

# Empirical analyses of citizen perceptions of the third sector in Europe

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### **ITSSOIN**

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## 1. Introduction

In this section we report empirical analyses of citizen perceptions of the third sector in Europe. Key dimensions of perceptions concern the importance, confidence, impact, trustworthiness, innovation, legitimacy and efficiency of third sector organizations.

The analysis is one part of the deliverable D2.3 'Images of the Third Sector' of the ITSSOIN project. D2.3 has been conceptualised to evaluate perceptions of media and citizens attitudes towards the third sector. Both perspectives are published as distinct and independent papers. Readers also interested in the media perception find more insights in the publication 'Media Framing of the Third Sector Activity in Europe'.

We sought to test the hypotheses 4.1 to 4.6 that have been proposed in D1.4 (Anheier et al., 2014; Bekkers & Brink Lund, 2014). These hypotheses span three levels of analysis: the micro-level of individual citizens, the meso-level of third sector organizations, and the macro-level of societies. Micro-level characteristics of citizens that are likely to be correlated with perceptions of third sector organizations include socio-economic position, personality, prosocial values, generalized trust, participation in third sector organizations and activities. Meso-level characteristics that are likely to be correlated with perceptions of third sector organizations include the age and size of organisations and membership of accreditation programs and accountability clubs. Macro-level characteristics that are likely to be correlated with perceptions of third sector organizations include legal requirements for third sector organizations, self-regulation efforts, government control, corruption, GDP, and the wealth of nations.

A major problem that we encountered in this effort is the lack of data on citizen perceptions of third sector organizations that cover relevant dimensions at all three levels of analysis. The data we have used in our analyses cover three areas:

- A) Trust in third sector organizations
- B) The perceived impact of volunteering
- C) The relation between volunteering and perceptions of third sector organizations

We use data from various surveys: Eurobarometer surveys commissioned by the European Commission, the World Values Survey commissioned by the World Values Association, and the Giving in the Netherlands Panel Survey conducted by VU University Amsterdam. The three surveys cover different countries (see Annex 1) and different aspects of third sector.

We use the Eurobarometer surveys for a descriptive and a comparative analysis of citizen perceptions of third sector organizations and third sector activities. The advantage of the EB is that it covers Europe completely. A disadvantage of the EB, however, is that it does not include many characteristics of respondents that are correlated with perceptions of third sector organizations. The World Values Survey does not include many European countries, but it allows for a comparison of

citizen perceptions in this selection of European countries with citizen perceptions in non-European countries.

The Eurobarometer and the World Values Survey include several questions that are very similar. They are both cross-sectional surveys, taken at specific moments in time. This is an advantage when we seek to establish trends. A comparison of the responses to these questions in two surveys conducted at different moments in time tells us how perceptions of third sector organizations have changed over time. However, the cross-sectional design of the EB and WVS data is also a disadvantage. Both surveys tell us how citizen perceptions are distributed over the population, but they do not enable an analysis of how these perceptions developed. It is not possible to see changes in citizen perceptions among the same respondents over time because all respondents in cross-sectional surveys were interviewed only once. Therefore we also analyse data from the Giving in the Netherlands Panel Survey (GINPS), which has tracked the same respondents over time. Another disadvantage of the EB and WVS data that the GINPS can repair is that it includes several questions on the effectiveness of third sector organizations in advancing social change. The comparative EU surveys do not include such questions.

## **2. Trust in third sector organizations**

First we describe the level of trust that citizens in Europe have in third sector organizations. We provide this description by answering five questions:

1. What proportion of citizens in Europe say they trust third sector organizations?
2. How high is trust in third sector organizations compared to trust in other institutions?
3. How does trust in third sector organizations vary between countries in Europe?
4. How does trust in third sector organizations develop over time?
5. How does trust in third sector organizations vary between citizens in Europe from various social and demographic groups?

We answer these questions first and foremost using survey data from the Eurobarometer, edition 62.2 (European Commission, 2004). This is the only publicly available source of data on citizen perceptions of the third sector covering all EU member states. Unfortunately, the survey has not been repeated since. For a selection of countries, more recent data are available from the World Values Survey (WVS). We will consider these data below (section A.4). The EB62.0 covers 30 countries in Europe: the 25 countries that were included in the EU at the time, four candidate countries (Bulgaria, Romania, Croatia and Turkey), and the Northern part of Cyprus. In each country, at least 500 respondents were interviewed.<sup>1</sup> In total, 29,334 persons participated in the survey. The fieldwork was conducted between October and November 2004. The data were weighted to be representative for the 25 countries that were EU members at the time of the survey.<sup>2</sup>

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<sup>1</sup> In Northern Ireland, 299 respondents were surveyed.

<sup>2</sup> This is V32 in the dataset. Unfortunately, there is no weight variable available for the current EU member states.

## 2.1. What proportion of citizens in Europe say they trust third sector organizations?

About two thirds of the population of Europe trust third sector organizations. We know this from an analysis of the Eurobarometer 62.0, in which respondents were asked: “I would like to ask you a question about how much trust you have in certain institutions. For each of the following institutions, please tell me if you tend to trust it or tend not to trust it?”. One last institution included in the list was ‘charitable or voluntary organisations’. The respondents could choose between three response categories “tend to trust”, “tend not to trust”, and “do not know”. Almost two thirds of the population in Europe (66.4%) responded that they tend to trust third sector organizations. About a quarter (25.3%) responded that they tend *not* to trust third sector organizations. The remaining 8% respond they do not know.

## 2.2. How high is trust in third sector organizations compared to trust in other institutions?

The level of trust in third sector organizations is relatively high. We can see this from a comparison of the level of trust in third sector organizations with the level of trust in other institutions and authorities. Comparing the level of trust in third sector organizations to the level of trust in 14 other institutions and authorities, we see that citizens in Europe tend to have more trust in third sector organisations than in other institutions (see Table 1).

**Table 1. Trust in institutions (EB62, 2004)**

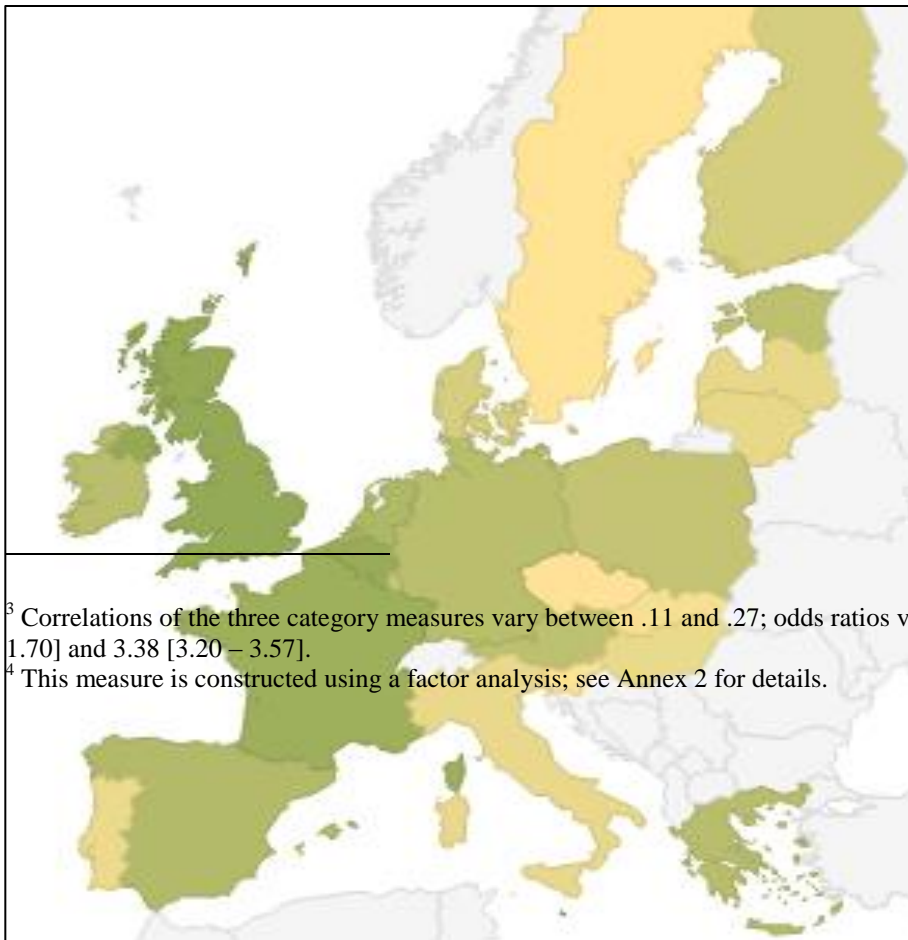
<b>1</b>	the army	69%
<b>2</b>	charitable or voluntary organisations	66%
<b>3</b>	the police	64%
<b>4</b>	radio	63%
<b>5</b>	the UN	54%
<b>6</b>	the EU	50%
<b>7</b>	television	50%
<b>8</b>	the religious institutions	46%
<b>9</b>	justice / the national legal system	45%
<b>10</b>	the press	42%
<b>11</b>	trade unions	39%
<b>12</b>	national parliament	38%
<b>13</b>	national government	34%
<b>14</b>	big companies	31%
<b>15</b>	political parties	17%

The results in table 1 show that the level of trust in third sector organizations is high compared to the level of trust in other institutions and authorities. Third sector organizations are the second in rank: only the level of trust in the army is higher. Trust in third sector organizations is substantially higher than trust in the national government (34%) or in big companies (31%).

An analysis of the level of trust in different institutions shows that citizens who tend to trust institutions of one category are also more likely to trust other categories of institutions.<sup>3</sup> This also goes for trust in third sector organizations. Those who trust third sector organizations are also more trusting of other institutions. Trust in third sector organizations is most strongly related to trust in the UN. About two thirds of the respondents who trust third sector organizations also trust the UN, and about two thirds who do not trust third sector organizations do not trust the UN either. Almost 80% of the respondents who trust the UN also trust third sector organizations. Because third sector organizations are trusted more than the UN, about half of those who do not trust the UN do trust third sector organizations. Because trust in one institution is correlated with trust in other institutions, we can speak of a *general propensity to trust institutions*. We have created a measure for this general level of trust in institutions, excluding the question about trust in third sector organizations.<sup>4</sup> The indicator that corresponds most closely to citizen's general level of trust in institutions is trust in national government.

### 2.3. How do citizens' perceptions of third sector organizations vary between countries in Europe?

Trust in third sector organizations is widespread in most countries of Europe. Figure 1 and 2 display the percentage of the population that tends to trust third sector organizations institutions per country according to the EB62 data. Respondents who answered "tend to trust" were given a score of 1; respondents who answered "tend not to trust" or "do not know" were given a score of 0. Figure 1 displays a map of Europe with the percentage of people tending to trust third sector organizations by country. Countries with relatively high trust in third sector organizations are coloured green. Countries with a relatively low proportion of the population saying they tend to trust third sector



organizations are coloured pink. For each country, Figure 2 shows the proportion of the population saying they tend to trust in third sector organizations.

**Figure 1. Map of trust in third sector organizations in Europe (EB62, 2004)**

<sup>3</sup> Correlations of the three category measures vary between .11 and .27; odds ratios vary between 1.61 [1.53 – 1.70] and 3.38 [3.20 – 3.57].

<sup>4</sup> This measure is constructed using a factor analysis; see Annex 2 for details.

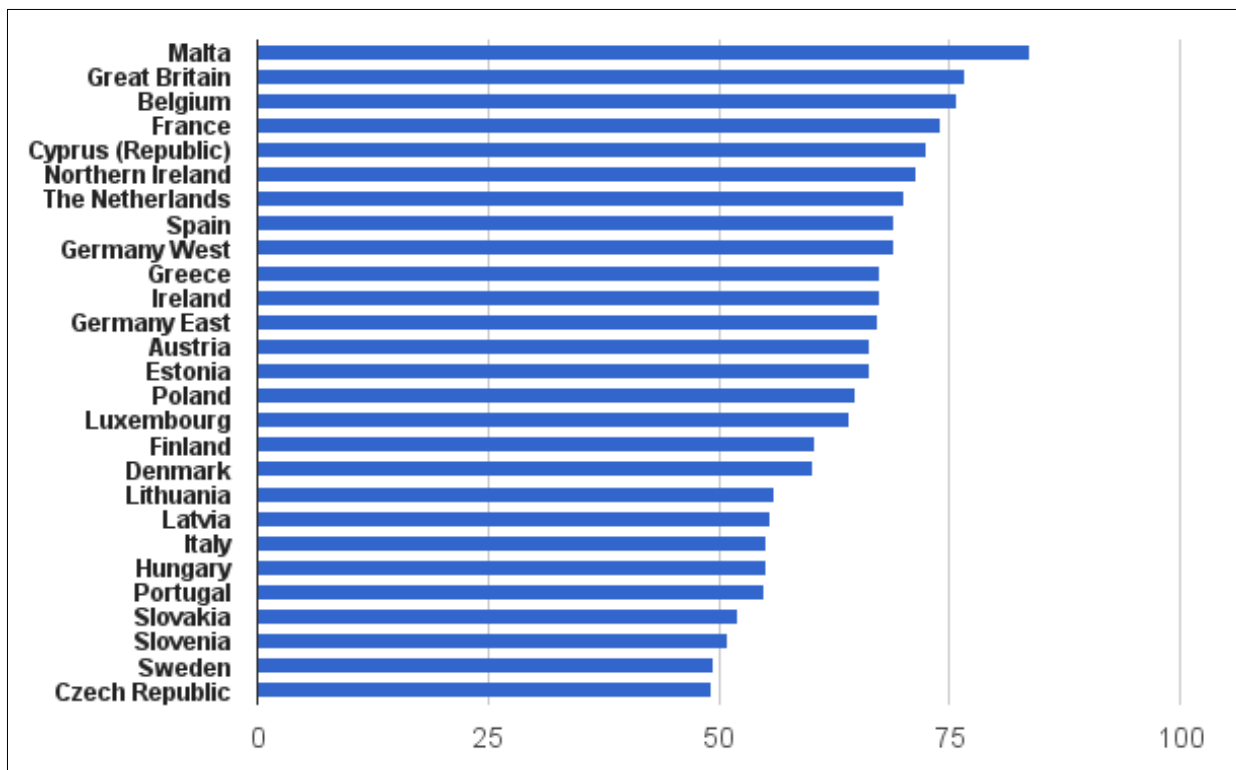
**Proportion of the population  
that trusts third sector**



The map in Figure 1 shows that in almost all countries of Europe a majority of the population tends to trust third sector organizations. Trust in third sector organizations is highest in Malta (83%). Also citizens of Great Britain, Belgium and France have a high level of trust in third sector organizations: about three quarters of the population say they tend to trust charitable or voluntary organizations. In Cyprus, the Netherlands, Spain, Germany, Greece, Ireland, Austria, Estonia, more than two thirds of the population trusts third sector organizations. In Poland and Luxembourg it is close to two thirds of the population. We see somewhat lower levels of trust in third sector organizations in Scandinavian countries, in Italy and Portugal, and in most eastern European countries. However, even in the country in which the lowest proportion of the population tends to trust third sector organizations the Czech Republic, it is still about half of the population.



Figure 2. Trust in third sector organizations by country (EB62, 2004)



#### 2.4. How much trust in third sector organizations do Europeans have compared to other parts of the world?

Europeans do not have much more trust in third sector organizations than citizens from other parts of the world. We have tested this difference using data from the most recent (sixth) edition of the world Values Survey (WVS). The WVS contains data from 12,414 respondents in Europe, from Cyprus (n=1,000) Estonia (n=1,533), Germany, (n=2,046), the Netherlands (n=1,902), Poland (n = 616), Romania (n=1,503), Slovenia (n = 1,069), Spain, (n=1,189), and Sweden (n=1,206). These respondents do not constitute a representative sample of Europeans. The data are weighted.<sup>5</sup>

<sup>5</sup> In total, data from 85,071 respondents are available. The weight used in the current analyses is V258.

**Figure 3. Trust in third sector organizations across the globe (WVS, 2012)**

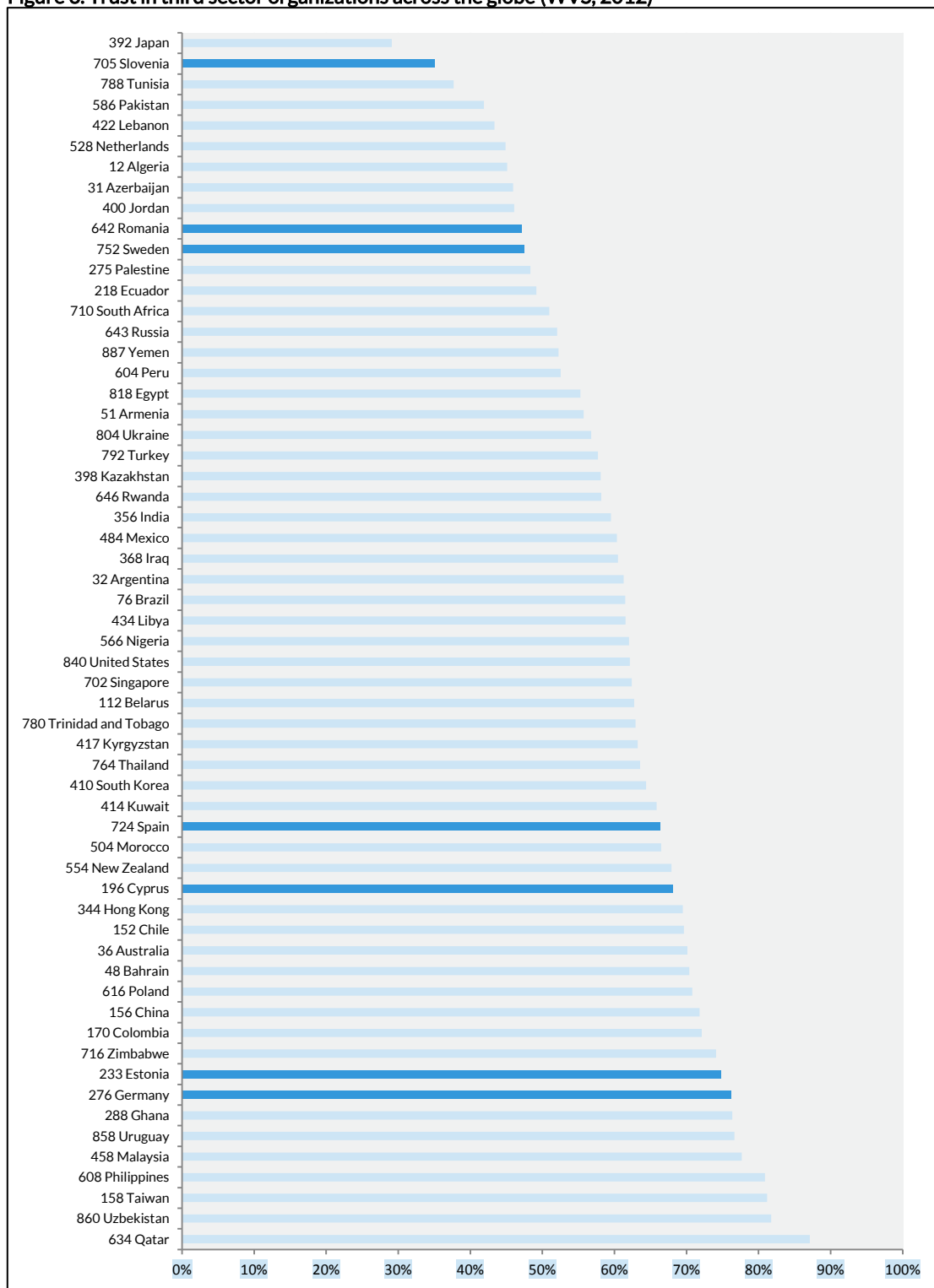
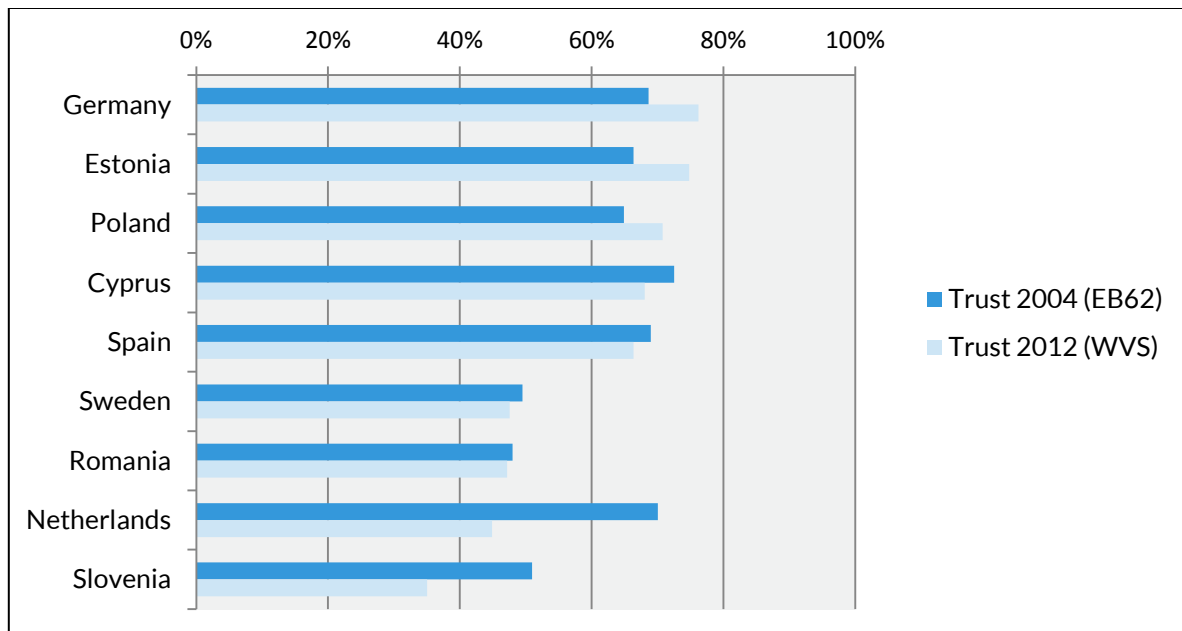


Figure 3 shows that European countries (marked dark blue) can be found in all ranks of trust in third sector organizations, from low (Slovenia, the Netherlands) to high (Estonia, Germany). The average level of trust in third sector organizations does not differ much between European and non-European countries. Neither do we see an obvious relationship between trust in third sector organizations and characteristics of countries such as GDP, religiosity, or world region.

## 2.5. How has trust in third sector organizations developed over time?

In the past decade, trust in third sector organizations has probably not changed much. We can tell this from a comparison of the data from the Eurobarometer 62 with data from the World Values Survey (WVS). For a selection of countries in Europe we can see the development of trust in third sector organizations since 2004 by comparing the results with results from the most recent wave of the World Values Survey, collected between 2012 and 2014). Eight of the European countries included in the EB62 were also included in the WVS. The questions asked in the two surveys are very similar. Figure 4 shows how trust in third sector organizations has changed over time.

**Figure 4. Trust in third sector organizations in 2004 (EB62) and 2012 (WVS)**



We see no clear overall trend emerging from Figure 4. In Germany, Estonia and Poland trust in third sector organizations increased; in Spain, Sweden and Slovenia the level of trust remained about the same, and in Cyprus, Slovenia and the Netherlands trust in third sector organizations declined. The decline is strongest in the Netherlands. Before we seek to interpret the apparent decline in the Netherlands, we note that time is not the only difference between the 2004 Eurobarometer survey

and the 2012 World Values Survey. The two surveys were conducted using different data collection strategies, which may have affected the responses. It is quite possible that the difference is due to other differences between the two surveys.<sup>6</sup>

An analysis of data from the Giving in the Netherlands Panel Survey collected between 2004 and 2012 suggests that less has changed in the level of trust in third sector organizations than seems to be the case from the difference between the EB and WVS results. The GINPS uses a consistent methodology over time. Responses are collected online, in the privacy of the respondent's home, without an interviewer or other persons present. This reduces the tendency to give socially desirable answers (Krumpal, 2013). While the GINPS does not include a general question on trust in third sector organizations such as the EB and WVS, but it does include a question on trust in charitable causes. In the Netherlands, the term 'charitable causes' refers to third sector organizations that engage in fundraising activities. Charitable giving is a very common activity in the Netherlands, displayed at least once by more than 85% of the population (Bekkers, Schuyt and Gouwenberg, 2015). Consequently, charitable causes constitute an important part of the population of third sector organizations.

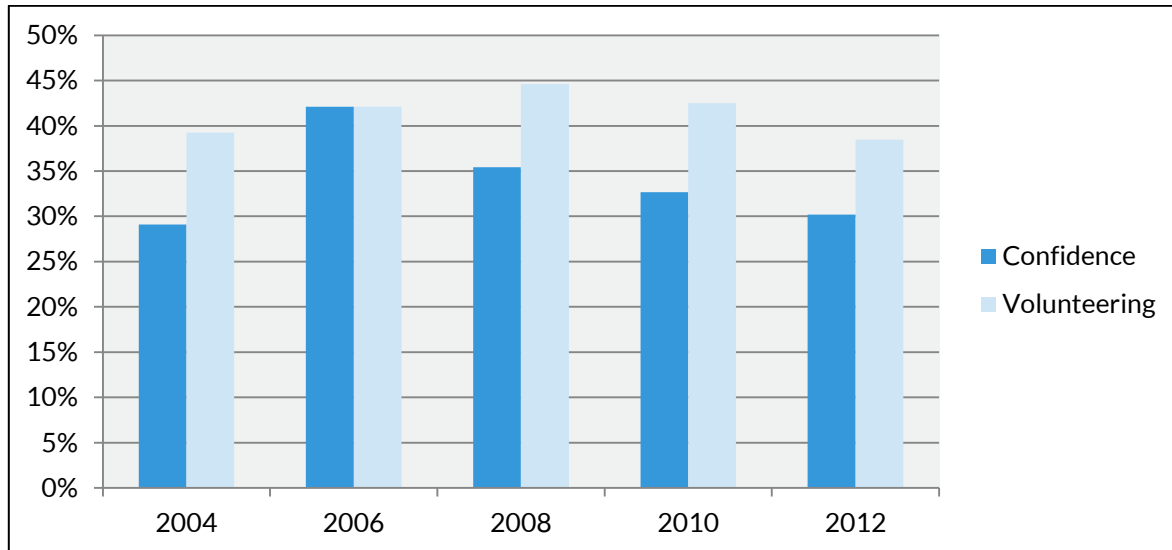
The GINPS question about trust in charitable causes is phrased simply as "How much trust do you have in charitable causes?" The response categories were 'none', 'a little', 'moderate', 'much' and 'very much'. Collapsing the categories 'much' and 'very much' into one category, we find that about a third of the Dutch population 'tend to trust' charitable causes. About 43% responds 'moderate', avoiding a clear choice between trust and distrust. The remaining 23% report having no confidence (5%) in charitable causes or only a little (18%). Over the course of the years, the pattern of responses to this question is fairly consistent over time. In 2004, slightly less than 30% of the Dutch population is estimated to have confidence in charitable causes. In 2012, this proportion is back to that level, after an increase to 42% in 2006 and a decline in the consecutive years. This trend is much less dramatic than the difference between 70% and 43% in Figure 5.

Figure 5 also shows that the proportion of the Dutch population engaging in volunteer work increased from 2004 until 2008, and declined in the consecutive years. It is important to note that the proportion of the population engaging in volunteering started to decline two years after the decline in confidence in charitable causes set in. This suggests that at the macro-level of society changes in volunteering are not causing changes in perceptions of third sector organizations, but vice versa. We will return to this issue later, in section D.

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<sup>6</sup> Unfortunately, the data documentation of the two surveys does not include details about the data collection by country. This makes it hard to interpret the differences between the results for specific countries. The data of the 2012 WVS do reveal that 86% of the interviews in the Netherlands were conducted in the presence of others. In contrast, in the 2004 Eurobarometer, 81% of the interviews were conducted only in the presence of the interviewer.

**Figure 5. Trend in charitable confidence and volunteering in the Netherlands (GINPS, 2004-2012)**



How does the difference between trust in third sector organizations and trust in other institutions vary between countries in Europe? For illustrative purposes, we take the indicator that corresponds most closely to citizen's general level of trust in institutions: trust in national government. About 40% of the citizens of Europe had more trust in third sector organizations than in national government at the time of the survey (October – November 2004). Slightly over half of the population (52%) had equal levels of trust in national government and in third sector organizations: 26% reported they had trust in third sector organizations and also reported they had trust in national government; an equal percentage reported they did not tend to trust third sector organizations and also did not tend to trust national government. Only 7% of the respondents said they tended to trust their national government, but not third sector organizations.

In most countries we see that the proportion of citizens who trust third sector organizations are similar to or exceed the proportion of citizens trusting their country's national government. There are two exceptions: trust in the national government exceeds trust in third sector organizations in Finland and Luxembourg. Figure 6 maps the proportion of the population placing more trust in charities than in the national government per country. A green colour indicates the percentage of people that 'tends to trust' charitable institutions is higher than the percentage of people that 'tends to trust' their national government. A yellow colour indicates these percentages are roughly equal and a red colour indicates more people 'tend to trust' their national government than charitable institutions. We see that most of Europe is green. Luxembourg and the Scandinavian countries are exceptions.

**Figure 6. Difference between trust in third sector organizations and trust in national government by country (EB62, 2004)**

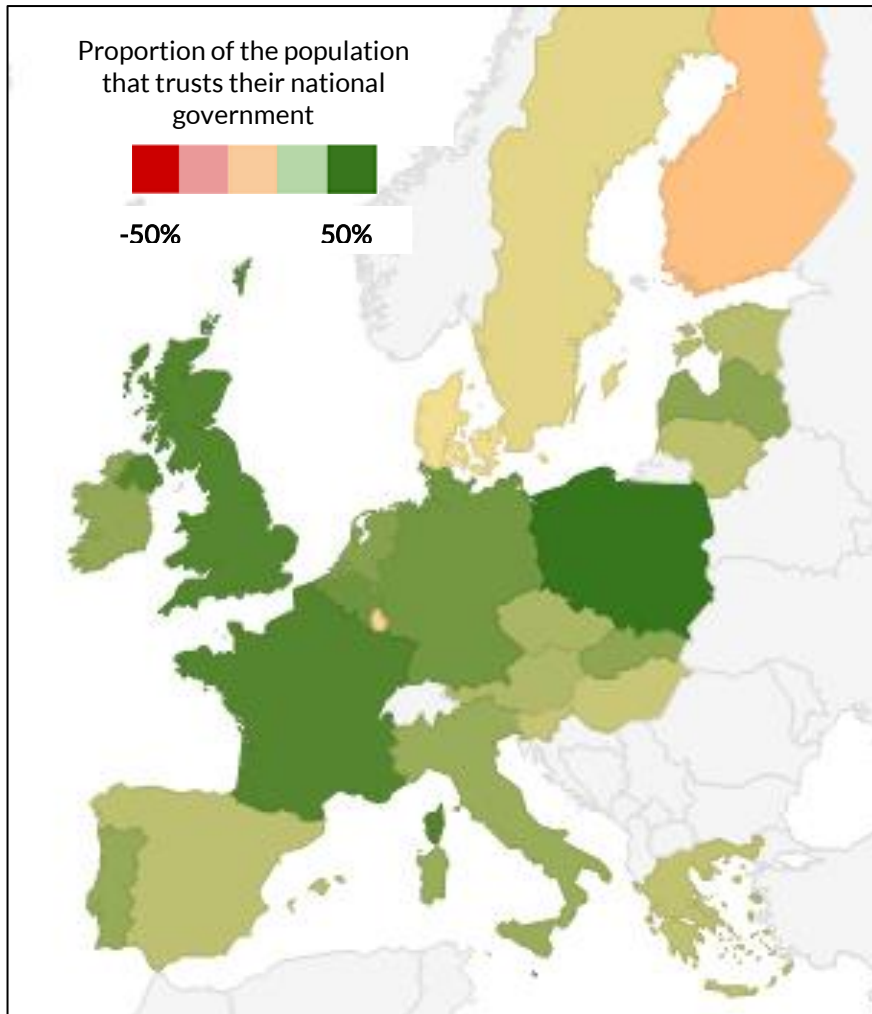


Figure 7 shows how the proportion of the population that trusts third sector organizations relates to the proportion that trusts their national government by country. The gap between trust in third sector organizations and trust in the national government varies considerably between countries in Europe. In Poland, France, Great Britain, Belgium, Malta, Germany and the Netherlands the gap is widest, more than 30%. In Sweden, Cyprus, Denmark, Luxembourg and Finland the gap is less than 10%.

Figure 7. Trust in third sector organizations and trust in national government by country (EB62, 2004)

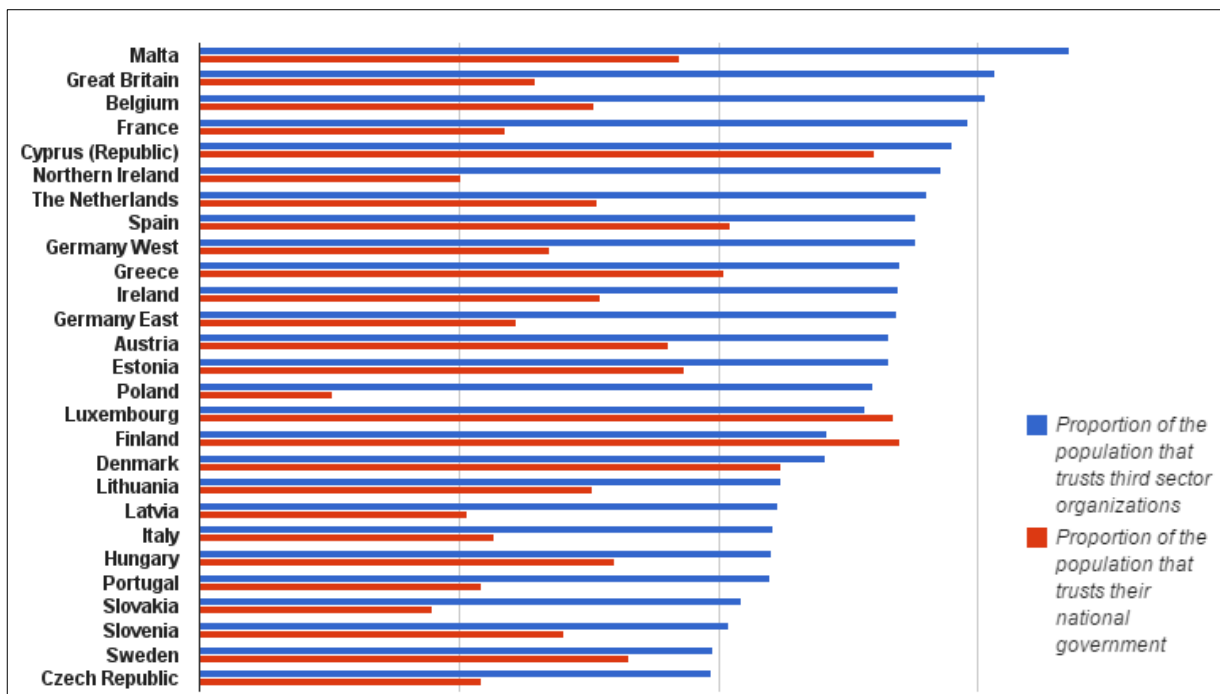
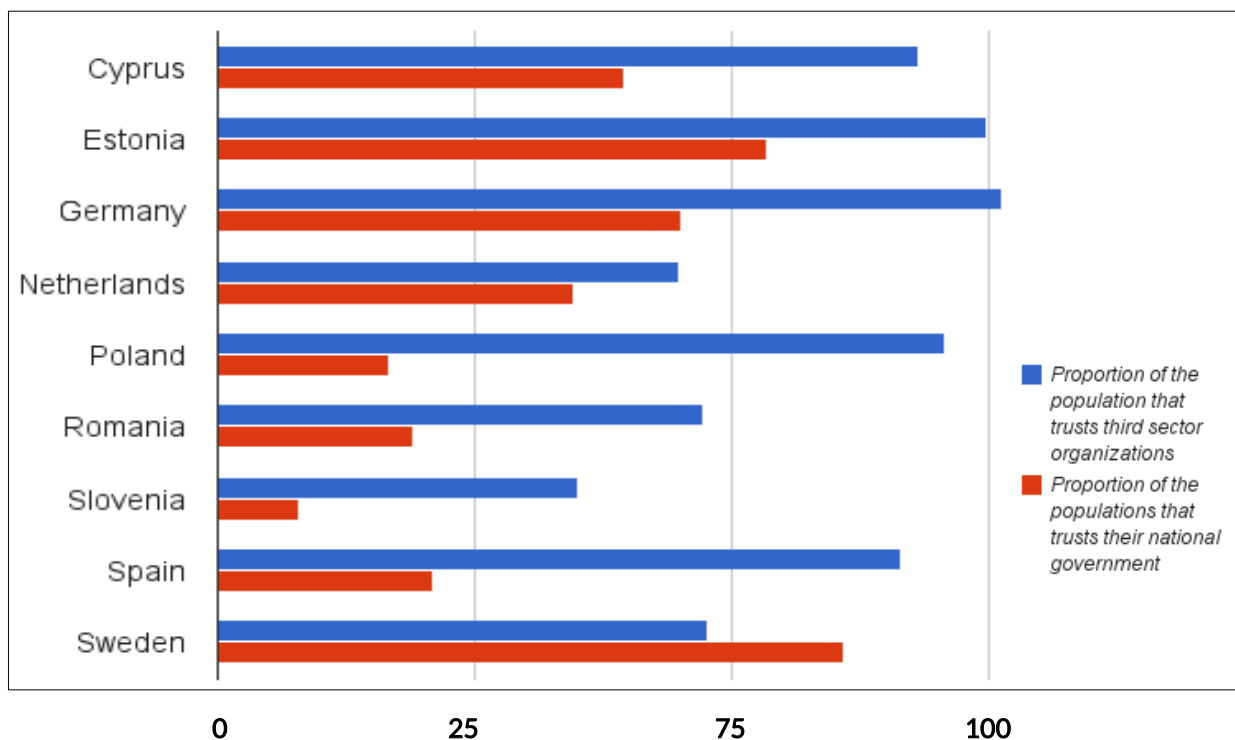


Figure 8. Trust in third sector organizations and national government in European countries (WVS, 2012)



The WVS also includes questions on trust in other institutions, such as the national government. Figure 8 shows that trust in third sector organizations is generally higher than in the national government. Sweden is the only exception in Europe. Comparing the level of trust in third sector organizations in the WVS in 2012 with the level of trust in third sector organizations in the EB in 2004 reveals a strong correlation over time (.69), much stronger than the correlation among trust in government in 2004 and 2012 (.33). Clearly, the level of trust in third sector organizations is much less volatile than the level of trust in national government.

## **2.6. How does trust in third sector organizations vary between citizens in Europe from various social and demographic groups?**

Trust in third sector organizations varies between social and demographic groups of citizens. We obtained this result from an analysis of the responses to the question about trust in third sector organizations in a large number of groups of citizens in Europe, again using the Eurobarometer 62 survey data. Table 2 displays the results of these analyses. The first column shows the proportion of citizens that expressed trust in third sector organizations in the survey. The second column shows the results of a more sophisticated regression analysis, in which we have tested whether the differences between these groups persist when we take the differences between various groups into account. Such an analysis is important to rule out the possibility that differences between certain groups are caused by coincidental differences between other groups.

The analysis shows that citizens of Eastern European countries have more trust in third sector organizations than citizens living in Scandinavian countries (i.e., Denmark, Sweden and Finland), but less trust than citizens of Western European countries. While the differences are not large, they persist when we take the differences in the composition of the population of countries into account.

When we look at social and demographic categories of citizens, we see that trust in third sector organizations is widespread. Even among very different social groups the level of trust in third sector organizations is fairly similar. The largest differences we see between age groups (5 percentage points), groups of citizens with different occupations (5 percentage points) and between citizens with different levels of education (8 percentage points). It turns out that younger citizens in Europe have more trust in third sector organizations than older citizens. We also see that more highly educated citizens have more trust than lower educated citizens.

Smaller differences we see between males and females, the employed and the non-employed, and between rural and urban residents. Females, the employed and urban residents have slightly more trust in third sector organizations than males, the unemployed, and rural residents.



Table 2. Proportion of social and demographic groups that tends to trust third sector organizations

	Proportion that 'tends to trust' third sector organizations	Difference with reference group
Eastern European Citizen	58.5%	/
Western European Citizen	67.7%	+
Scandinavian Citizen	56.8%	-
Male	61.6%	/
Female	62.8%	+
Aged 15-24	68.4%	/
Aged 25-34	64.5%	(-)
Aged 35-44	59.9%	-
Aged 45-54	60.4%	-
Aged 55-64	58.9%	-
Aged 65 and over	60.5%	-
Education until 15 years of age	59.8%	/
Education until 17 years of age	64.3%	+
Education until 18 years of age	59.7%	+
Education until 22 years of age	64.3%	+
Education after 22 years of age	63.5%	+
Unemployed	62.9%	/
Employed	61.5%	-
Self employed	61.8%	-
Has a manual job	60.7%	/
Has a mid-level job	62.7%	0
Has a high-level job	65.2%	+
Resident in rural area	61.0%	/
Resident in small town	62.4%	0
Resident in large town	63.6%	+
Not at all satisfied with life	43.5%	/
Not very satisfied with life	53.5%	+
Fairly satisfied with life	64.5%	+
Very satisfied with life	70.0%	+
Never exercises	59.1%	/
Exercises less than once a month	62.5%	+
Exercises 1 to 3 times a month	63.7%	0
Exercises 1 to 2 times a week	66.3%	+
Exercises 3 times a week or more	66.4%	+
Trust in all institutions		+

/ = reference group. 0 = no difference with reference group. + more trust than reference group. - less trust than reference group. (+) the higher trust in this group relative to the reference group disappears when other differences are taken into account.

The strongest predictor of trust in third sector organizations is satisfaction with life. Citizens who are not at all satisfied with life have a considerably lower level of trust in third sector organizations than citizens who are very satisfied. Trust in third sector organizations among citizens in the dissatisfied category is 26 percentage points lower than among citizens in the very satisfied category, of whom 70% trust third sector organizations.

Unfortunately, the survey did not include a measure of volunteering. However, the survey did include a measure of engagement in sports activity. In several countries in Europe, including Ireland, Denmark, Germany, and the Netherlands, volunteering in sports clubs is one of the most common forms of volunteering. As a rule, more active citizens have more trust in third sector organizations. The differences are not very large. Even those who never exercise still have a lot of trust (59%).

### **3. The perceived societal impact of volunteering**

In the previous section we have seen that citizens in Europe tend to have favorable impressions of third sector organizations. In this section we investigate what Europeans think about the contribution of volunteering and third sector organizations to society. We answer three questions:

1. In which areas do EU citizens recognize that volunteering has an impact on society?
2. How do Europeans view the benefits of volunteering for individual citizens?
3. How does the perceived impact of volunteering vary between countries in Europe?
4. How does the perceived impact of volunteering vary between groups of citizens in Europe from different social and demographic groups?

To answer these questions, we use data from the Eurobarometer 75.2, in which 26,825 respondents in 27 European countries participated (TNS, 2011). In each country, at least 500 respondents were interviewed.<sup>7</sup> In total, 26,825 persons participated in the survey. The fieldwork was conducted between April and May 2011. The data were weighted to be representative for the 27 countries that were EU members at the time of the survey.<sup>8</sup>

#### **3.1. In which areas do EU citizens recognize that volunteering has an impact on society?**

Citizens of Europe recognize the societal impact of volunteering in many areas. One of the questions in the EB75.2 was: “In which of the following fields do you consider volunteering to play an important role?” Fifteen areas in which volunteering may make a difference to society were listed: democratic life, intercultural and interreligious dialogue, intergenerational dialogue, health care, consumer protection, sport, culture, employment, education and training, protection of human rights, environment, active ageing, solidarity and humanitarian aid, social inclusion of disadvantaged citizens, and construction of European identity. Respondents could list a maximum of 3 areas.

Figure 9 displays the number of areas respondents identified as one in which volunteering matter by country. We counted the number of areas identified by the respondents and

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<sup>7</sup> In Northern Ireland, 305 respondents were surveyed.

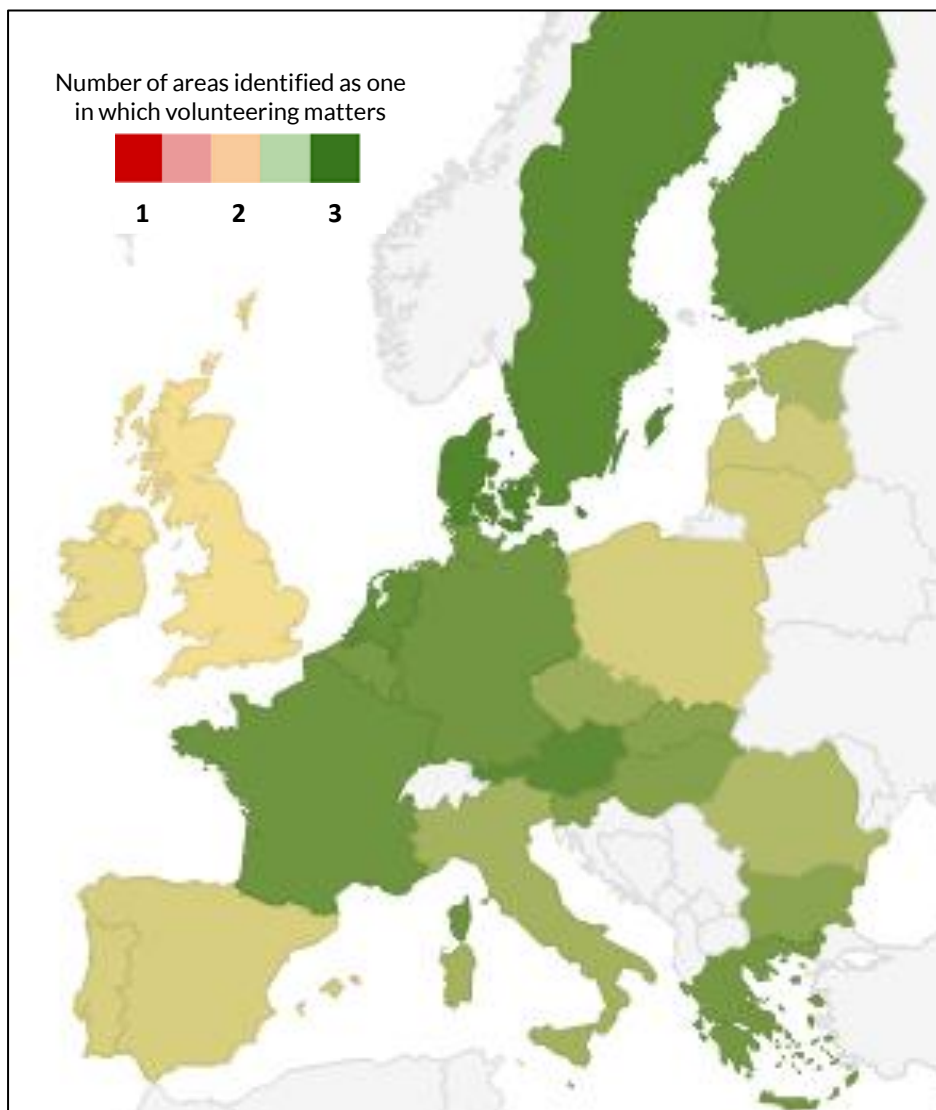
<sup>8</sup> This is V34 in the dataset.

aggregated them by country. The figure displays countries as relatively green when questioned inhabitants named a higher areas in which volunteering matters, and relatively red when they named fewer areas.

In almost all countries, respondents listed at least one area in which volunteering matters. Respondents in the survey were most likely to identify humanitarian aid (39%) as an area in which volunteering matters, followed by health care (32%), the environment (23%), human rights protection (22%), social inclusion (22%), sport (16%), active aging (16%), and employment (15%).

Table 3 displays the proportion of respondents that identified that volunteering matters for each of the respective areas. We see a higher societal impact of volunteering in the Scandinavian countries, and in Austria, and the Netherlands. A lower societal impact of volunteering is perceived by respondents in the UK, Poland, Portugal and Spain, the Baltic member states, Romania, and Italy.

**Figure 9. Number of areas in which volunteering matters for society by country**



Intergenerational dialogue  
Intercultural Dialogue  
Democratic life  
Active aging  
Humanitarian aid  
Social inclusion  
European identity  
Education / training  
Human rights protection  
Employment  
Environment  
Healthcare  
Consumer protection  
Sport  
Culture

Country															
France	6	6	6	21	57	21	2	18	26	18	19	22	14	24	13
Belgium	9	7	8	20	42	18	3	13	24	23	22	35	9	21	13
The Netherlands	7	11	9	21	32	23	1	8	23	19	15	47	4	34	21
Germany West	10	9	17	14	36	22	2	10	22	20	33	32	8	31	15
Italy	10	20	10	12	40	26	4	11	13	27	17	32	12	3	7
Luxembourg	9	13	9	20	49	22	5	20	24	20	19	24	7	16	12
Denmark	15	31	10	23	38	32	1	7	11	19	19	12	3	47	17
Ireland	7	6	2	25	14	17	2	17	30	17	10	24	5	26	9
Great Britain	5	9	6	8	9	16	2	22	39	15	20	28	7	12	7
N. Ireland	7	15	9	10	11	19	1	27	38	17	22	36	6	16	13
Greece	4	3	3	2	43	12	2	9	12	27	50	36	15	26	24
Spain	3	4	4	13	48	25	3	15	19	24	22	24	5	3	7
Portugal	4	6	5	28	48	24	3	9	11	18	7	47	5	2	3
Germany East	6	7	14	11	36	22	2	11	19	17	29	36	8	33	19
Finland	6	12	10	16	33	32	2	19	15	31	23	37	2	24	13
Sweden	22	15	13	8	58	19	2	10	23	38	17	29	2	15	11
Austria	9	8	19	21	38	23	3	13	17	22	25	46	9	17	10
Cyprus (Rep.)	11	6	12	15	68	22	4	13	16	40	21	20	12	12	11
Czech Republic	6	4	5	19	53	23	3	16	10	21	30	31	11	10	7
Estonia	5	9	9	10	28	23	1	12	31	18	36	25	10	9	17
Hungary	9	10	11	9	35	27	5	18	18	21	28	37	10	11	10
Latvia	4	4	11	5	24	17	2	18	28	16	24	40	8	9	14
Lithuania	8	8	8	10	26	16	2	17	17	23	19	43	9	7	10
Malta	6	10	3	32	38	21	4	13	22	19	20	35	9	9	10
Poland	3	6	7	23	29	14	4	11	19	18	13	55	6	4	9
Slovakia	7	10	8	13	50	19	3	15	10	23	34	30	12	14	12
Slovenia	4	10	23	21	54	23	2	12	15	18	29	18	5	15	11
Bulgaria	7	7	17	19	42	33	4	24	13	22	24	24	17	3	3
Romania	10	9	13	8	40	17	5	22	19	22	29	31	9	4	3

### 3.2. How do Europeans view the benefits of volunteering?

Unfortunately, the responses to the questions about the areas in which volunteering matters do not give us much specific information about the role of social innovation. In each of these areas, social innovation by third sector organizations can contribute to a higher quality of life. We can assume that mentioning an area represents a general supportive attitude of volunteering and third sector organizations. We can get a little closer to the perceived impact of volunteering by looking at the responses to the question: “Which of the following do you think are the two main benefits from volunteering in the EU?” Respondents could give a maximum of 2 answers.

Potential benefits mentioned in the question were: it gives Europeans the opportunity to develop their civic participation, it facilitates acquisition of knowledge and competencies which allow a good professional integration, it strengthens fundamental values of solidarity of the EU, it allows maintaining and reinforcing social cohesion, it plays an important role in the economy of the EU, it plays an important role in the sustainable development and in the protection of the environment, and it contributes to the self-fulfilment and to the personal development of volunteer workers.

The benefits perceived by Europeans include a mix of societal and individual benefits. About a third of the respondents agreed that volunteering allows maintaining and reinforcing social cohesion (33%) and a little more than a quarter agreed that volunteering contributes to the self-fulfilment and to the personal development of volunteer workers (27%). A quarter agreed that volunteering strengthens fundamental values of solidarity of the EU (25%). Other responses included “It gives Europeans the opportunity to develop their civic participation” (22%), “It facilitates acquisition of knowledge and competencies which allow a good professional integration” (21%), “It plays an important role in the sustainable development and in the protection of the environment” (19%). Least popular was the option “It plays an important role in the economy of the EU” (13%).

Figure 10 displays the average number of benefits of volunteering mentioned by respondents by country. The number of benefits mentioned were counted. Again countries are displayed as green when a relatively high proportion of inhabitants name two benefits from volunteering, and relatively red when fewer benefits were mentioned.

The map in figure 10 bears resemblance to the map in figure 9: citizens in the Scandinavian countries mention more benefits, as well as citizens in Austria, Belgium, the Netherlands, and Greece. Fewer benefits are mentioned in Poland, the Baltic states, the UK, Spain and Portugal, and Hungary. Table 4 presents the proportion of the population mentioning specific benefits per country.

Figure 10. Number of perceived benefits by country

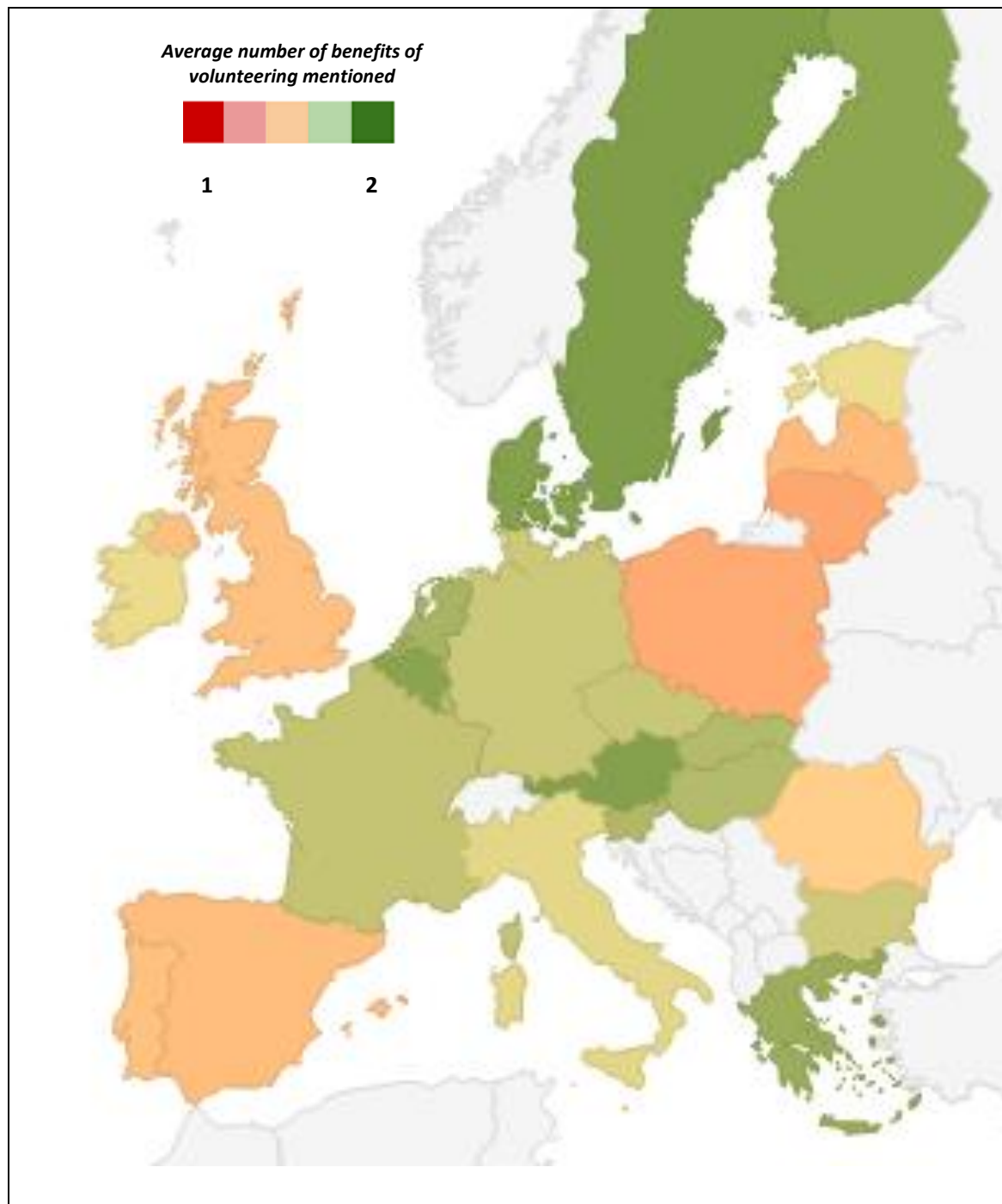


Table 4. Perceived benefits of volunteering by country

Country	Civic participation	Professional training	Values of solidarity	Social cohesion	Role in the economy	Enviroment protection	Personal development
France	21%	17%	26%	41%	10%	18%	31%
Belgium	20%	19%	33%	35%	15%	19%	38%
The Netherlands	22%	22%	26%	36%	12%	11%	41%
Germany West	20%	20%	26%	51%	11%	17%	27%
Italy	24%	25%	34%	25%	13%	22%	14%
Luxembourg	20%	25%	29%	31%	16%	24%	24%
Denmark	21%	18%	20%	42%	8%	20%	,52
Ireland	22%	16%	24%	23%	20%	13%	35%
Great Britain	14%	32%	14%	23%	20%	15%	23%
Northern Ireland	16%	39%	16%	24%	24%	14%	29%
Greece	24%	21%	32%	38%	10%	27%	22%
Spain	17%	16%	29%	28%	10%	16%	24%
Portugal	19%	14%	33%	32%	13%	9%	21%
Germany East	19%	19%	27%	45%	11%	15%	26%
Finland	20%	18%	30%	47%	8%	30%	27%
Sweden	29%	33%	30%	36%	4%	21%	29%
Austria	20%	23%	23%	48%	16%	21%	28%
Cyprus (Republic)	39%	23%	46%	24%	15%	16%	29%
Czech Republic	25%	13%	30%	32%	12%	24%	28%
Estonia	22%	24%	14%	25%	14%	20%	35%
Hungary	16%	29%	19%	40%	16%	27%	21%
Latvia	24%	20%	11%	29%	12%	16%	29%
Lithuania	24%	24%	15%	20%	18%	14%	22%
Malta	28%	15%	35%	16%	14%	18%	19%
Poland	19%	24%	17%	27%	11%	14%	26%
Slovakia	25%	17%	30%	37%	12%	24%	24%
Slovenia	21%	17%	38%	32%	12%	19%	28%
Bulgaria	26%	24%	15%	40%	15%	20%	23%
Romania	26%	27%	16%	23%	14%	21%	18%



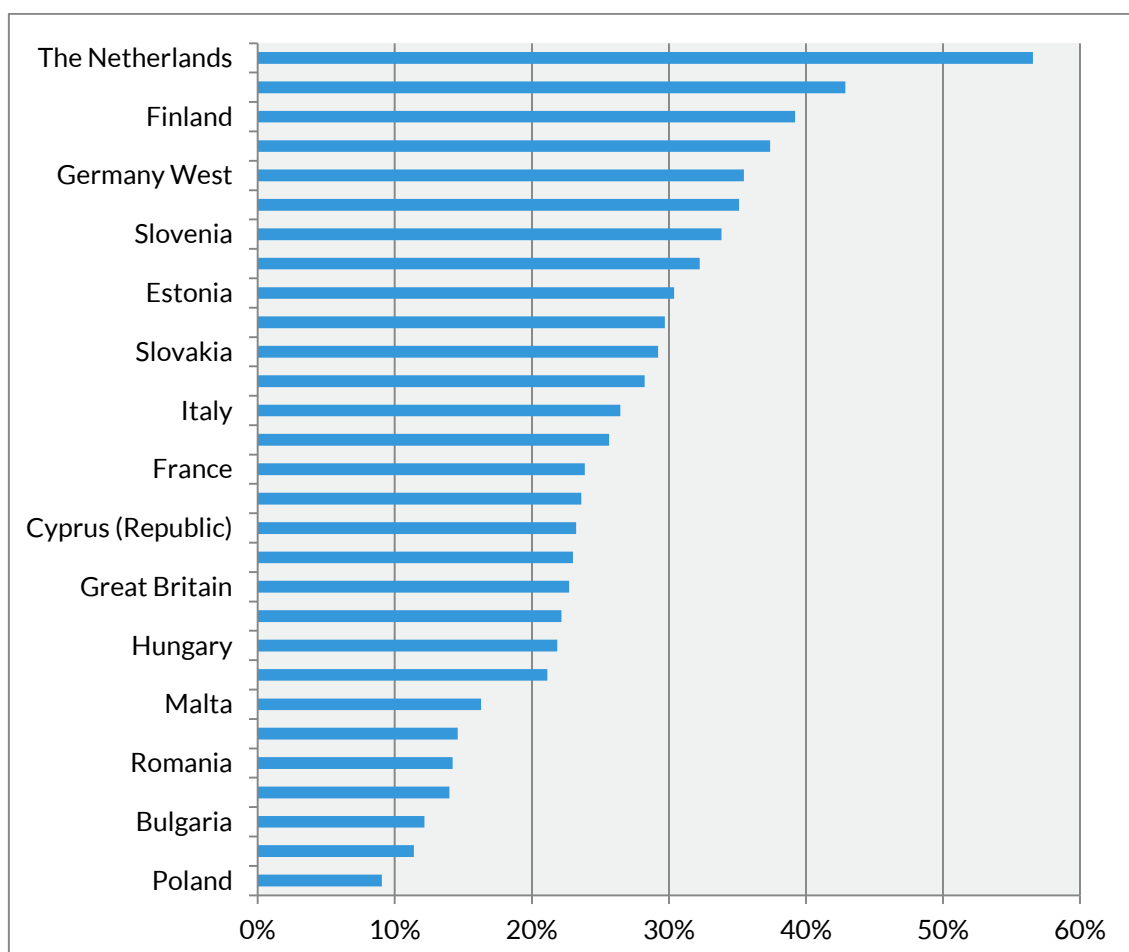
#### 4. The relation between volunteering and perceptions of third sector organizations

It seems natural to assume that volunteering is associated with more positive perceptions of third sector organizations. However, with the example of the Netherlands we have already seen that trends in volunteering and perceptions of third sector organizations do not necessarily move in tandem. Does volunteering produce positive perceptions of third sector organizations? We answer this question in three forms:

1. Do citizens in countries in which a higher proportion of the population volunteer have more positive perceptions of third sector organizations?
2. Do volunteers have more positive perceptions of third sector organizations?

Before we get to the responses on the perceived societal impact of volunteering, we show the proportion of the population reporting volunteering activity per country (see figure 11 and 12).

**Figure 11. Proportion of the population reporting voluntary activities (EB75.2, 2011)**

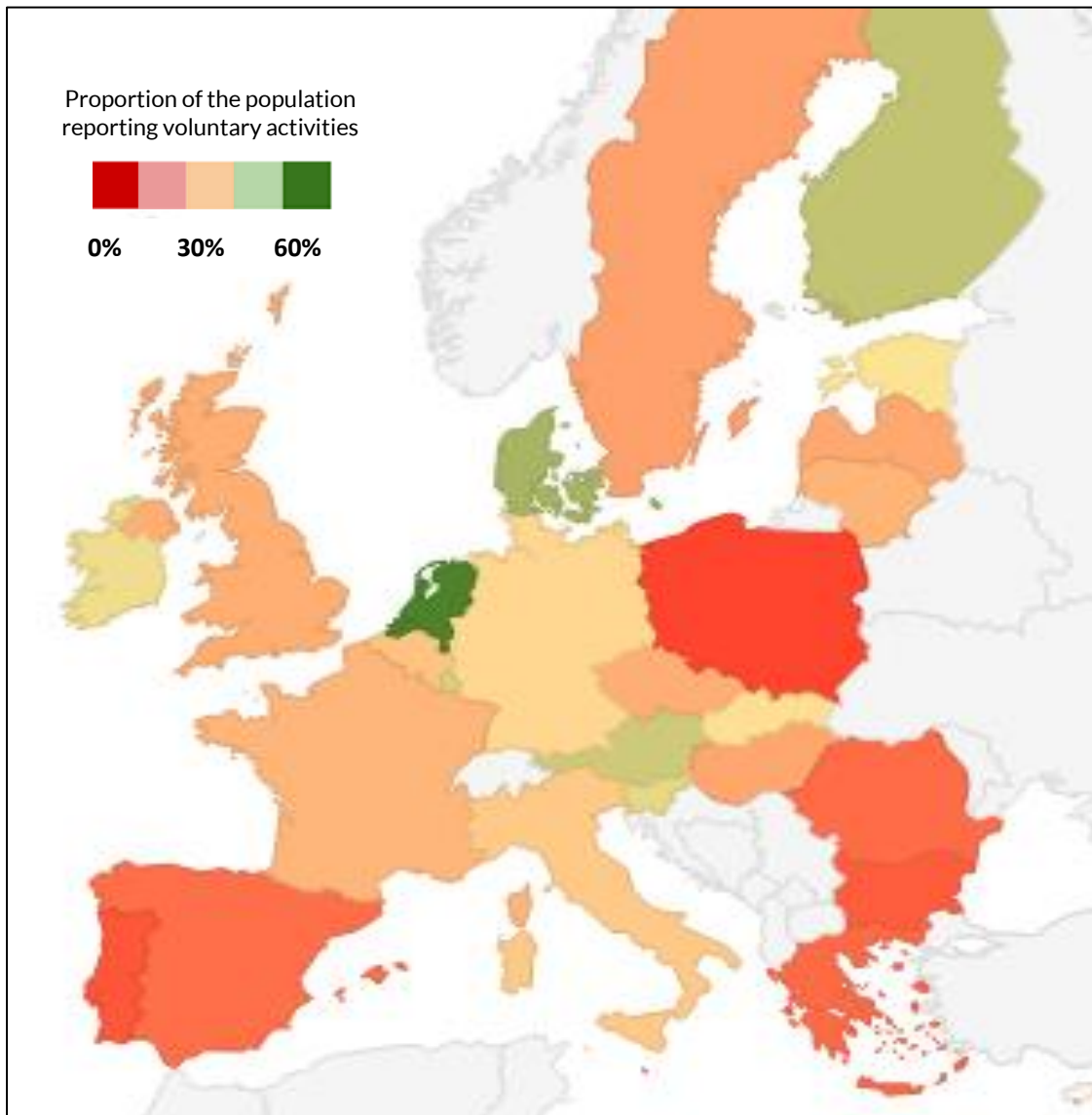


It should be kept in mind that the Eurobarometer did not include a very sophisticated set of questions on volunteering. Respondents were asked only one question: “Do you currently have a voluntary activity on a regular or occasional basis?” This question was not introduced to the respondents by a definition of voluntary activity. This type of question is likely to result in an



underestimation of the proportion of volunteers, especially for those respondents who are not familiar with the term 'voluntary activity' (Rooney, Steinberg & Schervish, 2001).

**Figure 12. Proportion of population reporting 'voluntary activities' by country**



With the caution in mind that the results are biased by understanding of the survey question, we see considerable variation between countries in Europe in volunteering activity. The highest proportion of volunteers in the Netherlands (56%), followed by Denmark (43%) and Finland

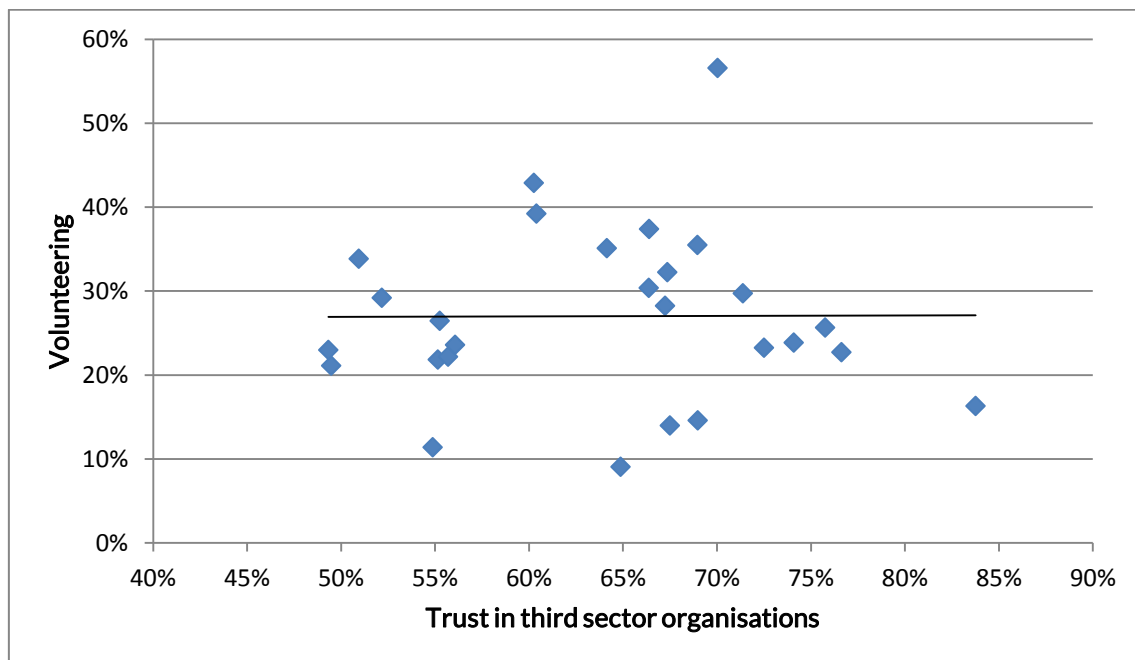
(39%).<sup>9</sup> The lowest proportion of volunteers is found in Poland, Portugal, Bulgaria, Greece, Romania and Spain (all lower than 15%).

Figure 12 maps these differences. As in the previous maps, a green colour indicates a relatively high (60%) percentage of the respondents being a volunteer (regularly or irregularly), while a red colour indicates the percentage is closer to 0.

1. Do citizens in countries in which a higher proportion of the population volunteer have more positive perceptions of third sector organizations?

Our two datasets covering Europe show that countries in which a larger proportion of the population volunteers do not have more trust in third sector organizations (see Figure 13). There is simply no correlation between the two variables. A comparison of four countries provides a striking illustration. On the x-axis we can see widely different levels of trust at similar levels of volunteering in the case of Malta, in which 84% has trust in third sector organizations but only 16% volunteers, and the Czech Republic, in which only 49% has trust in third sector organizations but 23% volunteers. On the y-axis we see that 70% has trust in third sector organizations in the Netherlands and 57% reports voluntary activity; while in Spain 69% has trust in third sector organizations but only 14% reports voluntary activity.

**Figure 13. Proportion volunteering and trust in third sector organizations (EB62 and EB75.2)**

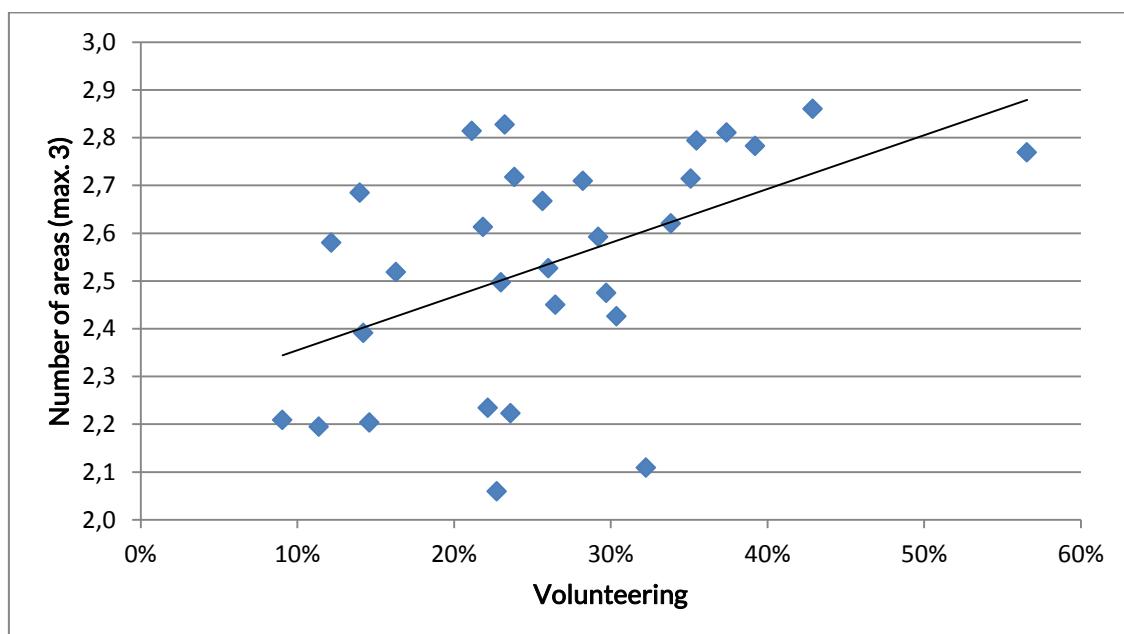


<sup>9</sup> This estimate is considerably higher than the estimate from the Giving in the Netherlands Panel Survey (see figure 5) and other datasets on volunteering from the Netherlands. Again, the lack of details on the data collection procedure makes it difficult to understand why this estimate is so high.

Clearly, our hypothesis H4.1 that higher levels of volunteering will transform to higher levels of positive attitudes towards third sector organisations receives no support in a comparison of countries.

However, the number of areas in which respondents recognize a societal impact of volunteering is positively related to the proportion of the population that reports volunteer work. We find this in an analysis of the relation between the proportion of the population reporting voluntary activities and the number of areas mentioned in which volunteering matters for society (see figure 14). The correlation is .49, which is relatively strong.

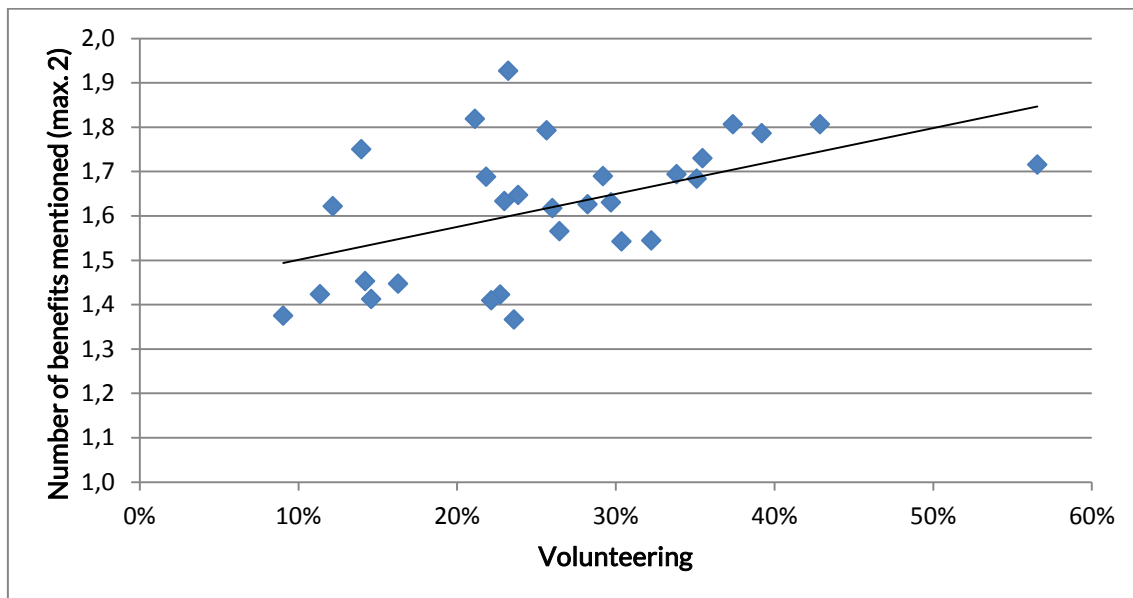
**Figure 14. Proportion of the population in European countries reporting voluntary activities and the number of areas mentioned in which volunteering matters (EB75.2)**



We note that the relation displayed in figure 14 does not hold equally strongly for each of the areas. We find a slightly negative relationship between the impact on European identity, consumer interests, and employment and voluntary activities. There is virtually no relationship between the proportion of the population that volunteers and the perceived impact of volunteering on humanitarian aid, health care, the environment, and human rights. The perceived impact of volunteering on social inclusion, intergenerational dialogue, intercultural dialogue and sport create the correlation displayed in figure 14.

We also see a clearly positive relationship between the number of benefits mentioned and the proportion volunteering (see figure 15). The correlation is .50.

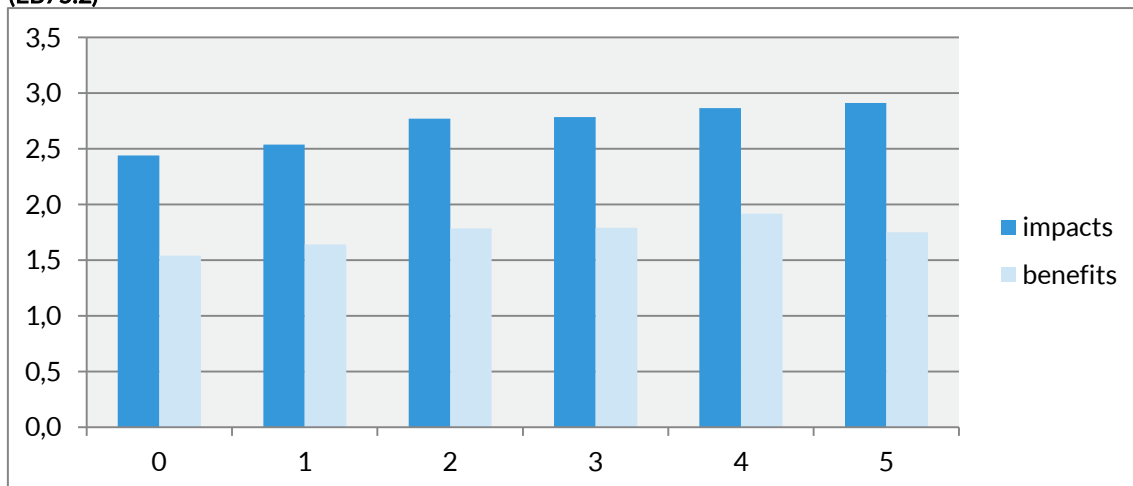
**Figure 15. Proportion of the population in European countries reporting voluntary activities and the number of perceived benefits of volunteering (EB75.2)**



## 2. Do volunteers have more positive perceptions of third sector organizations?

Citizens in Europe who report volunteering activities have more positive perceptions of third sector organizations. However, the differences are not large. Figure 16 shows this.

**Figure 16. Number of voluntary activities and the number of perceived impacts and benefits of volunteering (EB75.2)**



## 5. Annex

### 5.1. Appendix 1: Countries included in the analyses

	EB62	EB75.2	WVS2012	GINPS
Austria	X	X		
Belgium	X	X		
Bulgaria				
Cyprus (Republic)	X	X	X	
Czech Republic	X	X		
Denmark	X	X		
Estonia	X	X	X	
Finland	X	X		
France	X	X		
Germany East	X	X	X	
Germany West	X	X	X	
Great Britain	X	X		
Greece	X	X		
Hungary	X	X		
Ireland	X	X		
Italy	X	X		
Latvia	X	X		
Lithuania	X	X		
Luxembourg	X	X		
Malta	X	X		
Northern Ireland	X	X		
Poland	X	X	X	
Portugal	X	X	X	
Romania				
Slovakia	X	X		
Slovenia	X	X	X	
Spain	X	X	X	
Sweden	X	X	X	
The Netherlands	X	X	X	X

## 5.2. Appendix 2: Trust in institutions (EB62)

	Three factor solution			Single factor solution
	1	2	3	
The Press	,191	,047	,746	,487
Radio	,122	,142	,811	,513
Television	,156	,139	,774	,521
Justice / the national legal system	,332	,602	,089	,597
The police	,139	,800	,046	,540
The army	,089	,753	,109	,506
The religious institutions	,169	,498	,117	,435
Trade unions	,362	,194	,193	,451
Political parties	,668	,068	,116	,578
Big companies	,498	,077	,178	,483
National government	,758	,211	,013	,674
National parliament	,756	,236	,029	,692
The EU	,631	,097	,138	,574
The UN	,492	,190	,164	,533
Eigen value	4,182	1,475	1,228	4,182
% of variance explained	29,872	10,536	8,769	29,872
Cronbach's alpha				0,815

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