

Support System for Volunteering Activities in Different Countries: Examples of Good Practice

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Abstract. *Defining volunteering activities and observing the roles of volunteering within the society as well as the impact of volunteering on volunteers. Legal framework of volunteering activities in Republic of Croatia. Role of educational institutions on volunteering activities. Role of volunteering centres and web pages as support systems for volunteering activities. Research questions which the research aims to answer are: 1. How easy it is to begin volunteering? 2. State of volunteering activities in Republic of Croatia and possible improvements (primarily with the help of web pages)? 3. What makes a good web page for supporting volunteering activities? 4. What kind of an impact can web pages for supporting volunteering activities have on volunteering activities? Comparison of support systems for volunteering activities in a regional and international environment. Analysis of web pages that are used as support systems for volunteering activities in multiple countries.. Web pages of three universities have been chosen for observation (University of Helsinki, University of Melbourne, and University of Edinburgh). Results will be processed using a comparative and descriptive analysis. Results will be interpreted through a comparison so examples of good practices can be determined. Research is focused on readability and accessibility of observed web pages as well as available features. Tests are conducted on a computer running on the Microsoft Windows 10 operating system, using the Mozilla Firefox internet browser. Some of the tests are conducted with the help of WAVE (Web Accessibility Evaluation Tool) and WebFX Readability test tool. Throughout the research attention will be paid to methodological limitations. Applicability of obtained results on follow-up research is discussed. Guidelines for potential future research.*

Keywords. Volunteering, international environment, application in practice, university, comparative analysis, descriptive analysis

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