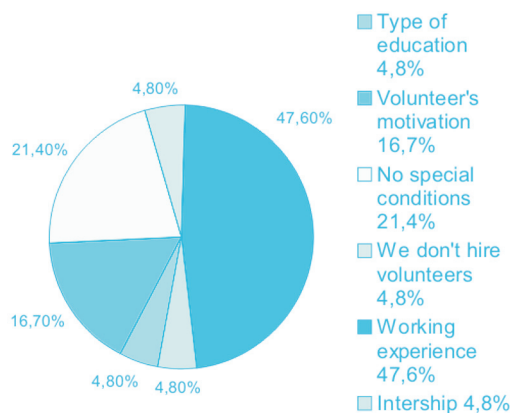
Though a significant percentage declaratively says that there is a need to engage volunteers as persons who would be welcome in their institutions, the range and the type of jobs that volunteers could do are limited. In replies to the questions that refer to the ability of the institutions to offer a greater range of jobs, there is an unwillingness of all of them to offer certain jobs to the volunteers.

It is obvious that there is a presence of distrust towards volunteers caused by the lack of corresponding regulations, general as well as internal. Legally determined and shared responsibility overtaken jobs in hiring volunteers which would define the field and the range of responsibility of institutions as well as of volunteers, would significantly contribute to the augmentation of the number and diversity of volunteer jobs.

Engagement of Volunteers

The way of hiring volunteers is very problematic. The worrying data are received on the question where 38.7% of the interviewed have not replied at all, 28.5% do not hire volunteers at all, while only in 19.4% of institutions volunteers come on their own. It is interesting that 12.9% of institutions hire volunteers via personal contacts, which is similar to some other countries. Certainly that this way of hiring volunteers has its good sides because volunteers come and get involved whether on their own or on the basis of recommendation; however, usual non-transparency represents a barrier for all citizens who do not know that there is a possibility of volunteering in institutions, nor the ways in which they can be included in their work. Naturally, all this opens a possibility of taking advantage and manipulating in the selection of potential volunteers. Principle to engage volunteers primarily on the basis of previous working experience (47% of the interviewed) is the consequence of the valid internal regulations, which significantly narrows the selection to a precisely determined group of people and it can be considered as a negative trend. Considering the fact that a good deal of institutions treats professional perfecting as voluntary work, then this information is even more important. This attitude is certainly helped by the fact that in institutions there are no persons who would be in charge of dealing with volunteers, nor is there volunteer management at all.

What are the conditions of hiring volunteers in your institution?



There is an expressed willingness in institutions to hire unemployed professionals on the jobs of helping the employed, but for now, there are no conditions for something of the sort. It is indicative also that volunteers are not engaged in organizing and managing programmes which would enable or coordinate social aid to older and sick persons, the homeless, persons with special needs or persons with problems in behaviour.

Also, there is no programme which would enable volunteers to help children and the young who deal with problems of juvenile delinquency, now those which in some way treat the problems of work exploitation of children, violence and abuse in family, addiction, sexual education etc. These are the areas where volunteers would surely have their place. The justification of such attitude is sought in the fact that institutions are not able to provide jobs of this kind.

Reasons for limitation of the number of jobs that volunteers would be able to perform lie, above all, in institutions themselves, i.e. their ignorance on the range and the types of jobs implied by volunteer engagement (they are not familiar with the examples of positive practice in other countries), very bad economic situation in institutions themselves and the absence of stimulating legislation which would institutionally support voluntarism in whole. It is paradoxical that the needs to hire volunteers in institutions are great, but the incapability of these institutions to answer those needs is even greater.

There is an impression that today in Montenegro there is neither will nor motive to engage the young in this way. It has to be generally shown what are the benefits of voluntary work and find a way for motivation of potential volunteers as well as of institutions. It is obvious that due to the bad economic situation people find motivation only in money, but the existing example of the countries in the surroundings shows that there are a few ways to reward a volunteer.

The opinion is that the employer should be enabled by legal regulations to organize voluntary work for unemployed persons – volunteers who want to professionally improve and gain necessary knowledge and skills for work in their profession or give contribution to the purpose of development and support of the community.

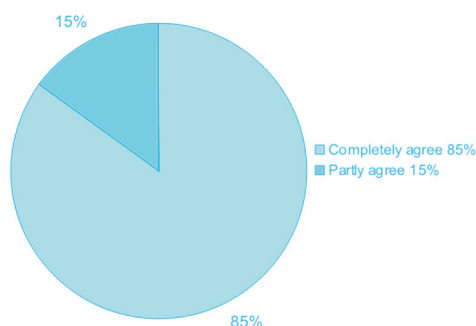
Bosnia and Herzegovina

The Relation and Knowledge of Institutions about Voluntarism

Our research on this sample has revealed very positive attitudes towards voluntarism. Some of the most important are:

- Institutions are open to volunteers (85%)
- Institutions are willing to enable volunteers to work at them
- They think that voluntary work deserves the attention of state institutions (97%)
- They think that voluntary work creates stable and cohesive society (50%).

Voluntarism is the work of a trainee for the purpose of passing the state examination



What most representatives of the institutions that have worked with volunteers agree upon is that:

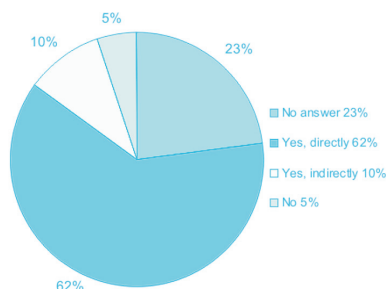
- If voluntarism were more popular, the society would be more stable (100%)
- Voluntary work contributes to the emotional stability (100%)
- Voluntarism deserves the attention of state institutions (97%)
- Voluntarism contributes to the cooperation among people (92%)

Also, the research has shown that institutions have relatively good information on what is voluntarism and what kind of activities it includes. According to the official attitude of the European Union, going abroad to the purpose of exchange of experiences (work camps, volunteer exchange) belongs to voluntary work, but here only 34% of the interviewed has given a positive reply, 42% are not sure, whereas 24% do not think so. All these results point to a significant need of promotion of volunteer centres and voluntarism in general in institutions, through round tables and other forms of education.

The Range, Needs and Ways of Including Volunteers

To the question “Have the representatives of institutions collaborated with volunteers so far?”, only 5% of the interviewed have given a negative reply.

Have the representatives of institutions collaborated with volunteers so far?



However, the representatives of institutions have expressed the need to include volunteers in their work. Convincingly the most frequent way of hiring volunteers in institutions is that they come themselves and impose on institutions (29% of the cases).

The situation that institutions themselves hire volunteers is a lot rarer. The most frequent ways of such

engagement are through the media, schools, university and personal contacts. Hiring volunteers through volunteer centres – which is most frequent way of hiring volunteers in developed countries – is represented only in 10% of the cases.

Engagement of Volunteers

According to our research, convincingly the highest number of activities that volunteers perform in institutions refers to the work with children (53%) and administration jobs (35%), and then there is help in organization or managing seminars, courses, camps, environment protection work, physical work or working with children, older persons and persons with special needs, the jobs of promotion and other.

The research has also showed that in the context of institutions there is a great need of hiring volunteers in future, mostly on the jobs in administration (translating, working on computers, design, web pages), help in organization of seminars, courses or camps and in working with children, older persons and persons with special needs.

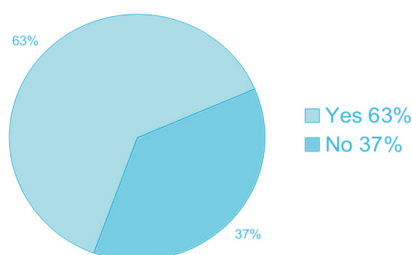
The data we have received on the question “We would like to hire volunteers, but we do not know how” lead us to a conclusion that there is a need for promotion and education on voluntarism in general.

The Internal Regulations on Work with Volunteers

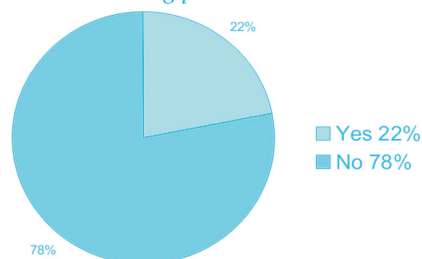
The main conditions for hiring volunteers in our institutions, according to our research, are:

- A certain type and degree of education necessary for performing a certain activity
- Training period

A certain type and degree of education



Training period



The results that are encouraging and give hope for the development of voluntarism are that 31% of institutions find that the will to help is a sufficient reason to hire volunteers, and in 100% of the cases previous experience is not necessary, which is very significant for enabling the young people to gain practical experience in working in state institutions.

At the same time, the most frequent ways of recognition of voluntary work in public institutions are recognition of working experience (18%) and training work (38%).

The research has shown that there are elaborated systems of rewarding volunteers for their engagement in public institutions and that by: providing education and courses, increase of the degree of responsibility in work, participation of volunteers in planning of the activities in institutions and other ways, and only in 17% of the cases volunteers do not receive any reward, which represents positive results of the evaluation of voluntary work.

To the question “Do the regulations in institutions allow hiring of volunteers?”, representatives of institutions have replied positively in 79% of the cases, but they have also expressed the need to modify these same rules – 55% of the interviewed.

Beside the presence of a certain number of centres through which volunteers can be hired, even 44% of the interviewed have replied that they do not have information on those centres, 28% of institutions hire volunteers through those centres, 8% of them do not know that such centres exist, but think that they are necessary.

Such replies point to the need of promotion of volunteer centres and voluntarism in general, for it is obvious that their work is not sufficiently known to the public.

The Republic of Croatia

Testing Sample

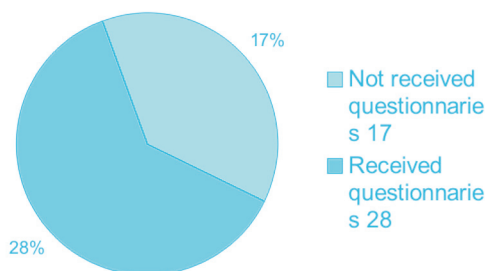
Testing sample of the research on voluntarism in public institutions in Croatia is consisted of 45 institutions divided into 9 groups: hospitals, city halls, nurseries, homes for children without parents, libraries and archives, theatres, galleries and museums, public kitchens, centres for rehabilitation, autism, education and institutions of social care.

To consider the analysis of the result in the right way, it is important to note that the economic situation in the public institutions is the reflection of the overall economic state in Croatia. Institutions have enough means to manufacture their activities and offer service to their beneficiaries, but with the increase in financial means, there would be also an increase of the quality of services and the number of beneficiaries. Public institutions are financed from the State budget, budget of local authorities, from the income of their own activities and donations of domestic and foreign sponsors. A part of institutions has been transferred to the private property and their beneficiaries pay themselves the whole or partial expenses of the services of institutions (for instance, centres for social care, homes for old and sick, institution for care at home etc).

The Level of the Questionnaire Filling

Of 45 sent questionnaires, we have got back 28 filled ones, and 3 institutions expressed their support of research, but due to the lack of time they could not send filled questionnaires. However, among 28 received questionnaires, in almost all of them some questions were not answered, and in some of them a large number of questions or a group of questions were not answered. 14 institutions did not reply to our questions in any way, which we contribute to the lack of cooperation, the lack of interest and the inability to spend time for filling the questionnaire.

The number of collected questionnaires



Missing data and Problems Encountered in the Course of Research

During the realization of the research, we have encountered the problem of the lack of time of the responsible persons in some institutions or their lack of interest to take part in the research. In a great number of questionnaires, we have received vague, incomplete and ambiguous answers, which is especially the case with the institutions which were not familiar with the notions of voluntarism and voluntary work and which had not had experiences with volunteers. Some of the interviewed institutions had objections on the range of the questionnaire with some questions which were similar or repeated.

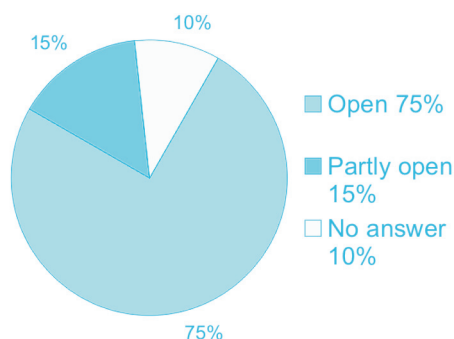
The Characteristics of Samples

In every group, by the method of accidental choice, 5 institutions were determined for research. The research was performed on the basis of standardized survey (35 questions). The collecting of data was performed via fax, e-mail, by phone or direct visits to institutions.

The Relation and Knowledge of Institutions about Voluntarism

Most of the interviewed institutions have shown openness towards volunteers and voluntary work (24 are open to volunteers, 3 partly and only 1 has not given a reply). Also, most of the institutions think that voluntary work creates a stable and cohesive society, contributes to the cooperation among people, develops social harmony if different ethnic groups work together, as well as that it is an expression of free will. Besides, most of them have expressed disagreement with the claim that voluntarism is irrelevant and that it does not deserve the attention of public institutions.

The openness of the institutions towards volunteers



Most institutions think that voluntary work is free (15 completely, 10 partly, and no institution has disagreed with that claim). On the other hand, 14 institutions still think that voluntary works contributes to the State budget. In the questions that refer to volunteers, most of them have disagreed with the claims that these people are persons with mental problems and that they volunteer because they have nothing better to do. Also, they think that volunteering is contributing to the emotional stability of the individual.

Training work is mostly understood as voluntary activity (13 agree completely, 3 partially), civil performing of military service is understood in a similar way (14 completely agree that it is a volunteer activity), whereas work camps in most of the cases are not considered to be voluntary activities.

General conclusion is that the perception of volunteers and voluntary work is positive, institutions are mostly open to volunteers and they have positive attitude towards them. On the other hand, different institutions have different views on voluntary activities – what to us, as a volunteer organization, is not voluntary work (for instance, training work, civil performing of military service), public institutions consider a legal form of voluntarism, whereas they don't see work camps as voluntarism. Different understanding of voluntarism and the contradictory answers which refer to the free character of voluntary work and its contribution to the state budget, reveal the insufficient level of information of institutions on the notion of voluntarism, though the attitude towards it is positive.

The Range, Needs and Ways of Including Volunteers

The performed research has shown that more than a half of institutions have the need for voluntary work (16 completely, 8 partially), and these are mostly social institutions (hospitals, kindergartens and orphanages). Cultural institutions (theatres, galleries, museums, archives, city halls) do not have the need for volunteers because their external collaborators are mostly students who receive financial compensation for their work. 14 institutions have cooperated with volunteers before, and the information on the number of volunteers who presently work for them have been given by 8 institutions. The overall number of such volunteers is 135. In 17 institutions there is a need for more volunteers, and the information of the number of wanted volunteers has been given by 15 institutions and their overall number is 391. So far, 10 institutions have enabled volunteers to help children and the young through educative courses, trainings, council...

On the question on the practice of cooperation with organizations that recruit volunteers, most either have not replied or they have said that they do not have the information on the existence of such organizations.

The ways of recruiting volunteers are very different, recruitment is usually performed in the way that volunteers come themselves, or through personal contacts, labour office, cooperation with universities, recommendations of friends...

As the condition of hiring volunteers, the most frequent answer has been that the will to volunteer is enough, but what also counts is the degree and the type of education as well as working period. Voluntary work is most often recognized as training period and as working experience, and is rewarded with participation in planning activities and education via courses. Although there is a need for recruitment of volunteers, especially in social institutions, the general conclusion is that none of the interviewed institutions recruits volunteers through centres and non-government organizations, i.e. they either do not have reliable information on the existence of such centres or, if they are familiar with such centres, do not cooperate with volunteers or they cooperated earlier, recruit their volunteers mostly by personal contact. Systematic recruitment of volunteers does not exist. On the basis of collected data, the conclusion is that people in charge of working with volunteers are utterly uninformed and that mostly on the possibilities of recruiting volunteers and the way of recognition of voluntary work. Recognition of voluntary work as training period is in concord with the general understanding of voluntarism as training work.

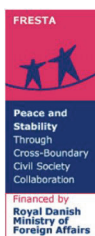
Engagement of Volunteers

Volunteers are most often engaged in work with children, for administrative jobs, care for senior citizens and promotional activities. Other types of works are cited individually and are differ to a great extent from one institution to another and depend on their main activities and needs. It is possible to hire volunteers in very different types of work and activities, and every institution, depending on its needs, decides on the type of activity for volunteers. From all this, a few conclusions can be drawn:

- Perception of voluntarism and volunteers is generally positive and institutions are open to volunteers
- The level of information on the notion of voluntarism and voluntary activities is insufficient, the view of voluntarism differs in different institutions
- The evaluation of voluntary work is not good – there is no systematic rewarding of volunteers
- There is a need for greater engagement of volunteers in public institutions
- There is a need for education of the employed in public institutions who are in charge of working with volunteers
- There is a need for system regulation of voluntary work.



Biro za ljudska prava, Tuzla
(BHRN)



It is every man's obligation to put back into the world at least the equivalent of what he takes out of it.

-- Albert Einstein

"Give me where to stand, and I will move the earth."

-- Archimedes

"In every community, there is work to be done. In every nation, there are wounds to heal. In every heart, there is the power to do it."

-- Marianne Williamson

What we have done for ourselves alone dies with us; what we have done for others is immortal.

-- Albert Pike

To do something, however small, to make others happier and better, is the highest ambition, the most elevating hope, which can inspire a human being.

-- John Lubbock