

Community Organisations Survey

April-May 2010

Conducted for:

The National Australia Bank



Conducted by:

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1.0 Introduction

This report summarises the results of an online survey of Australian community organisations.

Essential Research was commissioned by the National Australia Bank to conduct this survey.

The main objectives of the survey were to assess:

- Current numbers of volunteers
- Ability to find volunteers
- Resources required to assist in finding volunteers
- The areas where more volunteers are required
- Impacts on service delivery.

2.0 Survey Methodology

The survey was constructed by Essential Research, in consultation with the National Australia Bank.

The distribution of survey invites was conducted by the National Australia Bank in partnership with Volunteering Australia.

The survey was in the field April 22 to May 5 2010.

From the survey participants:

- 847 started the survey
- 420 completed the survey

This survey had an actual completion rate of 49.95%.

QuestionPro software was used to host the online survey. Anti-ballot boxing features were enabled to ensure one survey completion per email address.

Open ended comments were analysed either manually or with Leximancer software. The complete list of open answers are provided separately for further internal analysis.

3.0 Survey Reliability

Properly constructed sample surveys can provide results that are described as statistically reliable. The level of statistical reliability is dependent upon the sample size and (except where it is extremely small) the size of the population has no practical effect.

A survey that has 1000 respondents will provide results that are – at the 95% confidence level – subject to a sampling variation of between 2% and 3% at the total response level. Sub-samples, because of their smaller size, will exhibit larger sampling variances. The following table shows the sampling variances at the 95% confidence level for a range of sample sizes and response levels.

Sample Size	Variation where the answer is near the percentage of				
	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
100	6%	8%	9%	9%	10%
200	4%	5%	6%	7%	7%
300	3%	5%	5%	6%	6%
400	3%	4%	4%	5%	5%
500	3%	4%	4%	4%	4%
600	2%	3%	4%	4%	4%
700	2%	3%	3%	4%	4%
800	2%	3%	3%	3%	3%
900	2%	3%	3%	3%	3%
1000	2%	3%	3%	3%	3%

Overall the confidence level was set as 95%. In this report where variation in sub-samples is statistically significant a comment has been made.

For the purposes of simplicity we have rounded percentages to the nearest whole number. This may result in some percentage totals being 99% or 101%.

4.0 Summary of Results

4.1.1 How would you describe your organisation?

	%
Small (less than 20 EFT staff)	51%
Medium (between 20-50 EFT staff)	14%
Large (50+ EFT staff)	35%

4.1.2 Do you currently have volunteers assisting within your organisation?

	%
No	9%
Yes	91%

4.1.3 On average, how many volunteers do you engage in a year?

<20	24%
20-40	18%
40-60	11%
60+	47%

4.1.4 Approximately what percentage of your work is done by volunteers?

<5%	21%
6-10%	11%
11-25%	17%
26-50%	9%
50-75%	10%
>75%	32%

4.1.5 How do you recruit volunteers?

Online	21%
Advertising	22%
Word-of-mouth	34%
Corporate programs	11%
Donors	5%
Other	8%

4.1.6 Do you have enough volunteers or do you need more?

Have enough	19%
Need more	76%
Dont know	6%

4.1.7 What type of impact does your shortage of volunteers have on your ability to deliver your services?

A very big impact	29%
A big impact	37%
A small impact	28%
A very small impact	4%
No impact at all	1%

4.1.8 How important are volunteers to your organisation?

Extremely important	73%
Very important	18%
Important	7%
Reasonably important	2%
Not important	0%

4.1.9 Are the services of your organisation in greater demand now than in the past?

Much greater demand	43%
Somewhat greater demand	38%
About the same	18%
Less in demand	1%
A lot less in demand	0%

4.1.10 Do you find it easier/ harder to attract volunteers than:

12 months ago:

Easier	10%
About the same	64%
Harder	20%
Dont know	6%

3 years ago:

Easier	20%
About the same	39%
Harder	19%
Dont know	22%

4.1.11 Do you find it easier/ harder to retain volunteers than:

12 months ago:

Easier	4%
About the same	75%
Harder	16%
Dont know	5%

3 years ago:

Easier	7%
About the same	57%
Harder	13%
Dont know	22%

4.1.12 What do you find most difficult about managing volunteers?

Take too much time to manage	11%
Their unreliability	14%
Hard to match skills with our needs	19%
Lack of resource to manage	35%
Other	20%