

# 2022 Volunteer Engagement Survey

## High-level results

**NEW ZEALAND  
SEARCH AND RESCUE**

Rapu Whakarauora Aotearoa ● ● ● ——— ——— ——— ● ● ●

**He aha te mea nui o te ao?  
He tangata, he tangata, he  
tangata**



# 2022 Volunteer Engagement Survey

In March and April 2022, the volunteer workforces of these five organisations were asked to take part in this survey:



## Responses

- The overall response rate was **14** percent.
- We received a total of **3,258** completed responses:
  - **1191** from Surf Life Saving New Zealand
  - **999** from Coastguard New Zealand – Tautiaki Moana Aotearoa
  - **739** from Land Search and Rescue New Zealand – Rapa Taiwhenua
  - **188** from Amateur Radio Emergency Communications – Ngaā Irirangi Ohotata Tūao
  - **141** from NEMA's New Zealand Response Teams – Te Rākau Whakamarumarū.

## The sector view

- Each organisation's survey included common questions: a set of demographic questions and a set of core questions. This information provides the aggregated sector view in this presentation.
- Each organisation is using its survey results to drive organisational change. These results include the responses to their additional organisation-specific questions.
- The project team is now working together to determine what further analysis of the sector results should take place.

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**What did the results tell us?**

## Satisfaction

- Overall volunteer satisfaction (**73%**) is high – volunteers derive great satisfaction and enjoyment from their volunteering activities.
- Most volunteers consider themselves very likely to recommend their organisation to others.

On a scale of 0 - 10 (0 being unlikely, 10 being likely), would you recommend your organisation to potential volunteers?



## Key drivers

Key drivers for volunteers are:

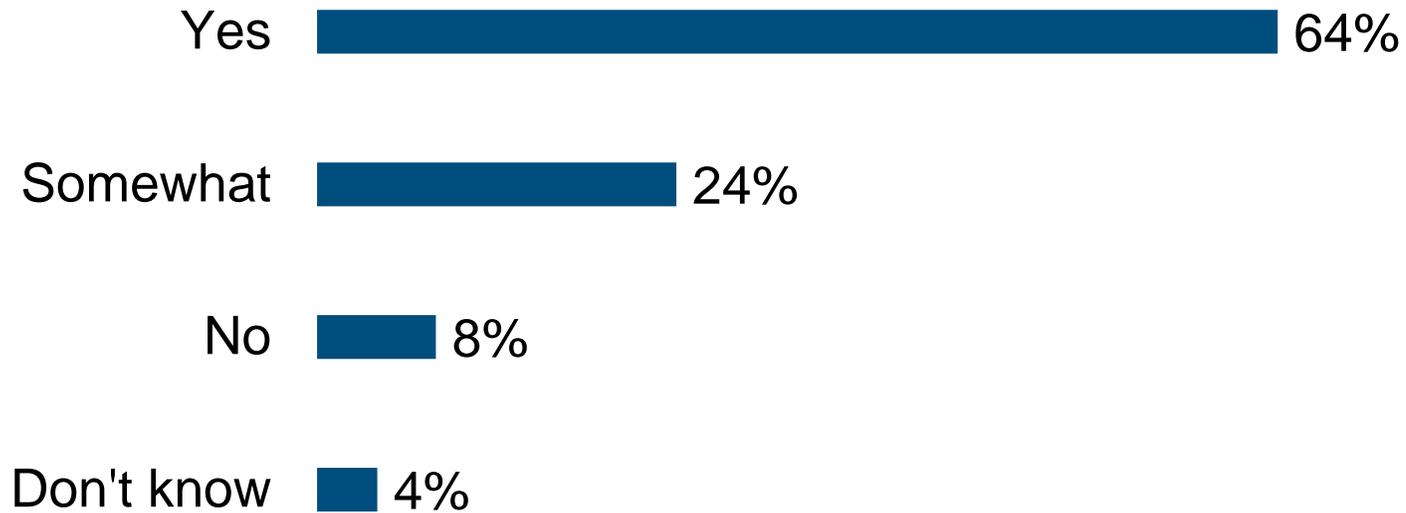
- the desire to serve and give back to their communities.
- Learning new skills and sharing existing skills and knowledge with others.
- The social aspects of working alongside like-minded people and the love of helping people.

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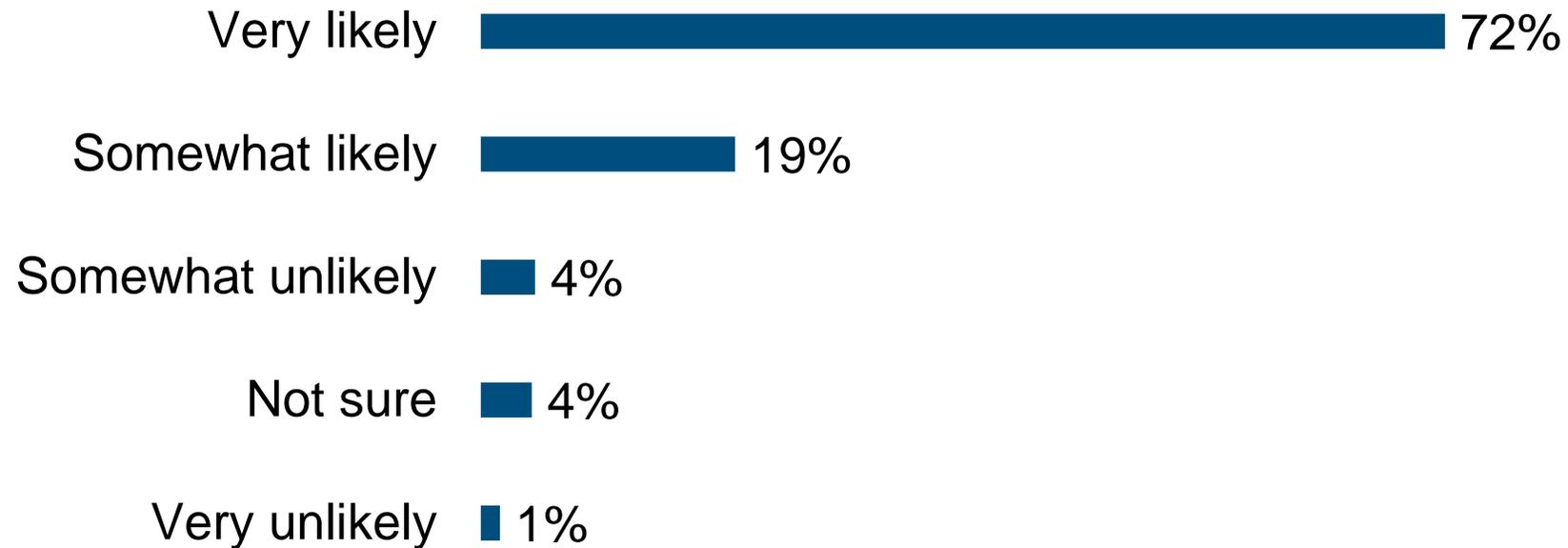
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# Focus areas

## Do you feel that the hours you volunteer at our organisation are sustainable?



## How likely are you to continue to volunteer for our organisation?



## **Freetext questions**

- What attracted you to start volunteering at our organisation?
- If you could choose one thing you would like to change at our organisation, what would it be?

## Financial costs

- Costs incurred through volunteering are becoming an issue for some volunteers (fuel costs for training or callouts, for example).

## Uniform and equipment

- Most volunteers believe that branded safety gear (including PPE), high-vis, and other specialist equipment should be provided at no cost.
- Also, many volunteers think that they should be compensated if their equipment gets damaged during an operation.

## Training

- Training is a source of some frustration – volunteers would like to see more clarity and communication around how to access training.
- Volunteers are concerned about recognition of prior experience and qualifications.

## Recognition

- The recognition of individual volunteers, and the whānau and employers supporting them, is an area for improvement.
- The average scores for the survey questions about recognition are the lowest in the survey and many respondents think more should be done in this space.

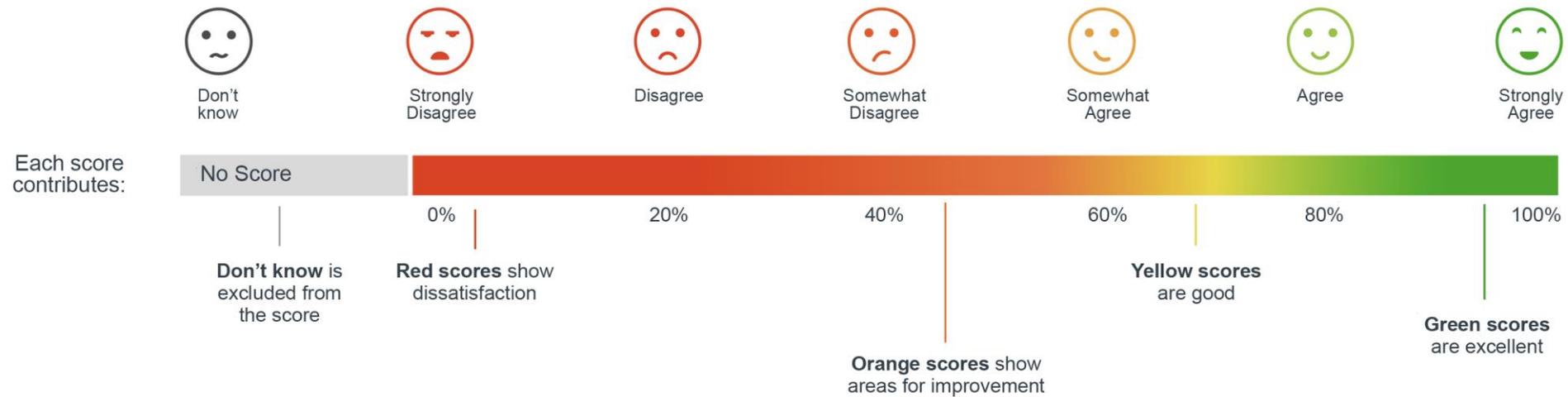
## **Administrative burden**

- A common theme is the desire for more administrative support from *head office* and for less administrative burden on volunteers.
- Volunteers are attracted by activity and not administrative tasks.

## ***The old boys' club***

- Negative perceptions of the *old boys' club* are widespread.

# Understanding the scores



## Overall category scores



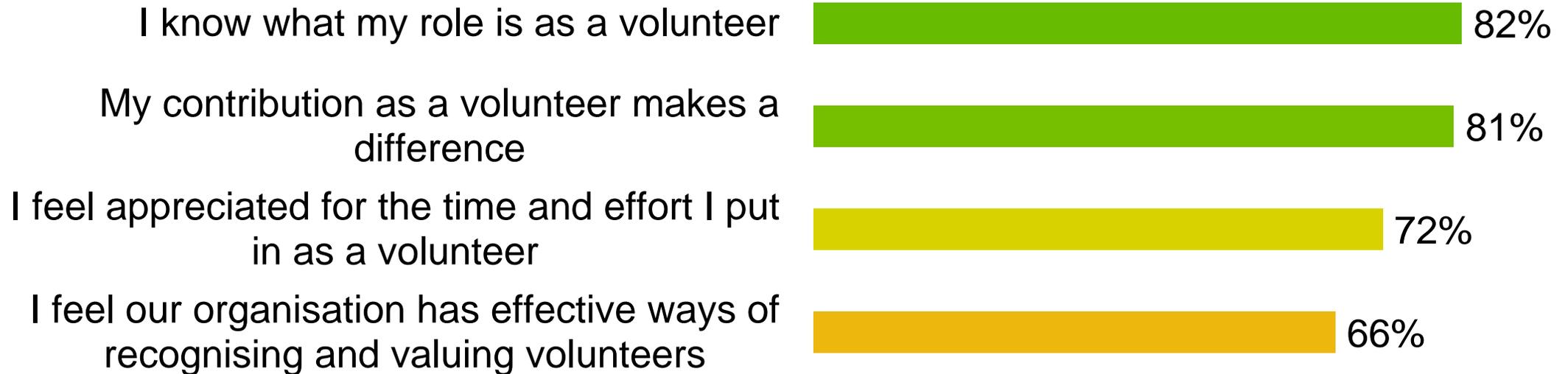
## Wellbeing



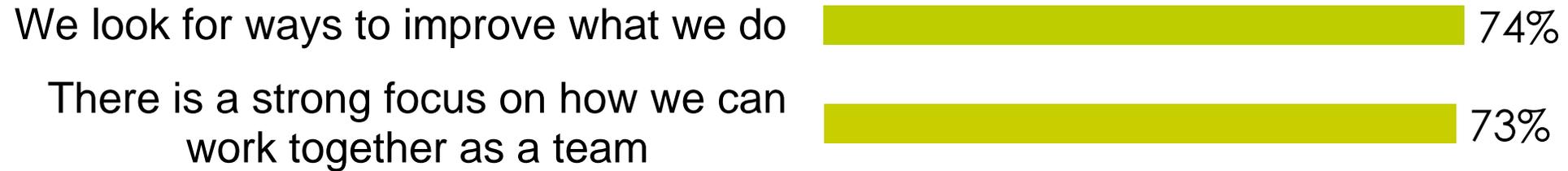
## Culture



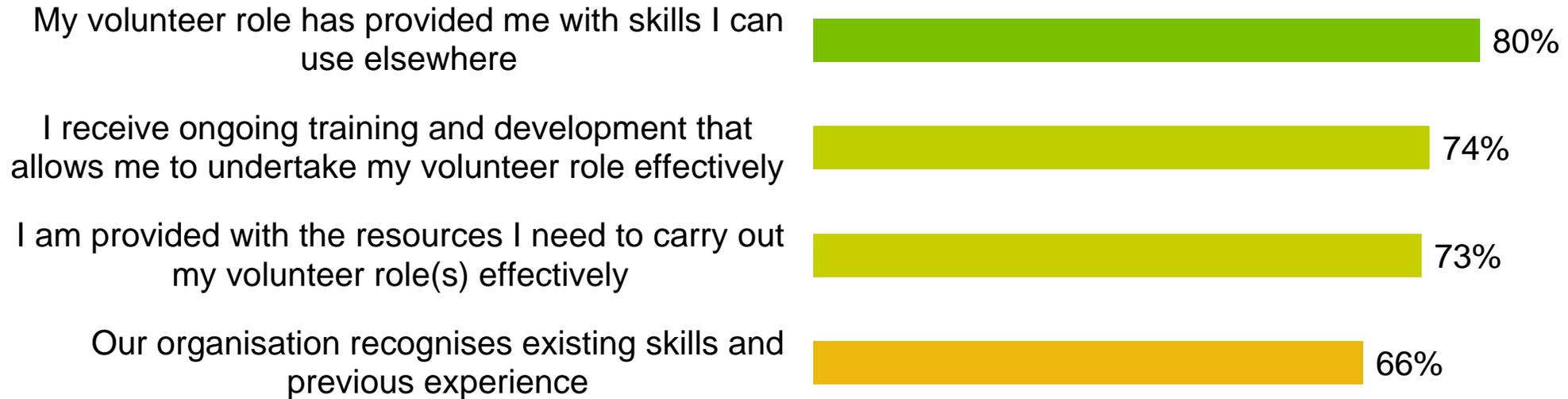
## Satisfaction



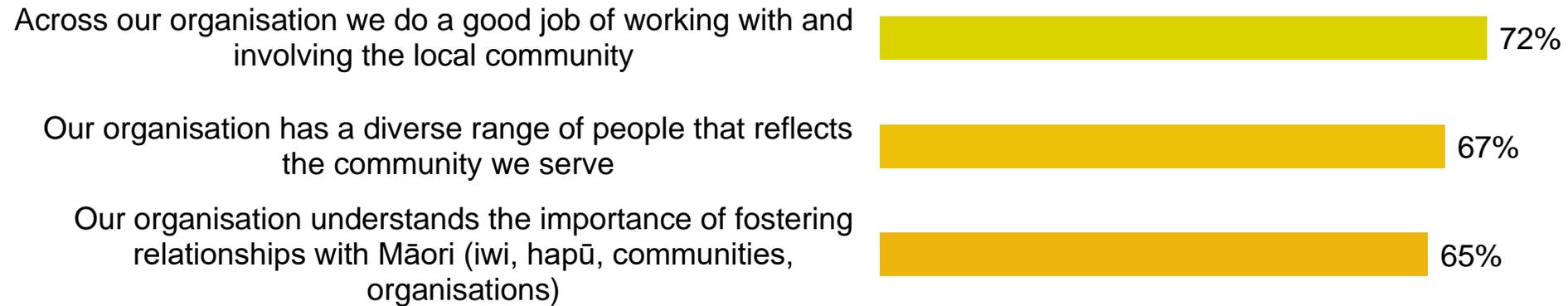
## Performance



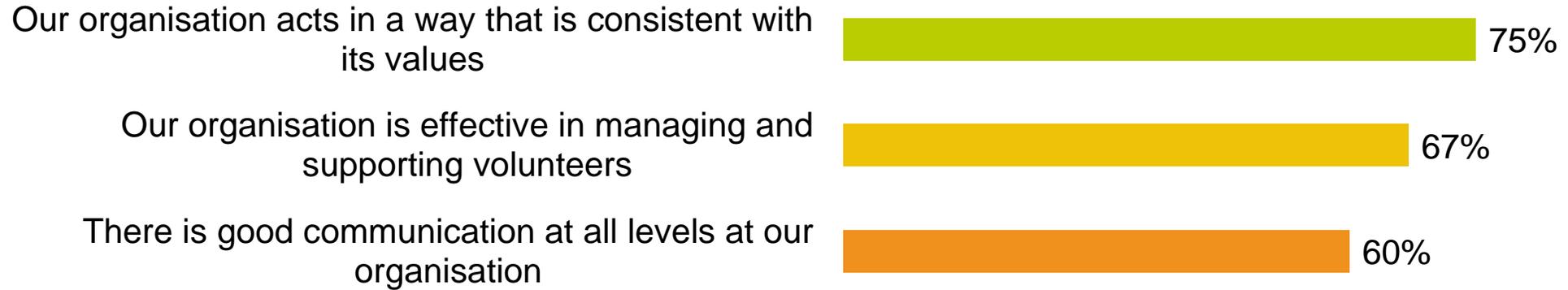
## Competency



## Engagement



## Leadership

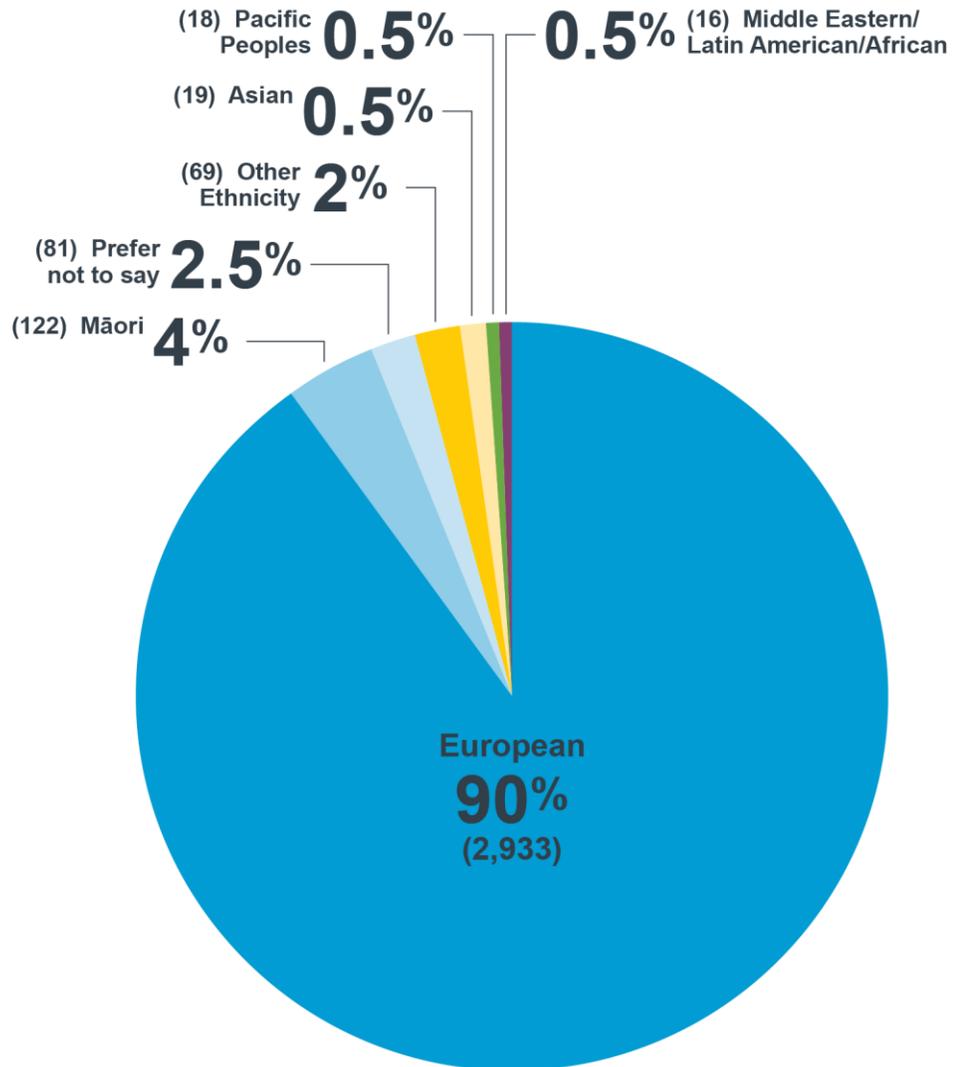


## Capability



**What did the results tell us about  
the Māori respondents?**

# Main ethnicity



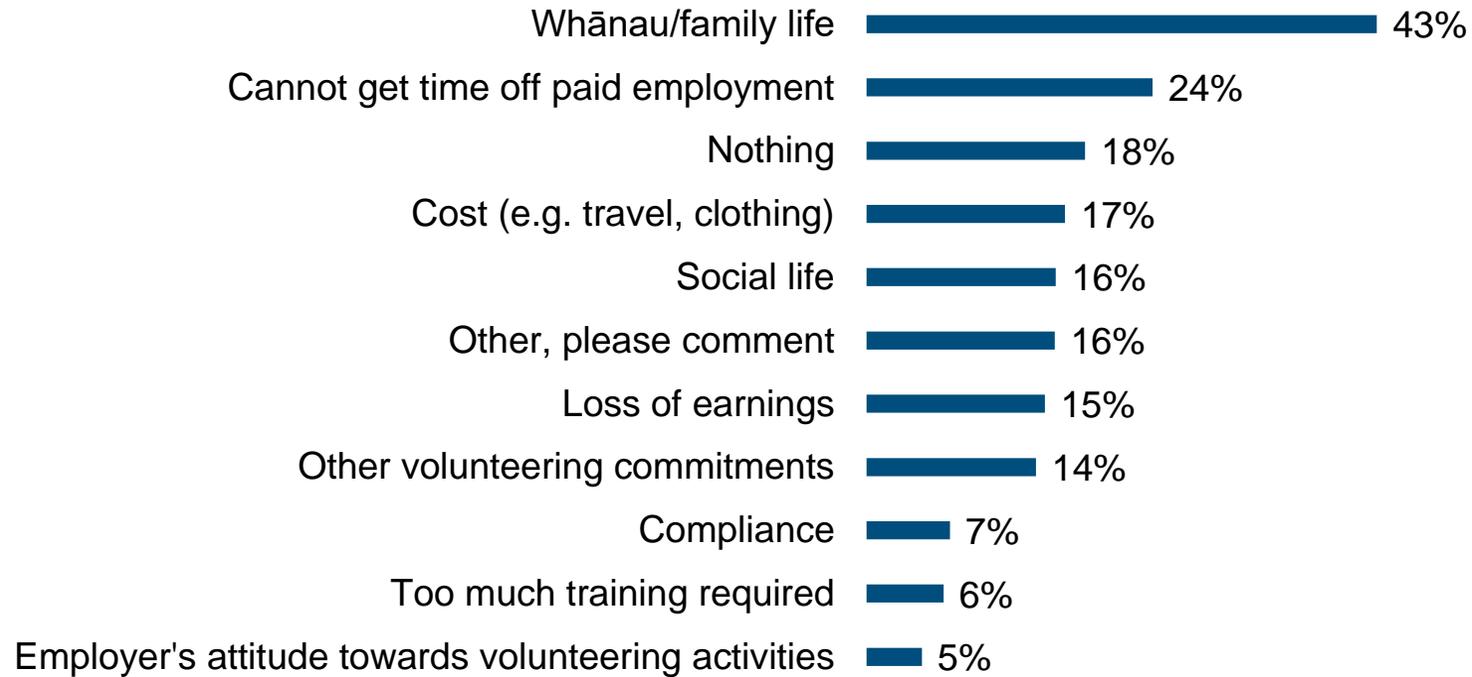
## Māori volunteers

- **122** volunteers (**4%**) told us that the ethnicity that they **most** identify with is Māori.
- **303** volunteers (**9.5%**) told us that their main **or additional** ethnicity is Māori.
- **16.5%** of Kiwis identified as Māori in the 2018 Census.

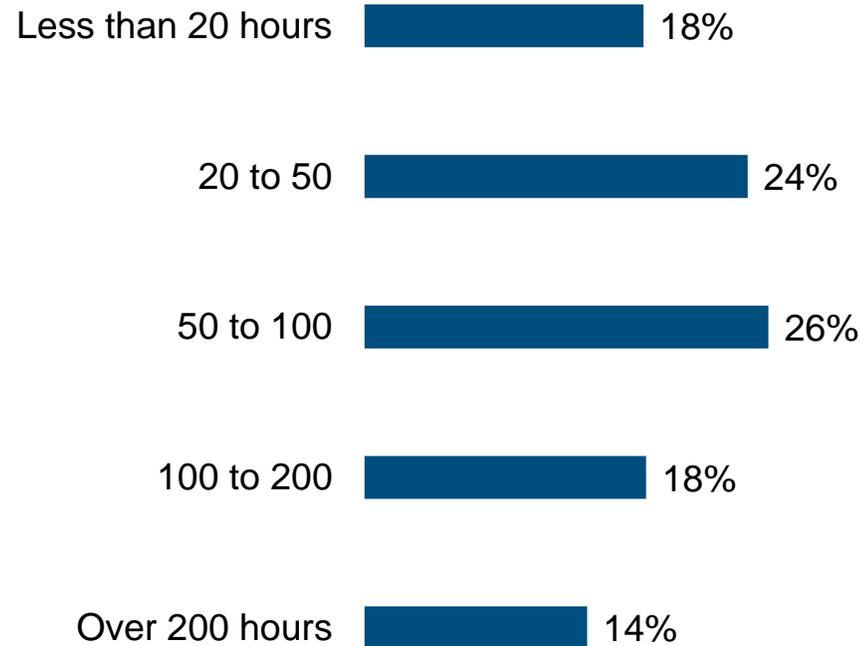
## What we found about Māori volunteers

- We asked all respondents to rate their agreement with this statement: *Our organisation understands the importance of fostering relationships with Māori (iwi, hapū, communities, organisations).*
- Volunteers who most identify their ethnicity as Māori have the lowest level of agreement (**55%**) with this statement, then Pacific Peoples (**56%**). The average across all ethnic groups is **65%**.
- Volunteers who most identify their ethnicity as Māori (**51%**) are most likely to identify *whānau/family life* as a barrier to volunteering then, then Pacific Peoples (**50%**). The average across all ethnic groups is **43%**.

**What factors most compete with your ability to volunteer for our organisation? Please select all that apply**



## In the last 12 months, approximately how many hours have you volunteered for our organisation?



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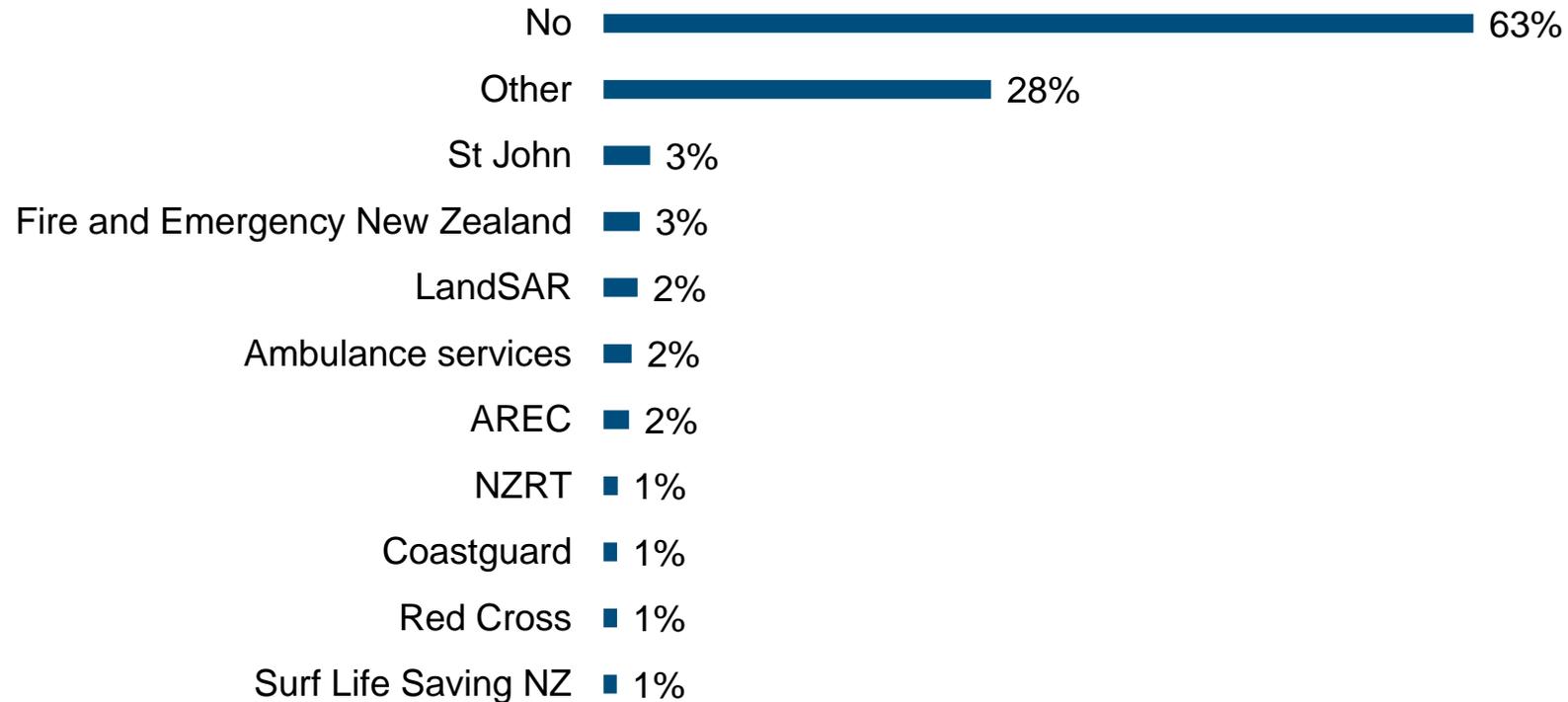
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Do you consider our organisation to be your main volunteering organisation?



■ Yes % ■ No %

**Do you volunteer for any other organisations? Please select all that apply**

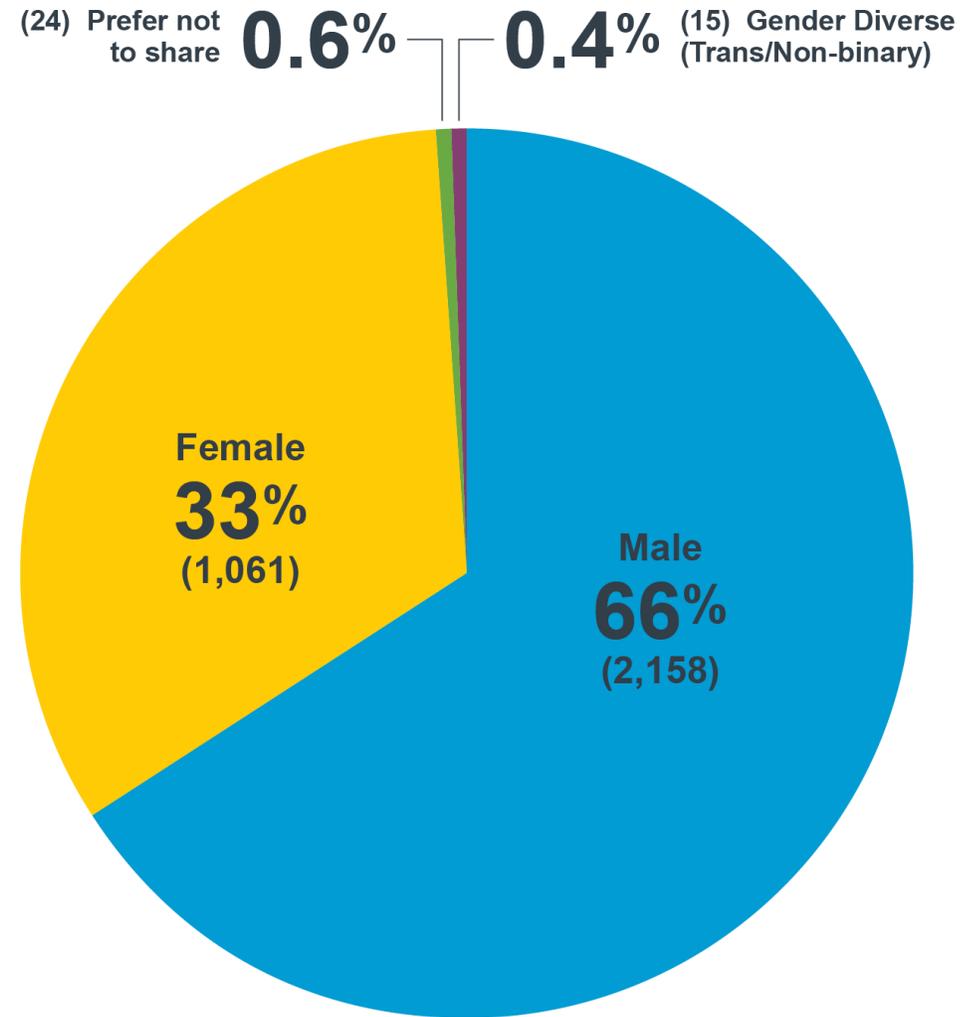


## What is your preferred means of receiving information from our organisation? Please choose one

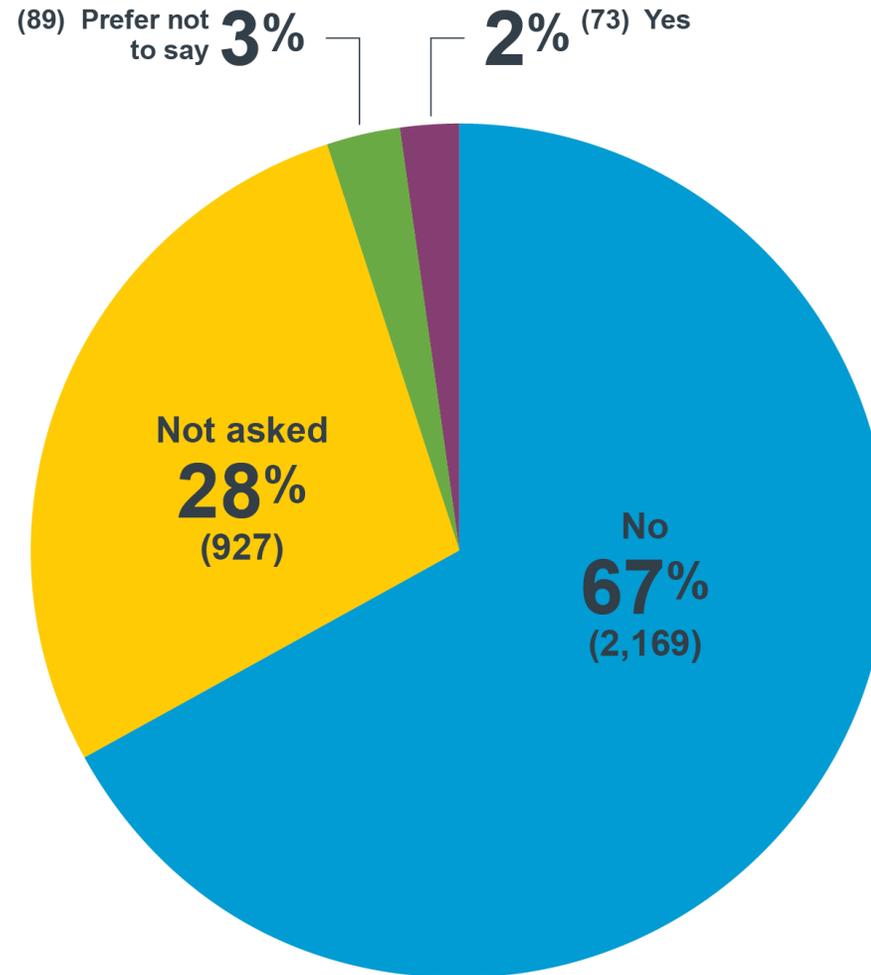


# Demographic information

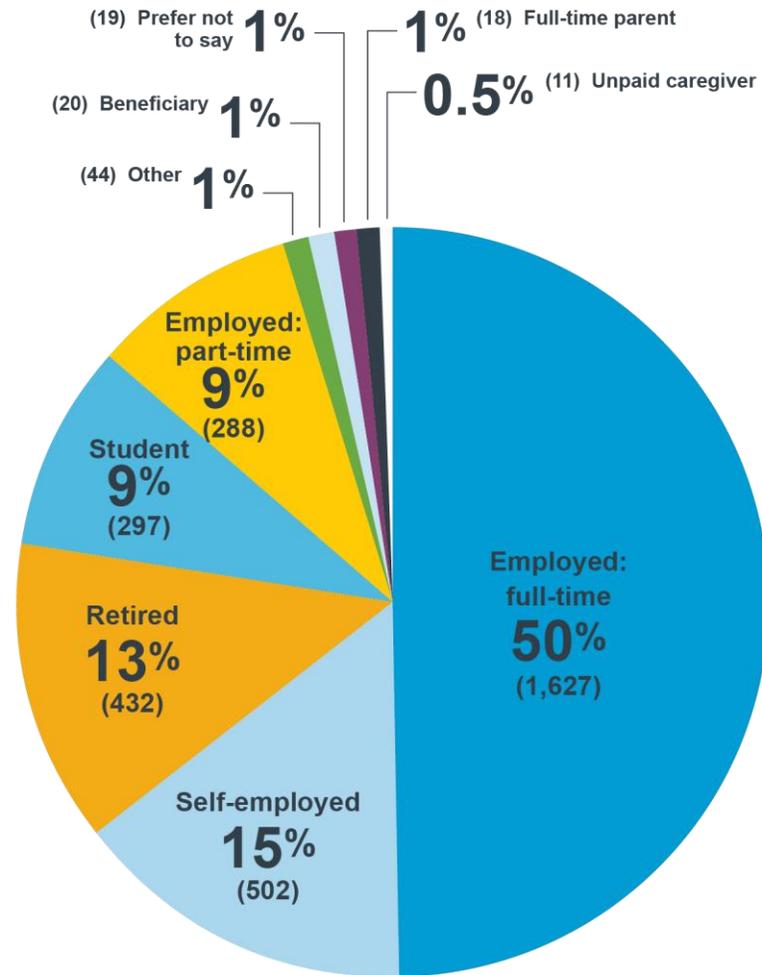
# Gender



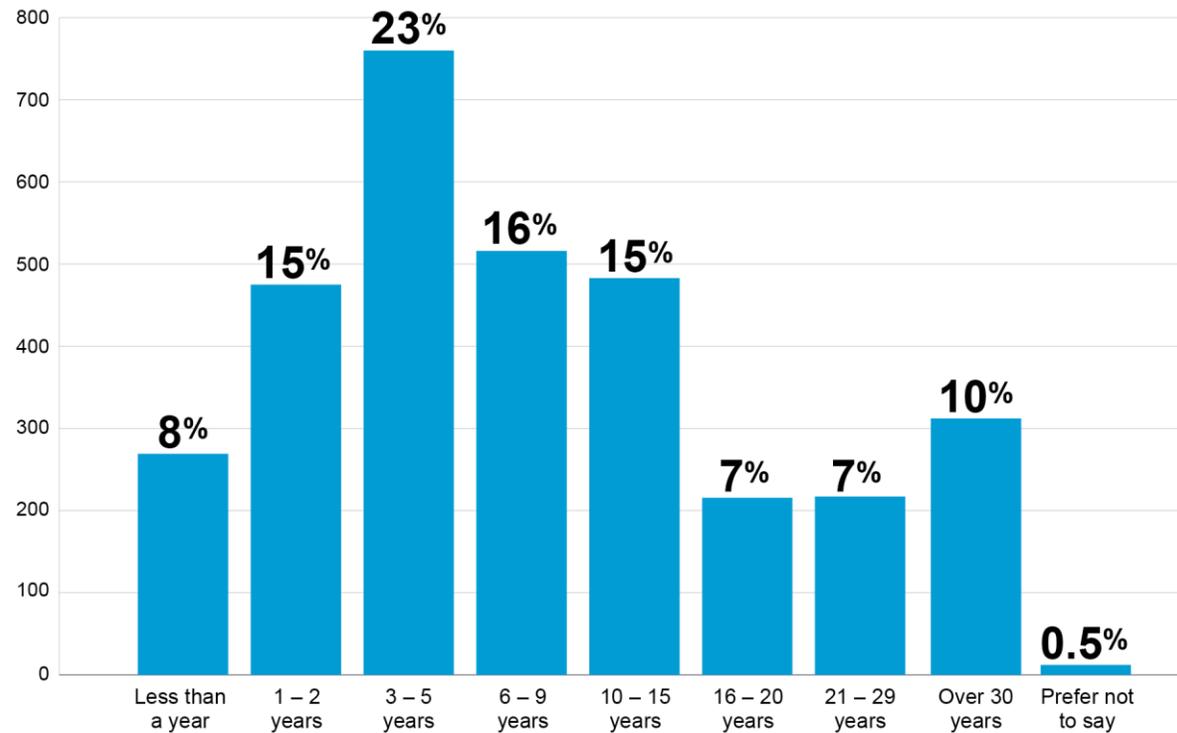
# Are you part of the LGBTQIA+/Takatāpui community?



# Employment status



# Length of volunteering



# Age

