

THE 1992 AVA MEMBERSHIP SURVEY:  
SUMMARY OF RESULTS

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### SUMMARY OF RESULTS

#### Introduction

The 1992 AVA Membership Survey was a joint undertaking of the Association for Volunteer Administration and Jeffrey L. Brudney, Ph.D., Professor of Political Science at the University of Georgia. Dr. Brudney designed the survey instrument, and in conjunction with his assistants, Teresa G. Love and Chilik Yu, carried out all aspects of data processing and analysis, and preparation of this final report. The President and Board of Directors of the Association for Volunteer Administration provided valuable advice and guidance in developing the questionnaire. In addition, the AVA printed the questionnaire and administered it by mail to the membership.

The AVA Membership Survey was mailed in May 1992. The questionnaire can be found in Appendix I. The survey booklet began with a cover-letter from Katie Noyes Campbell, President of AVA, encouraging members to complete and return the questionnaire. It concluded with instructions explaining that after the survey had been completed, all the respondent need do is staple or tape the booklet closed, affix postage, and mail. The AVA publicized the importance of participating in the survey in UPDATE, the Association's bi-monthly newsletter, and at the 1992 International Conference on Volunteer Administration.

### Analysis of Response Rate

The May 1992 administration of the AVA Membership Survey, plus one follow-up mailing in November 1992 to members who had not responded (which included another copy of the questionnaire), yielded a final sample of 1,042 respondents. The membership of AVA at the inception of the survey was 1550. Thus, the response rate to the Membership Survey was 67.2 percent -- that is, two out of every three members completed and returned the questionnaire. For a mailed survey in which the addressee was responsible for supplying return postage, this rate of participation is quite good.

Not only did the AVA Membership Survey achieve an acceptable return rate, but also the responses appear to be balanced geographically. Although AVA does not collect information on the demographic characteristics of its full membership that might be compared with the analogous information from the survey sample, response rates to the Membership Survey can be analyzed by geographic region. This analysis appears in Appendix II.

The analysis of response rate by region shows that in every geographic region at least a majority of AVA members completed the questionnaire. The lowest response rate occurred in Region 2 (response rate = 55%), which encompasses New Jersey, New York, Ontario, and Quebec. The only other response rate to dip below 60 percent (barely) occurred in Region 6 (response rate = 59%), which consists of Arkansas, Louisiana, Oklahoma, and Texas. By contrast, the highest response rate -- a remarkable 96 percent --

occurred in Region 9 (Manitoba, Minnesota, North Dakota, South Dakota, Saskatchewan, and Wisconsin).

The summary of results from the AVA Membership Survey presented below follows the organization of the survey questionnaire. Results from each section of the survey are discussed in turn. An appendix with detailed findings from each of the sections appears at the end of the report.

#### Demographic Information

An overwhelming percentage of respondents to the AVA survey were female (91.9%). Similarly, the great majority were white (94.1%), 3.6 percent were black, and very few were Hispanic, Asian, or of another ethnic background (1.8%). The average age of respondents was forty-seven, with a large range from twenty-four to eighty years (standard deviation = 10.46). The great majority of respondents work in the United States (95.3%), 3.6 percent work in Canada, and very few in other countries (0.7%).

Based on the survey, AVA members appear to have high levels of formal education. The education completed by respondents varied greatly, from less than high school to an earned doctoral degree. Just over one-third had completed a bachelor's degree (34.4%). About one-fifth had completed a master's degree (21.4%), and 1.7 percent had finished a doctoral degree. Of those without a baccalaureate degree, 3.6 percent had completed an associate degree, 14.2 percent had some college education, 2.0 percent were high school graduates, and 0.2 percent had not

attained a high school diploma.

In sum, the typical respondent to the AVA survey was a white female, forty-seven years of age, working in the United States, with a bachelor's degree. The detailed findings appear in Appendix III.

#### Professional Background

Eighty percent of the respondents (80.4%) said that prior to their first work experience in volunteer administration, they had not received training in volunteer administration or management. By the time of the AVA survey in 1992, however, most had acquired much more training and/or education in the field. For example, 6.1 percent of respondents had completed the Certification in Volunteer Administration (CVA) process, and 13.3 percent said that they were currently working on the CVA. Another 22.4 percent were planning to apply for the CVA process. Of this group, 18.6 percent said that they would apply in 1992, about half (46.7%) said they would do so in 1993, and 19.0 percent planned to apply in 1994 or later.

Asked to describe their formal education and/or training in volunteer administration, relatively few respondents indicated that they had not received any training in the field (22.6%). Nearly 10 percent answered that they had earned a certificate or degree in Volunteer Administration from a college or university (9.8%), and another 18.7 percent reported having attended university or college courses in the field. The overwhelming

majority, 76.7 percent, said that they had attended courses or seminars in volunteer administration presented by a non-university source, such as a professional trainer; 9.6 percent had attained a certificate or degree from such a source.

(Because multiple responses were allowed, percentages do not sum to 100.0.)

Respondents were asked whether they would appreciate the opportunity to obtain further education and/or training in Volunteer Administration. Eight in ten (77.9%) answered in the affirmative. With respect to the level of training desired, 8.3 percent said that they would value basic or beginning level training, 54.8 percent regarded an advanced level as desirable, 44.0 percent believed that "training for trainers" would be beneficial, and 46.4 percent would appreciate university or college-based courses. (Because multiple responses were allowed, the percentages do not sum to 100.0.)

Although the typical AVA member had no prior training in Volunteer Administration before entering the field, most have now completed some education in this area. Most of this group have attended courses or seminars in Volunteer Administration. In addition, the average respondent would appreciate further training opportunities, especially at the advanced level (university-based, rather than beginning level.) The detailed findings appear in Appendix IV.

Your Present Position in Volunteer Administration

The survey asked for respondents' work title. As might have been expected, two-thirds (67.6%) identified themselves as volunteer administrators, 11.1 percent were CEOs or organization heads, 6.0 percent were trainer-consultants, and the remaining 14.1 percent had other positions. On the average, respondents had held their current position for about five years (mean = 4.95); some respondents had less than one year on the job, while the highest registered 43 years (standard deviation = 4.74). In general, respondents had been in their present organization for a longer period, on the average 7.24 years, with a range, again, from less than one year to 43 years (standard deviation = 6.58). More than 80 percent (83.4%) of respondents are in full-time positions, with 15.5 percent in part-time jobs.

Respondents were asked to estimate the percentage of time on the job that they actually devote to volunteer administration. The average response was 70 percent (mean = 70.17 %); the range spanned the gamut from zero to 100.0 percent (standard deviation = 32.16).

Respondents to the survey consisted of 90.5 percent salaried workers, with non-salaried employees making up 3.6 percent of the total; the remainder were self-employed (for example, consultant, trainer), or had another status (4.5%). The preponderance of employees -- about three-quarters -- work for nonprofit organizations (73.0%). Nearly all the other respondents (25.4%) are employed by government. Of this group, 3.7 percent work for federal or national government



organizations, 8.5 percent for state (United States) or provincial (Canadian) governments, and 10.2 percent for local or municipal governments. A very small percentage work in for-profit organizations (2.9%).

Respondents work for organizations involved in a great variety of substantive domains. The most common area of employment was in the social or human services (46.3%), followed by health care organizations/hospitals (37.6%). Other common foci were education (26.9%) and youth/youth development (24.7%). Some organizational domains were found less often: community action organizations (16.8%), fund raising (16.6%), culture and the arts (12.7%), recreation (12.2%), and religion (10.1%). The final group of organizations consist of environment (9.1%), civic/social/fraternal groups (8.2%), law enforcement/criminal justice (7.8%), fire protection and emergency medical service (4.3%), foundations (3.3%), and political organizations (3.1%). Again, because multiple responses were allowed, percentages do not sum to 100.0.

A series of questions asked respondents how much formal education their organization requires for their position in volunteer administration, and how much they personally feel is necessary. With respect to high school graduation, 30.2 percent of respondents said that their organization required this level of formal education, and 22.6 percent of them agreed that this level is necessary. Similarly, 16.0 percent said that the organization requires some college for the position, and 18.5

percent felt this level was necessary. A small percentage of respondents said that their organization requires an associate degree (7.3%), and agreed that this level was necessary (4.7%).

About half the respondents said that their organization requires a university or college degree (56.6%); a very similar percentage (53.8%) also felt that a college degree was necessary for the job. While 15.3 percent answered that their organization required post-graduate work beyond the Bachelor of Arts (BA) or Bachelor of Science (BS) degree, only 7.5 percent of respondents stated that this level of formal education was necessary.

Questions regarding volunteer-related educational requirements for the position led to greater differences in percentages. For example, with respect to the need for a person to have completed a CVA to hold their present position, 12.6 percent of respondents felt it to be necessary, but only 1.9 percent said that their organization had this requirement. While 60 percent of respondents (59.9%) considered previous experience in volunteer administration a prerequisite, only about 40 percent (43.4%) said that their organization did so.

The largest difference in opinion between perceived organizational requirements and individual judgments of prerequisites came in response to whether a person should have experience as a volunteer before she or he is qualified to hold the respondent's position. One-fourth said that their organization (26.5%) required previous volunteer experience, while two-thirds of the respondents (66.0%) held this view

personally. With regard to prior experience in other fields as a qualification, again, one-quarter (25.6%) said their organization had this requirement, while about 40 percent (41.3%) felt it was necessary.

Respondents to the AVA survey were asked to reveal their salary bracket. The most common income level was between \$25,000 and \$29,000, with 16.6 percent of all respondents. Almost as many (16.2%) earn between \$20,000 and \$24,999, and 15.2 percent are in the \$30,000 to \$34,999 bracket. Ten percent of respondents (10.7%) said that their salaries are between \$35,000 and \$39,999. About the same number (10.5%) earn between \$15,000 and \$19,999. Relatively few AVA members apparently fall into either extreme of the income scale, with 3.2 percent making less than \$5,000, and 2.1 percent earning \$60,000 or more.

Asked how their salary compared to that of other staff members in their organization at the same administrative level, about half the respondents (48.1%) said that they earn approximately the same amount. One-fourth (26.0%) stated they earn a lower salary. The remainder indicated that they earn a much lower (6.5%), or a higher (4.5%) or much higher (0.6%) salary than other employees at a similar level in the organization.

Respondents were asked a parallel question regarding job security. Nearly two-thirds (63.2%) answered that they had about the same amount of job security as that of other staff members at the same administrative level. The remainder split fairly

evenly, responding that their job security was either lower (8.2%) or much lower (3.8%), or higher (12.7%) or much higher (3.3%).

Respondents were queried about organizational support for training programs in volunteer administration. Nearly two-thirds (65.0%) said that they had attended a major training program in volunteer administration in the previous year. Of those who had attended training programs, about half (52.5%) responded that their organization had paid the cost of the training, 9.8 percent said that they and their organization had shared the cost, and 5.0 percent replied that they alone had paid. Respondents were asked to anticipate who would pay the training costs were they to attend a major training program in the future. Sixty percent (60.4%) answered that their organization would pay, one-fourth (24.5%) responded that the cost would be shared, and the remaining 11.8 percent reported that they alone would have to pay.

In sum, the typical respondent to the AVA survey is a professional volunteer administrator. She or he has been in the position for about five years, and in the organization for seven years. She or he is a salaried employee with an income likely between \$20,000 and \$30,000. Respondents perceived that their salary and job security are about the same as that of other employees in the organization at the same administrative level. On the average, 70 percent of their time on the job is spent on volunteer administration. Most work for nonprofit organizations

focused on social or human services. They tend to believe that a college degree is necessary to perform their job successfully, as well as previous experience as a volunteer. She or he is interested in continuing education in Volunteer Administration, and has attended a major training program in the field within the past year. The detailed findings appear in Appendix V.

#### Your Membership in AVA

Respondents were asked how long they had been a member of AVA. The average length of membership was 4.20 years, with a range of less than one year to 26 years as a member (standard deviation = 4.28). Most are satisfied with their membership: about half (50.6%) said that they were satisfied, and 16.7 percent very satisfied. Of the remainder, 29.6 percent were neutral, and only about 3 percent were either dissatisfied (2.6%) or very dissatisfied (0.5%) with their membership.

With regard to participation in AVA activities, 40.4 percent of the respondents were active in regional events, and 19.0 percent took part in AVA international activities. About half (51.5%) said that they had attended an AVA international conference in the past; one-fourth (25.5%) had attended the 1991 AVA international conference (the most recent International Conference on Volunteer Administration prior to the survey).

Approximately one in nine respondents (11.7%) said that they had contributed or made a financial gift to AVA. Of those, one-fifth (21.7%) contributed in 1992, half (51.8%) did so in 1991,

and 16.9 percent gave in 1990. One of every eight respondents (12.5%) said that they planned to contribute to the Association of Volunteer Administration during the current year.

Survey respondents were asked to rank the benefits of AVA membership with "1" indicating highest importance, "2" the next most importance, and so on. Of the benefits listed, AVA publications garnered the most support: 32.7 percent of respondents ranked it as their first choice. Networking opportunities were next with 22.7 percent ranking it first, followed by professional and leadership development opportunities (20.3%). The AVA International Conference on Volunteer Administration was the next highest ranked benefit of membership (19.9%); the opportunity to show support for the profession (12.7%) followed. The AVA Certification Program (CVA) was the top benefit for just over one-tenth (11.7%) of respondents. AVA regional, state, and provincial (Canadian) conferences (8.8%), and discounts on other publications (3.1%) ranked lower as benefits to members.

In terms of the mean or average ranking given by respondents to each of the benefits of AVA membership, AVA publications were most highly valued (mean ranking = 2.74). Of the AVA publications, respondents considered the Journal of Volunteer Administration most valuable (mean = 1.37), Update was next (mean = 1.90), and the membership directory ranked third (mean = 2.56). Note that since the highest rank is "1," a lower mean indicates a higher ranking.

As a benefit of membership, networking opportunities ranked second overall to AVA publications in value to respondents (mean ranking = 3.00). Professional and leadership development opportunities ranked third (mean = 3.13). Attending an AVA International Conference ranked fourth overall (mean = 3.80), while respondents ranked the opportunity to show support for their profession fifth (mean = 4.02). In order, the next three benefits were: AVA regional, state, and provincial conferences (mean = 4.28), the AVA certification program (CVA) (mean = 4.54), and discounts on other publications (mean = 5.99).

Respondents answered a series of questions about the appropriate role of AVA in training and education in volunteer administration. Close to 90 percent (87.5%) believed that the AVA should publicize and promote training and educational opportunities in volunteer administration, and 84.3 percent thought that encouraging the development of training and educational opportunities in volunteer administration is an appropriate role. Eighty percent (79.8%) of those surveyed said a role for AVA should be to work with colleges and universities to develop training and education programs in volunteer administration, while 70.6 percent said the AVA should conduct the CVA program and award the CVA. Approximately 70 percent (68.8%) believed that working with non-college and non-university sources to develop training and education programs is an appropriate role for the Association, and over two-thirds (68.3%) felt that the AVA should certify or endorse such programs.

Asked whether AVA should take public stands on issues related to volunteerism and volunteer administration, nearly 90 percent (88.8%) believed that AVA should promote and raise the profile of this field. A similar percentage (82.5%) thought serving as a clearing-house for information on volunteerism and volunteer administration would be worthwhile for AVA. Three-fourths of the respondents (74.7%) said that taking public stands on issues related to volunteerism and volunteer administration would be an appropriate role for the AVA, while over two-thirds (67.8%) responded that the AVA should "lobby" governments on issues related to volunteerism and volunteer administration.

In sum, the average respondent to the survey has been a member of AVA for about four years, and is satisfied with her or his membership. About half of the respondents had attended an AVA international conference, while just under half had participated in regional activities. Most AVA members who completed the survey believed that a strong role for the AVA in a variety of areas would be appropriate (for example, promoting the field of volunteer administration, publicizing training opportunities, serving as a clearing-house, etc.). Respondents endorsed a strong role for AVA in advancing the field of volunteer administration. The detailed findings appear in Appendix VI.

#### Your Volunteer Program

The AVA survey collected detailed information on the size



and scope of respondents' organizations and volunteer programs. When preparing the data for this report, it became apparent that a small number of extreme or "outlier" cases might skew the calculation of descriptive statistics, such as the mean or average. To minimize the possible effect of these cases, the authors calculated the statistics in two ways: (1) with all cases included, and (2) with extreme cases on both ends of the scale excluded, leaving the 95 percent of cases in the middle of the scale in the analysis (i.e., most deviant 5 percent of cases excluded). These data are tabulated below:

	<u>Mean</u>	
	<u>Full Sample</u>	<u>95% Sample</u>
Number of volunteer in program	9,986	1,123
Number of hours volunteers contributed	110,131	40,826
Number of clients served by organization	99,409	33,270
Budget for volunteer program	201,877	65,614
Paid employees respondent directly supervised	3	3
Volunteers respondent directly supervised	120	96
Number of paid employees working in org.	613	423
Number of employees working directly with vols	96	57

The AVA survey also asked respondents to assess the support of their organization for the volunteer program. An overwhelming percentage (95.1%) answered that their organization provides recognition activities for volunteers, such as award ceremonies,

certificates, and luncheons. A similar percentage (91.5%) said that the organization has job descriptions for volunteer positions. Almost 90 percent (88.1%) said that their organization offers basic training for volunteers, and 86.1 percent said that the organization engages in outreach efforts to recruit volunteers.

Eighty-five percent of represented organizations have formal record-keeping for volunteer activities (for example, to track hours contributed and work assignments). Eighty percent (79.9%) stated that their organization has a formal orientation to introduce volunteers into the organization. Over three-fourths (77.5%) of the organizations have a written policy governing the involvement of volunteers, while another 77.5 percent have liability coverage and/or insurance protection for volunteers. Nearly two-thirds (64.1%) of the organizations have ongoing training and professional development opportunities for volunteers to assume new jobs and greater responsibility.

Just over half (54.5%) of the respondents answered that their organization provides training for employees in working effectively with volunteers. A similar percentage (52.7%) said that their organization reimburses volunteers for their work-related expenses.

Approximately half (45.6%) of those surveyed said that their organization had made or sponsored an evaluation study of its volunteer program. Of these organizations, 32.6 percent had conducted a study in 1992, 37.6 percent in 1991, and 15.3 percent

in 1990.

In sum, respondents indicated that their organizations provide good support for the volunteer programs. About 90 percent said their organization provides volunteer recognition, volunteer job descriptions, basic training, outreach efforts for recruiting, and formal record-keeping for volunteer activities. Approximately 80 percent said their organization offers orientations, written policies, and liability coverage for volunteers. Finally, 50 percent of respondents reported that their organization provides employee training for working with volunteers, reimbursement mechanisms, and evaluation studies of their volunteer program. The detailed findings appear in Appendix VII.

#### Research in Volunteerism/Volunteer Administration

Respondents were asked to specify the primary obstacles to their making greater use of existing research on volunteerism and volunteer administration. Over half the respondents (53.1%) said that lack of sufficient time to read research was central to the problem; 47.3 percent said difficulty in learning what research is available was primary; and 35.9 percent listed the lack of applicability of research findings to their job or interests as the main obstacle. One-fourth (26.5%) pointed to a lack of clear direction or implications from research findings in volunteer administration, while 15.0 percent said research findings in the field are not up-to-date. Other obstacles that were indicated

were the technical methodology that is often used in research (11.4%), the complexity of research findings (10.6%), and the technical language often found in research (10.3%). A small percentage (6.2%) checked other (unspecified) obstacles.

On the average, the amount of time respondents said that they were able to devote to reading research on volunteerism and volunteer administration was 2.04 hours per week. The range extended from less than one hour to 44 hours per week (standard deviation = 2.57).

In summary, the majority of respondents said that the primary obstacle to their making greater use of research on volunteerism and volunteer administration was lack of time, not factors related to the research per se. Among those who did cite such factors, the major problems were the inaccessibility of research and the lack of applicability of research to their needs. The average respondent was able to read research for a reported two hours per week. The detailed findings appear in Appendix VIII.

#### Your Attitudes

A variety of items questioned respondents to the AVA survey about their attitudes toward volunteer administration and their jobs in this field. Two-thirds of those surveyed (65.8%) said that volunteer administration is their primary professional orientation, while 23.8 percent said that it is not (8.9% were undecided). Only 13.3 percent agreed with the statement that if

they were to start their career over again, they would prefer to work outside the field of volunteer administration; by contrast, 64.9 percent disagreed (20.6% were undecided).

Asked if they were more interested in advancing in their organization than in continuing a career in volunteer administration, 18.5 percent answered in the affirmative, while the majority (63.9%) disagreed (14.9% were undecided). Respondents were asked whether they regard their work in volunteer administration as an intermediate step toward a career with a different focus. Only 18.9 percent agreed with this statement, while 60.6 percent said that they do not envision their career in this way (17.7% were undecided).

Only about one-fifth (18.7%) of the respondents said that paid staff in their organization are indifferent to the volunteer program; nearly 70 percent (69.3%) said paid staff are not indifferent (7.4% were undecided). Over 70 percent (73.5%) responded that the governing board of their organization has shown great support for the volunteer program, and only 12.3 percent felt that the governing board had not been supportive (9.0% were undecided). Similarly, 77.6 percent said that high level officials in their organization have shown great support for the volunteer program, and only 11.3 percent disagreed (7.1% were undecided).

Approximately half (45.9%) felt that most paid staff members in their organization regard volunteer administration as a professional occupation, while 28.4 percent disagreed (21.6% were

undecided). Asked whether the volunteer administrator in their organization has considerable influence on staff-related policies, nearly half the respondents (48.0%) responded affirmatively, while about one-third (31.0%) gave a negative response (15.6% were undecided).

Eighty percent (80.1%) of respondents said that they were satisfied with their job in volunteer administration; only 8.1 percent said that they were not (8.6% were undecided). About 40 percent felt that they must constantly try to prove to others in the organization that the volunteer program is worthwhile, but 52.8 percent said that this step was not necessary (5.6% were undecided). The overwhelming majority of respondents (88.0%) said that in general they like working for their organization, while only 4.6 percent said that they do not (4.9% were undecided). Only about one-fifth (19.1%) responded that during the next year they will probably look for a new job outside their organization; nearly two-thirds (62.0%) said that they would probably not look (15.5 percent were undecided).

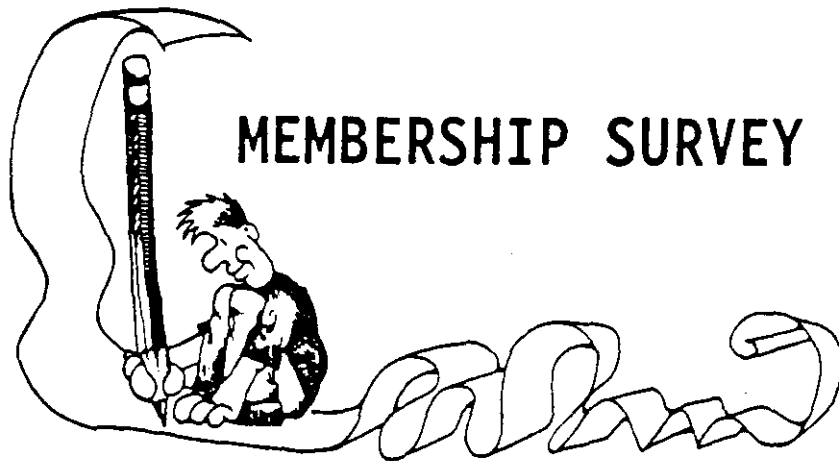
Almost all respondents (96.2%) disagreed with the statement that they care little about what happens in their organization as long as they get a paycheck (0.2% were undecided). Over ninety percent (93.3%) believed that what happens to their organization is really important to them, while only 2.9 percent disagreed (1.5% were undecided). The overwhelming majority (96.3%) said that their work is meaningful to them (1.5% were undecided). Virtually all respondents (97.9%) said that they work hard on

their job (0.5% were undecided).

Asked whether they are satisfied with the amount of job security they have in their present position, 71.9 percent said they are satisfied, while 15.7 percent were not pleased with the level of job security (9.7% were undecided). Just over half (53.9%) said that, all in all, they are satisfied with their pay, and 37.5 percent said they are not satisfied (6.0 percent were undecided).

In sum, respondents to the AVA survey indicated satisfaction with their job and organization. A majority claimed volunteer administration as their primary profession and said that they intended to remain in this field. Most said that their organization gives widespread support to volunteering and volunteer administration, although it is unclear how much influence the volunteer program has on staff-related policies within the organization. The one area in which they expressed some dissatisfaction was pay. Nevertheless, respondents seemed satisfied, overall, with their career and their organization. The detailed findings appear in Appendix IX.

APPENDIX I  
AVA MEMBERSHIP SURVEY QUESTIONNAIRE







May 8, 1992

Dear AVA Member:

We all know that change is occurring all around us these days, which means that data gathered a few years ago is probably no longer valid. This applies to AVA as well, and we recognize that we need to know our current membership in order to plan effectively. We want to learn about YOU, your organization, program, activities, and attitudes -- concerning both AVA and the profession in general. The information gathered by this questionnaire will yield insight into the state of volunteer administration and will strengthen AVA, particularly in the areas of membership services and marketing.

This survey has been sent to all members of AVA. Your cooperation in completing and returning it is vital to our collective future. The questionnaire should take no more than 20 minutes of your time, and we ask that you complete it and return it within two weeks of receiving it.

The form has been specially designed to make it very easy to respond. When you have completed the last page, simply turn over the back page so the AVA address is showing. Then staple or tape it closed, add postage, and drop it in the mail.

All responses to the survey will be kept confidential, and only tabulated (aggregated) results will be presented to AVA. Dr. Jeffrey L. Brudney, University of Georgia, designed the survey and will conduct all analysis by computer (you can reach him at 404/542-2057). You will not be identified in any way. All AVA members will receive a copy of the results.

Please take the time to give us your information and views. AVA is sincerely interested in hearing from you, for every member is important. We appreciate your timeliness in returning the survey within the next two weeks.

Thank you for caring enough to participate.

Sincerely,

A handwritten signature in black ink that reads 'Katie Noyes'. The signature is written in a cursive, flowing style.

Katie Noyes, President

ASSOCIATION FOR VOLUNTEER ADMINISTRATION (AVA)

MEMBERSHIP SURVEY

Demographic Information

- A1) Are you: 1  Female 2  Male
- A2) Are you: 1  White 2  Black 3  Asian 4  Hispanic 5  Other
- A3) In what year were you born: 19 \_\_\_\_\_
- A4) Do you work in: 1  U.S.A 2  Canada 3  Other: \_\_\_\_\_
- a) In what city and state/province do you work?
- City: \_\_\_\_\_ State/Province: \_\_\_\_\_
- A5) The highest level of formal education that you have completed is:
- 1  Less than High School 2  High school grad. 3  Some College  
4  Associate (AA) degree 5  College grad. 6  Master's courses  
7  Master's degree 8  Doctoral course-work 9  Doctoral degree

Professional Background

- B1) How many years have you worked in the field of volunteer administration?  
Please indicate the number of years salaried, non-salaried, and total.
- \_\_\_\_\_ Years Salaried \_\_\_\_\_ Years Non-Salaried \_\_\_\_\_ Total Years
- B2) When you first began working in volunteer administration, had you received any training in volunteer administration/management? 1  Yes 2  No
- B3) Have you completed the Certified in Volunteer Administration (CVA) process? 1  Yes 2  No
- a) If "NO": Are you currently working on your CVA? 1  Yes 2  No
- b) If "NO": Do you plan to apply for the CVA process?  
1  Yes =====> When? \_\_\_\_\_ 2  No
- B4) Please describe your formal education and/or training in volunteer administration. Please check all that apply:
- 1  No formal education and/or training in volunteer administration  
2  University/college courses in volunteer administration  
3  University/college certificate/degree in volunteer administration  
4  Courses or seminars in volunteer administration from non-university source, such as a professional trainer  
5  Certificate/degree in vol. administration from non-university source
- B5) Would you now appreciate the opportunity to obtain further education and/or training in volunteer administration? 1  Yes 2  No
- a) If "YES": What types of education and/or training would you appreciate? Please check all that apply:
- \_\_\_\_\_ Basic or beginning level  
\_\_\_\_\_ Advanced level  
\_\_\_\_\_ "Training for trainers"  
\_\_\_\_\_ University/college-based courses

Your Present Position in Volunteer Administration

The following questions ask about your present position or activities in volunteer administration.

- C1) Are you a: 1  CEO or organization head 2  Volunteer Administrator  
 3  Trainer-consultant 4  Other: \_\_\_\_\_
- a) How long have you been in your present position? \_\_\_\_\_ Years
- b) How long have you been in your present organization? \_\_\_\_\_ Years
- c) Is your position: 1  full-time, or 2  part-time
- d) What percent of your time on the job is actually devoted to volunteer administration? \_\_\_\_\_ Percent
- C2) Are you: 1  Salaried 2  Non-salaried 3  Self-employed (e.g., consultant, trainer) 4  Other: \_\_\_\_\_
- C3) Is the organization in which you work in volunteer administration (or perform most of your training/consulting): 1  Nonprofit  
 2  Federal/National Government 3  State/Provincial Government  
 4  Local/Municipal Government 5  For profit
- C4) Do you work in a: 1  State/Provincial Office of Volunteerism,  
 2  Volunteer Center, 3  Community Action Agency, 4  None of these.
- C5) What is the focus or general subject area of the program in which you work in volunteer administration (or perform most of your training or consulting)? Please check as many as apply:
- |  |  |
|--|--|
| 1 <input type="checkbox"/> Culture/arts            | 2 <input type="checkbox"/> Social/human services             |
| 3 <input type="checkbox"/> Health care/hospital    | 4 <input type="checkbox"/> Community action                  |
| 5 <input type="checkbox"/> Education               | 6 <input type="checkbox"/> Fire protection/Emergency Medical |
| 7 <input type="checkbox"/> Religious               | 8 <input type="checkbox"/> Law enforcement/criminal justice  |
| 9 <input type="checkbox"/> Recreation              | 10 <input type="checkbox"/> Environment                      |
| 11 <input type="checkbox"/> Youth/youth devt.      | 12 <input type="checkbox"/> Political                        |
| 13 <input type="checkbox"/> Fund raising           | 14 <input type="checkbox"/> Foundations                      |
| 15 <input type="checkbox"/> Civic/social/fraternal | 16 <input type="checkbox"/> Other: _____                     |
- C6) What prerequisites or experiences does your organization require for your position in volunteer administration? What prerequisites or experiences do you feel are necessary to perform effectively in this position? Please check all that apply.
- | <u>Org. Requires</u> | <u>I feel is Necessary</u> | <u>Prerequisite or Experience</u>   |
|----------------------|----------------------------|---|
| _____                | _____                      | High school graduation  |
| _____                | _____                      | Some college  |
| _____                | _____                      | Associate (AA) degree   |
| _____                | _____                      | University/College degree   |
| _____                | _____                      | Course-work or degree beyond B.A. or B.S.   |
| _____                | _____                      | AVA Certification in Volunteer Administration (CVA)   |
| _____                | _____                      | Previous experience in volunteer administration   |
| _____                | _____                      | Experience as a volunteer   |
| _____                | _____                      | Previous experience in field(s) other than volunteer administration, such as fund-raising or personnel. |
|                      |                            | Which field(s)? _____   |
- C7) In 1991, what was your annual salary or earnings from your position (or from consulting and training) in volunteer administration (before taxes)?

_____ Less than \$5,000	_____ \$5,000 - \$9,999	_____ \$10,000 - \$14,999
_____ \$15,000 - \$19,999	_____ \$20,000 - \$24,999	_____ \$25,000 - \$29,999
_____ \$30,000 - \$34,999	_____ \$35,000 - \$39,999	_____ \$40,000 - \$44,999
_____ \$45,000 - \$49,999	_____ \$50,000 - \$54,999	_____ \$55,000 - \$59,999
_____ \$60,000 or over		

- C8) How does your salary compare to that of other staff members in your organization who are at the same administrative level? Is your salary:  
 1 \_\_\_\_\_ Much lower 2 \_\_\_\_\_ Lower 3 \_\_\_\_\_ About the same 4 \_\_\_\_\_ Higher  
 5 \_\_\_\_\_ Much higher
- C9) How does your job security compare to that of other staff members in your organization who are at the same administrative level? Is your job security:  
 1 \_\_\_\_\_ Much lower 2 \_\_\_\_\_ Lower 3 \_\_\_\_\_ About the same  
 4 \_\_\_\_\_ Higher 5 \_\_\_\_\_ Much higher
- C10) Have you attended a major training program in volunteer administration-management in the past year?  
 1 \_\_\_\_\_ Yes 2 \_\_\_\_\_ No
- a) Were the costs of the training paid by: 1 \_\_\_\_\_ Your organization  
 2 \_\_\_\_\_ You alone 3 \_\_\_\_\_ Combination of you and your organization
- C11) If you were to attend a major training program in volunteer administration-management, how do you anticipate that your training costs would be paid: 1 \_\_\_\_\_ By your organization 2 \_\_\_\_\_ By you alone  
 3 \_\_\_\_\_ Combination of you and your organization

Your Membership in AVA

- D1) How many years have you been a member of AVA? \_\_\_\_\_ Years
- D2) How would you rate your overall satisfaction with your membership in AVA?  
 1 \_\_\_\_\_ Very Satisfied 2 \_\_\_\_\_ Satisfied 3 \_\_\_\_\_ Neutral  
 4 \_\_\_\_\_ Dissatisfied 5 \_\_\_\_\_ Very Dissatisfied
- D3a) Do you participate in AVA regional activities? 1 \_\_\_\_\_ Yes 2 \_\_\_\_\_ No  
 b) Do you participate in AVA international activities? 1 \_\_\_\_\_ Yes 2 \_\_\_\_\_ No  
 c) Have you attended an AVA international conference? 1 \_\_\_\_\_ Yes 2 \_\_\_\_\_ No  
 d) Did you attend 1991 AVA international conference? 1 \_\_\_\_\_ Yes 2 \_\_\_\_\_ No
- D4) Have you ever contributed or made a financial gift to AVA?  
 1 \_\_\_\_\_ Yes =====> In what year? \_\_\_\_\_ 2 \_\_\_\_\_ No
- a) Are you considering making a contribution or financial gift to AVA this year? 1 \_\_\_\_\_ Yes 2 \_\_\_\_\_ No
- D5) Please rank the benefits of AVA membership listed below, with "1" indicating most important, "2" next most important, and so on.
- \_\_\_\_\_ AVA Certification Program (CVA)
  - \_\_\_\_\_ AVA International Conference on Volunteer Administration
  - \_\_\_\_\_ AVA Regional, State, and Provincial Conferences
  - \_\_\_\_\_ AVA publications
  - \_\_\_\_\_ Discounts on other publications
  - \_\_\_\_\_ Networking opportunities
  - \_\_\_\_\_ Opportunity to show support for my profession
  - \_\_\_\_\_ Professional/leadership development opportunities
  - \_\_\_\_\_ Other (describe): \_\_\_\_\_
- D6) Please rank the value of the publications you receive as a benefit of AVA membership ("1" indicates most important, "2" next most important, etc.)

- JOURNAL OF VOLUNTEER ADMINISTRATION, quarterly journal
- UPDATE, bimonthly newsletter
- Membership directory

D7) What should be the role of AVA in training/education in volunteer administration? Please check all that you favor.

- Conduct the CVA program and award the CVA
- Publicize/promote training/educational opportunities in volunteer administration
- Encourage development of training/educational opportunities in volunteer administration
- Certify or endorse training/educational programs in volunteer administration
- Work with colleges/universities to develop training/education programs in volunteer administration
- Work with non-college/university sources to develop training/education programs in volunteer administration

D8) Should AVA do any of the following? Please check all that you favor.

- Take public stands on issues related to volunteerism/volunteer administration
- "Lobby" governments on issues related to volunteerism/volunteer administration
- Promote and raise profile of field of volunteer administration
- Serve as clearing-house for information on volunteerism/volunteer administration

D9) How did you first learn about AVA? \_\_\_\_\_

Your Volunteer Program

E1) How many volunteers participated in your volunteer program in 1991?

\_\_\_\_\_ Volunteers

E2) How many hours did volunteers contribute to your program in 1991?

\_\_\_\_\_ Hours

E3) How many clients/consumers did your volunteer program serve in 1991?

\_\_\_\_\_ Clients/Consumers

E4) What was the budget for your volunteer program in 1991?

\_\_\_\_\_ Dollars      Check here \_\_\_\_\_ if no budget.

E5) How many paid employees did you directly supervise in 1991? \_\_\_\_\_ Employees

E6) How many volunteers did you directly supervise in 1991? \_\_\_\_\_ Volunteers

E7) How many paid employees work in your organization? \_\_\_\_\_ Employees

E8) How many employees in your organization worked directly with volunteers in 1991? \_\_\_\_\_ Employees

E9) Does your organization have any of the following for its volunteer program? Please check all that apply.

- A written policy regarding the involvement of volunteers in the organization
- Training for employees in working effectively with volunteers
- Liability coverage/insurance protection for volunteers
- Job descriptions for volunteer positions
- Recognition activities for volunteers, such as award ceremonies, certificates, and luncheons
- Reimbursement for the work-related expenses of volunteers
- Formal record-keeping for volunteer activities, for example, hours contributed and work assignments
- Outreach efforts to recruit volunteers
- Formal orientation to introduce volunteers into the organization
- Basic training to show volunteers how to do the jobs assigned them
- Ongoing training and professional development opportunities for volunteers to assume new jobs and greater responsibility

E10) Has your organization made or sponsored an evaluation study of its volunteer program? 1  Yes ---->Year of latest study: \_\_\_\_\_ 2  No

Research in Volunteerism/Volunteer Administration

F1) Are there any areas in volunteer management in which you would recommend that further research be conducted? Please list them below:

F2) What are the primary obstacles to your making greater use of existing research on volunteerism/volunteer administration? Please check all that apply.

- Difficulty in finding out what research is available
- Technical language often used in research
- Technical methodology often used in research
- Complexity of research findings
- Lack of clear direction or implications from research findings
- Research findings not up-to-date
- Lack of applicability of research findings to your job/interests
- Not enough time to read research
- Other: \_\_\_\_\_

F3) In a typical week, how many hours are you able to devote to reading research on volunteerism/volunteer administration? \_\_\_\_\_ Hours

Your Attitudes

G1) Your attitudes are very important! For each of the following statements, please indicate the extent to which you STRONGLY AGREE (S. Agree), AGREE (Agree), DISAGREE (Disagree), STRONGLY DISAGREE (S. Disagree), or are UNDECIDED (Und.):

- a) Volunteer administration is my primary professional orientation.  
1  S. Agree    2  Agree    3  Und.    4  Disagree    5  S. Disagree
- b) If I were to start my career over, I would prefer to work outside the field of volunteer administration.  
1  S. Agree    2  Agree    3  Und.    4  Disagree    5  S. Disagree
- c) I am more interested in advancing in my organization than in continuing in volunteer administration.  
1  S. Agree    2  Agree    3  Und.    4  Disagree    5  S. Disagree

- d) In general, I see my work in volunteer administration as an intermediate step toward a career with a different focus.  
1 \_\_\_ S. Agree 2 \_\_\_ Agree 3 \_\_\_ Und. 4 \_\_\_ Disagree 5 \_\_\_ S. Disagree
- e) Paid staff in my organization are indifferent to the volunteer program.  
1 \_\_\_ S. Agree 2 \_\_\_ Agree 3 \_\_\_ Und. 4 \_\_\_ Disagree 5 \_\_\_ S. Disagree
- f) The governing board of my organization has shown great support for the volunteer program.  
1 \_\_\_ S. Agree 2 \_\_\_ Agree 3 \_\_\_ Und. 4 \_\_\_ Disagree 5 \_\_\_ S. Disagree
- g) High level officials in my organization have shown great support for the volunteer program.  
1 \_\_\_ S. Agree 2 \_\_\_ Agree 3 \_\_\_ Und. 4 \_\_\_ Disagree 5 \_\_\_ S. Disagree
- h) The volunteer administrator has considerable influence on staff-related policies in my organization.  
1 \_\_\_ S. Agree 2 \_\_\_ Agree 3 \_\_\_ Und. 4 \_\_\_ Disagree 5 \_\_\_ S. Disagree
- i) Most paid staff members in this organization regard volunteer administration as a professional occupation.  
1 \_\_\_ S. Agree 2 \_\_\_ Agree 3 \_\_\_ Und. 4 \_\_\_ Disagree 5 \_\_\_ S. Disagree
- j) In general, I am satisfied with my job in volunteer administration.  
1 \_\_\_ S. Agree 2 \_\_\_ Agree 3 \_\_\_ Und. 4 \_\_\_ Disagree 5 \_\_\_ S. Disagree
- k) I must constantly try to prove to others in the organization that the volunteer program is worthwhile.  
1 \_\_\_ S. Agree 2 \_\_\_ Agree 3 \_\_\_ Und. 4 \_\_\_ Disagree 5 \_\_\_ S. Disagree
- l) In general, I like working in my organization.  
1 \_\_\_ S. Agree 2 \_\_\_ Agree 3 \_\_\_ Und. 4 \_\_\_ Disagree 5 \_\_\_ S. Disagree
- m) During the next year, I will probably look for a new job outside my organization.  
1 \_\_\_ S. Agree 2 \_\_\_ Agree 3 \_\_\_ Und. 4 \_\_\_ Disagree 5 \_\_\_ S. Disagree
- n) I care little about what happens in my organization as long as I get a paycheck.  
1 \_\_\_ S. Agree 2 \_\_\_ Agree 3 \_\_\_ Und. 4 \_\_\_ Disagree 5 \_\_\_ S. Disagree
- o) What happens to my organization is really important to me.  
1 \_\_\_ S. Agree 2 \_\_\_ Agree 3 \_\_\_ Und. 4 \_\_\_ Disagree 5 \_\_\_ S. Disagree
- p) The work I do on my job is meaningful to me.  
1 \_\_\_ S. Agree 2 \_\_\_ Agree 3 \_\_\_ Und. 4 \_\_\_ Disagree 5 \_\_\_ S. Disagree
- q) I work hard on my job.  
1 \_\_\_ S. Agree 2 \_\_\_ Agree 3 \_\_\_ Und. 4 \_\_\_ Disagree 5 \_\_\_ S. Disagree
- r) I am satisfied with the amount of job security I have.  
1 \_\_\_ S. Agree 2 \_\_\_ Agree 3 \_\_\_ Und. 4 \_\_\_ Disagree 5 \_\_\_ S. Disagree
- s) All in all, I am satisfied with my pay.  
1 \_\_\_ S. Agree 2 \_\_\_ Agree 3 \_\_\_ Und. 4 \_\_\_ Disagree 5 \_\_\_ S. Disagree

Please feel free to write any comments/suggestions below, or anywhere on the questionnaire. Thank you for your assistance.

WHEN YOU HAVE COMPLETED THE QUESTIONNAIRE,  
PLEASE TURN OVER THE BACK PAGE OF THIS BOOKLET  
SO THAT THE PAGE WITH THE RETURN ADDRESS TO AVA  
IS SHOWING.

THEN STAPLE OR TAPE THE BOOKLET CLOSED,  
ADD POSTAGE AND DROP IT IN A MAILBOX.

ALL INFORMATION WILL HELP AVA AND  
YOU, OUR MEMBER.

THANK YOU AGAIN FOR YOUR ASSISTANCE IN PROVIDING  
THIS VALUABLE INFORMATION!





APPENDIX II

ANALYSIS OF RESPONSE RATE TO AVA MEMBERSHIP SURVEY

REGION	NUMBER OF RESPONDENTS	TOTAL MEMBERS IN REGION	RESPONSE RATE
1	78	119	65.55%
2	104	190	54.74%
3	96	146	65.75%
4	82	114	71.93%
5	48	80	60.00%
6	95	160	59.38%
7	120	184	65.22%
8	57	71	80.28%
9	94	98	95.92%
10	111	169	65.68%
11	69	115	60.00%
12	74	95	77.89%
13	6	9	66.67%
Total	1042	1550	67.23%

---

Region 1: Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont

Region 2: New Jersey, New York, Ontario, Quebec

Region 3: Delaware, District of Columbia, Pennsylvania, Maryland

Region 4: North Carolina, South Carolina, Virginia, West Virginia

Region 5: Alabama, Florida, Georgia, Mississippi, Tennessee

Region 6: Arkansas, Louisiana, Oklahoma, Texas

Region 7: Indiana, Illinois, Kentucky, Michigan, Ohio

Region 8: Iowa, Kansas, Missouri, Nebraska

Region 9: Manitoba, Minnesota, North Dakota, South Dakota, Saskatchewan, Wisconsin

Region 10: Alaska, Alberta, British Columbia, Idaho, Montana, Oregon, Washington

Region 11: Arizona, California, Hawaii, Mexico, Nevada

Region 12: Colorado, New Mexico, Utah, Wyoming

Region 13: International (Does not include Canada or Mexico)

APPENDIX III

DEMOGRAPHIC INFORMATION  
Number of cases (N) = 1042

Sex:

92.1% Female  
7.9% Male  
0.2% Missing

Race:

94.1% White  
3.6% Black  
0.6% Asian  
0.9% Hispanic  
0.3% Other  
0.5% Missing

Country:

95.3% United States  
3.6% Canada  
0.7% Other  
0.5% Missing

Education:

0.2% Less than High School  
2.0% High School Graduate  
14.2% Some College  
3.6% Associate (AA) degree  
34.4% College Graduate  
18.8% Master's courses  
21.4% Master's degree  
3.1% Doctoral coursework  
1.7% Doctoral degree  
0.6% Missing

APPENDIX IV

PROFESSIONAL BACKGROUND  
Number of cases (N) = 1042

Received training in volunteer administration at outset of VA job:

17.3% Yes  
80.4% No  
2.3% Missing

Completed CVA:

6.1% Yes  
92.9% No  
1.0% Missing

Working on CVA:

13.3% Yes  
78.3% No  
8.3% Missing

Training in Volunteer Administration (approximately 0.3% missing):

22.6% No formal VA education  
18.7% College VA courses  
9.8% College VA certificate/degree  
76.7% Non-university courses or seminars in VA  
9.6% Non-university VA certificate/degree

Appreciate the opportunity to obtain further education in VA:

77.9% Yes  
19.9% No  
2.2% Missing

Types of education appreciated (approximately 21.6% missing):

8.3% Basic or beginning level  
54.8% Advanced level  
44.0% "Training for trainers"  
46.4% University/college-based courses

APPENDIX V

YOUR PRESENT POSITION IN VOLUNTEER ADMINISTRATION  
Number of cases (N) = 1042

Present Position:

11.1% CEO or organization head  
67.6% Volunteer Administrator  
6.0% Trainer-consultant  
14.1% Other  
1.2% Missing

Full-time/Part-time:

83.4% Full-time  
15.5% Part-time  
1.2% Missing

Remuneration:

90.5% Salaried  
3.6% Non-salaried  
3.7% Self-employed (e.g., consultant, trainer)  
0.8% Other  
1.3% Missing

Type of Organization:

73.0% Non-profit  
3.7% Federal/National Government  
8.5% State/Provincial Government  
10.2% Local/Municipal Government  
2.9% For Profit  
1.6% Missing

Type of Agency:

4.0% State/Provincial Office of Volunteerism  
7.8% Volunteer Center  
4.9% Community Action Agency  
80.3% None of these  
3.0% Missing

Subject area of volunteer program (approximately 0.7% missing):

12.7% Culture/arts  
 37.6% Health care/hospital  
 26.9% Education  
 10.1% Religion  
 7.8% Law enforcement/criminal justice  
 12.2% Recreation  
 24.7% Youth/youth development  
 16.6% Fund raising  
 8.2% Civic/social/fraternal  
 46.3% Social/human services  
 16.8% Community action  
 4.3% Fire protection/Emergency Medical  
 9.1% Environment  
 3.1% Political  
 3.3% Foundations  
 16.2% Other

Prerequisites for Respondent's Position (approx. 1.2% missing):

Org. Requires	I feel is Necessary	Prerequisites or Experience
12.3%	5.7%	High school graduation
7.8%	10.3%	Some college
2.2%	4.8%	Associate (AA) degree
15.9%	13.1%	University/College degree
3.0%	10.8%	Course-work or degree beyond BA or BS
0.5%	11.4%	AVA Certification (CVA)
8.6%	24.1%	Previous VA experience
5.0%	44.5%	Experience as a volunteer
6.6%	22.3%	Previous experience in field(s) other than VA, such as fund-raising or personnel

Salary in 1991:

3.2% Less than \$5,000  
 2.6% \$5,000 - \$9,999  
 3.2% \$10,000 - \$14,999  
 10.5% \$15,000 - \$19,999  
 16.2% \$20,000 - \$24,999  
 16.6% \$25,000 - \$29,999  
 15.2% \$30,000 - \$34,999  
 10.7% \$35,000 - \$39,999  
 8.1% \$40,000 - \$44,999  
 2.7% \$45,000 - \$49,999  
 2.4% \$50,000 - \$54,999  
 1.2% \$55,000 - \$59,999  
 2.1% \$60,000 and over  
 5.6% Missing

Salary compared to other staff:

6.5%	Much lower
26.0%	Lower
48.1%	About the same
4.5%	Higher
0.6%	Much higher
14.3%	Missing

Job security compared to other staff:

3.8%	Much lower
8.2%	Lower
63.2%	About the same
12.7%	Higher
3.3%	Much higher
8.8%	Missing

Attended a major training program in VA in the past year:

65.0%	Yes
33.3%	No
1.7%	Missing

Costs of the training were paid by:

52.5%	Your organization
5.0%	You alone
9.8%	Combination of you and your organization
32.7%	Missing

Anticipate that your training costs would be paid by:

60.4%	Your organization
11.8%	You alone
24.5%	Combination of you and your organization
3.4%	Missing

APPENDIX VI

YOUR MEMBERSHIP IN AVA  
Number of cases (N) = 1042

Overall satisfaction rate with AVA membership:

16.1% Very satisfied  
48.8% Satisfied  
28.5% Neutral  
2.5% Dissatisfied  
0.5% Very dissatisfied  
3.6% Missing

Participate in AVA regional activities:

37.8% Yes  
55.9% No  
6.3% Missing

Participate in AVA international activities:

16.6% Yes  
70.6% No  
12.8% Missing

Attended an AVA international conference:

48.6% Yes  
45.7% No  
5.8% Missing

Attend the 1991 AVA international conference:

23.9% Yes  
69.7% No  
6.4% Missing

Ever contributed or made a financial gift to AVA:

11.4% Yes  
86.3% No  
2.3% Missing

Considering making a contribution to AVA:

11.6% Yes  
81.5% No  
6.9% Missing

Mean rankings of AVA membership benefits:

4.53 AVA Certification Program (CVA)  
3.80 AVA International Conference on VA  
4.28 AVA Regional, State, and Provincial Conferences  
2.74 AVA publications  
5.99 Discounts on other publications  
3.00 Networking opportunities  
4.02 Opportunity to show support for my profession  
3.14 Professional/leadership development  
4.14 Other

Mean rankings of AVA publications:

1.37 Journal of Volunteer Administration  
1.90 UPDATE  
2.56 Membership directory

Role of AVA in training/education in VA should be (approximately 1.0% missing):

69.3% Conduct the CVA program and award the CVA  
86.2% Publicize training opportunities in VA  
82.9% Encourage development of training opportunities in VA  
67.2% Certify or endorse training programs in VA  
78.6% Work with colleges to develop training programs in VA  
67.7% Work with colleges to develop training programs in VA  
74.0% Take public stands on issues relating to VA  
67.2% "Lobby" governments on issues relating to VA  
88.0% Promote and raise profile of field of VA  
81.3% Serve as clearinghouse for information on VA



APPENDIX VII

YOUR VOLUNTEER PROGRAM  
Number of cases (N) = 1042

Does your organization have any of the following for its volunteer program (approximately 5.0% missing):

- 73.9% Written policy re: involvement of vols in org
- 51.8% Training for employees in working effectively with vols
- 73.7% Liability coverage/insurance protection for vols
- 87.0% Job descriptions for volunteer positions
- 90.3% Recognition activities for vols
- 50.1% Pay for work-related expenses
- 80.8% Formal record-keeping of volunteer activities
- 81.9% Outreach efforts to recruit volunteers
- 79.9% Formal orientation to introduce vols into the org
- 83.8% Basic job training for volunteers
- 60.9% Ongoing training opportunities for vols to assume new jobs and greater responsibilities

Organization made or sponsored an evaluation study of its vol program:

- 41.3% Yes
- 49.2% No
- 9.5% Missing

APPENDIX VIII

RESEARCH IN VOLUNTEERISM/VOLUNTEER ADMINISTRATION  
Number of cases (N) = 1042

Primary obstacles to you making greater use of existing research?  
(approximately 3.1% missing):

- 47.3% Difficulty in finding out what research is available
- 10.2% Technical language often used in research
- 11.4% Technical methodology often used in research
- 10.6% Complexity of research findings
- 26.5% Lack of clear direction/implications from findings
- 15.0% Research findings not up-to-date
- 35.9% Lack of applicability of findings to job/interests
- 53.1% Not enough time to read research
- 6.2% Other

APPENDIX IX

YOUR ATTITUDES

Number of cases (N) = 1042

Volunteer administration is my primary professional orientation:

36.9% Strongly agree  
28.9% Agree  
8.9% Undecided  
20.9% Disagree  
2.9% Strongly disagree  
1.4% Missing

If I were to start over, I would work outside VA:

2.7% Strongly agree  
10.6% Agree  
20.6% Undecided  
41.6% Disagree  
23.2% Strongly disagree  
1.2% Missing

More interested in advancing in my org than in continuing in VA:

4.6% Strongly agree  
13.9% Agree  
14.9% Undecided  
41.9% Disagree  
22.0% Strongly disagree  
2.7% Missing

Work in VA is intermediate step in career:

4.3% Strongly agree  
14.6% Agree  
17.7% Undecided  
40.1% Disagree  
20.5% Strongly disagree  
2.8% Missing

Paid staff in organization are indifferent to volunteer program:

3.5% Strongly agree  
15.2% Agree  
7.4% Undecided  
45.9% Disagree  
23.4% Strongly disagree  
4.7% Missing

Governing board of org. has shown great support for vol program:

35.1% Strongly agree  
38.4% Agree  
9.0% Undecided  
10.5% Disagree  
1.9% Strongly disagree  
5.1% Missing

Org's high level officials shown great support for vol program:

38.6%	Strongly agree
39.0%	Agree
7.1%	Undecided
9.2%	Disagree
2.1%	Strongly disagree
4.0%	Missing

Vol. administrator has influence on staff-related policies:

12.6%	Strongly agree
35.4%	Agree
15.6%	Undecided
25.1%	Disagree
5.9%	Strongly disagree
5.4%	Missing

Most paid staff in org regard VA as a professional occupation:

10.5%	Strongly agree
35.4%	Agree
21.6%	Undecided
23.4%	Disagree
5.0%	Strongly disagree
4.1%	Missing

I must constantly try to prove to others in org that vol program is worthwhile:

10.0%	Strongly agree
27.4%	Agree
5.6%	Undecided
40.1%	Disagree
12.7%	Strongly disagree
4.3%	Missing

In general, I like working in my organization:

39.9%	Strongly agree
48.1%	Agree
4.9%	Undecided
3.7%	Disagree
0.9%	Strongly disagree
2.5%	Missing

During next year, will probably look for new job outside org:

8.1%	Strongly agree
11.0%	Agree
15.5%	Undecided
28.2%	Disagree
33.8%	Strongly disagree
3.4%	Missing

Care little about what happens in my org as long as I get paid:  
0.6% Strongly agree  
0.0% Agree  
0.2% Undecided  
22.2% Disagree  
74.0% Strongly disagree  
3.1% Missing

What happens to my org is really important to me:  
65.9% Strongly agree  
27.4% Agree  
1.5% Undecided  
1.3% Disagree  
1.6% Strongly disagree  
2.2% Missing

The work I do on my job is meaningful to me:  
63.3% Strongly agree  
33.3% Agree  
1.5% Undecided  
0.4% Disagree  
0.0% Strongly disagree  
1.7% Missing

I work hard on my job:  
72.2% Strongly agree  
25.7% Agree  
0.5% Undecided  
0.3% Disagree  
0.0% Strongly disagree  
1.3% Missing

I am satisfied with the amount of job security I have:  
27.6% Strongly agree  
44.3% Agree  
9.7% Undecided  
11.4% Disagree  
4.3% Strongly disagree  
2.6% Missing

All in all, I am satisfied with my job:  
12.6% Strongly agree  
41.3% Agree  
6.0% Undecided  
28.3% Disagree  
9.2% Strongly disagree  
2.6% Missing