

Communication in volunteering centres

Abstract

As number of volunteers through years was increasing, Croatian government realized the need to publish in 2007 Law on volunteering and in 2008 Volunteering ethic code. By this two official papers volunteering is strictly defined and protected. Even before the legitimization of volunteering the infrastructure of volunteering was developed through individual four main centres and other organizers of volunteering actions. Today, volunteering activities in Croatia are guided from volunteering centres, organizations and other associations. By connecting individual centres in 2008, Croatia has formed Croatian network of volunteering centres. Network is formed by four main centres, Volunteering centre Zagreb, Split, Rijeka and Osijek.¹ Part of the network are also regional and local centres. Purposes of volunteering centres are promoting and developing volunteering activities, educating volunteers, providing information of volunteering activities, connecting volunteers with volunteering activities organizers and many more.²

The main goal of this research is to show how communication in volunteering centres work, also to determine which communication channels are used in promotion and volunteer informing. Research includes results gathered by interviewing the manager of volunteering centre and interviewing the volunteering activity organizer as former student. Also, there was questionnaire on students as potential volunteers. Questionnaire is created and provided to students to determine whether they heard about existence of volunteering centres in Croatia, how they got information about volunteering activities, which channels of communication they use when they want to volunteer, etc. By collecting results we wanted to see if there is a lot of touching points in used communication channels between volunteers and organizations, are volunteers satisfied with volunteering centres with which they had contact, are there any problems and potentially give solutions to them.

Research is part of final paper at the Faculty of organization and informatics "Communication in volunteering centres", whose mentor is Assoc. Prof. Violeta Vidaček-Hainš Ph.D.

Keywords: Croatian network of volunteering centres, communication, communication channels, volunteering

- [1] I volunteer Croatia! Vision and mission CNVC, available at <http://www.volontiram.info/hmvc/hrvatska-nreza-volonterskih-centara/osnovni-podaci>, Accessed: 12th July 2017.
- [2] Volunteering in Croatia, available at http://www.vcz.hr/userfiles/SMART_Fact%20sheet%20on%20volunteering.pdf, Accessed: 12th July 2017.

References