

## **Voice of the People VOLUNTARY WORK**

**Findings from a 56 nation poll covering all continents**

Conducted in Pakistan by

**Gallup Pakistan**  
The Pakistani Affiliate of



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## Voice of the People 2008

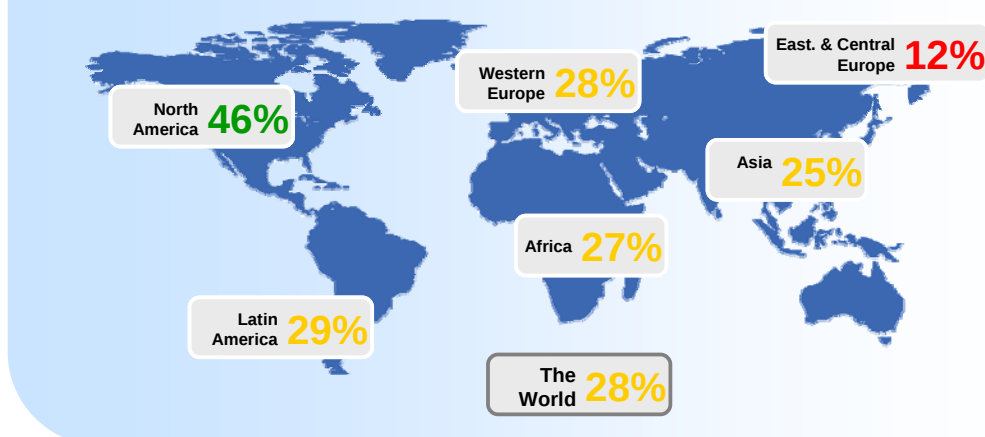
### VOLUNTARY WORK

Almost 3 out of 10 citizens of the world did voluntary work in the last year according to a new Voice of the People survey of more than 58,000 interviews in 56 countries, released by Gallup International Association for International Volunteer Day, December 5<sup>th</sup>.

#### MAIN FINDINGS

- When we speak about voluntary work we are describing the efforts of millions of people around the world who due to their own will and driven by solidarity, decide to offer part of their time for the benefit of others and not receiving any payments in exchange. On a global level, the study conducted by Gallup International shows that almost 3 out of 10 people around the world (28%) did voluntary work in the last year. The proportion of volunteer workers has remained unchanged compared to the results of a previous wave of the survey carried out in 2005.
- Commenting the findings of the study, Meril James, Secretary General of Gallup International Association said *"Volunteer work encourages human interactions, relationships and bonds beyond the state and the market enabling civil societies to develop with dynamism and vitality. Our successive surveys provide a measure of this global phenomenon, revealing that a significant proportion of citizens around the world are engaged, that the wealthiest and more educated tend to volunteer more and that time, the usual suspect, is not in fact a constraint to working for others."*
- North America is by far the region with the highest proportion of volunteers, with almost half respondents (46%) declaring they have done volunteer work in the last year. Following, close to three in ten citizens mentioned they had worked for others in Latin America (29%), Western Europe (28%), Africa (27%) and Asia (25%). Finally, Eastern & Central Europe stays behind, with just 12% of people having been a volunteer worker in the last 12 months. It is interesting to note that the number of Western Europeans who have devoted part of their time to volunteering is more than double that of their Eastern neighbours (28% against 12% respectively).

During the last 12 months, did you do any voluntary work; this is, devoting time to a job for a non-for-profit organization without receiving any wage or salary in exchange? YES



Source: Gallup International Association – Voice of the People™ 2008

Looking at results within regions, the situations across countries are very different. The exception is North America, where the level of involvement in voluntary work is high both among Canadians (50%) and US citizens (45%).

In Western Europe, half or more respondents said they had done some voluntary work in Norway (57%), Luxembourg (55%), Iceland (52%), and Sweden (50%). On the opposite side, this proportion reaches 2 out of ten in Italy (23%), Greece (22%), Spain (21%), Austria (20%), and Portugal (17%).

In Latin America, 38% of the sample in Guatemala declared having undertaken some volunteer activities, a proportion that almost doubles the percentages recorded in Bolivia (23%), Argentina (19%) and Peru (19%).

In Africa, the highest percentages of volunteer workers can be found in Cameroon (53%) and Ghana (42%), on the other side, the country with less proportion of voluntary work is Nigeria (25%).

In Asia, 4 in 10 interviewees in Philippines (44%), Singapore (40%), and Hong Kong (39%) declared to have volunteered during the last 12 months, whilst the countries where less voluntary work take place are Pakistan (11%) and India (17%).

Finally, in Eastern & Central Europe, the region with the lowest proportion of volunteer workers, Poland leads, with a quarter of the sample (25%) declaring to have taken part in this type of activities, followed by 22% in Bosnia and Herzegovina. Conversely, less than 10% has volunteered in Albania (8%), Croatia (7%), Turkey (7%), and Bulgaria (5%).

As to the countries where the level of voluntary work is the highest, the top ten list includes 6 North European countries (Norway, Luxembourg, Iceland, Sweden, Denmark and the Netherlands), the two North American states (Canada and the US), one African country (Cameroon), and one from Asia (Philippines).

| Proportion of voluntary workers<br>per country (I) |     |
|----------------------------------------------------|-----|
| NORWAY                                             | 57% |
| LUXEMBOURG                                         | 55% |
| CAMEROON                                           | 53% |
| ICELAND                                            | 52% |
| CANADA                                             | 50% |
| SWEDEN                                             | 50% |
| DENMARK                                            | 46% |
| THE NETHERLANDS                                    | 46% |
| US                                                 | 45% |
| PHILIPPINES                                        | 44% |
| GHANA                                              | 42% |
| FINLAND                                            | 41% |
| SINGAPORE                                          | 40% |
| HONG KONG                                          | 39% |
| GUATEMALA                                          | 38% |
| SENEGAL                                            | 35% |
| VENEZUELA                                          | 34% |
| BRAZIL                                             | 31% |
| GERMANY                                            | 30% |
| SWITZERLAND                                        | 30% |
| COLOMBIA                                           | 30% |
| PANAMA                                             | 30% |
| THAILAND                                           | 30% |
| UK                                                 | 29% |
| MALAYSIA                                           | 29% |
| VIETNAM                                            | 29% |
| MEXICO                                             | 28% |
| INDONESIA                                          | 28% |
| JAPAN                                              | 28% |

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| Proportion of voluntary workers<br>per country (II)                  |     |
|----------------------------------------------------------------------|-----|
| POLAND                                                               | 25% |
| NIGERIA                                                              | 25% |
| CHINA                                                                | 24% |
| ITALY                                                                | 23% |
| BOLIVIA                                                              | 23% |
| GREECE                                                               | 22% |
| BOSNIA AND HERZEGOVINIA                                              | 22% |
| SPAIN                                                                | 21% |
| KOREA, REPUBLIC OF                                                   | 21% |
| AUSTRIA                                                              | 20% |
| ARGENTINA                                                            | 19% |
| PERU                                                                 | 19% |
| CZECH REPUBLIC                                                       | 18% |
| PORTUGAL                                                             | 17% |
| INDIA                                                                | 17% |
| MOLDOVA                                                              | 16% |
| SERBIA                                                               | 16% |
| ROMANIA                                                              | 14% |
| KOSOVO                                                               | 12% |
| RUSSIA                                                               | 12% |
| UKRAINE                                                              | 11% |
| PAKISTAN                                                             | 11% |
| MACEDONIA                                                            | 10% |
| ALBANIA                                                              | 8%  |
| CROATIA                                                              | 7%  |
| TURKEY                                                               | 7%  |
| BULGARIA                                                             | 5%  |
| Source: Gallup International Association – Voice of the People™ 2008 |     |

When we compare the results of the present survey to those obtained in 2005, the highest increases in the proportion of volunteer workers can be found in Cameroon (+17 points from 36% in 2005 to 53% nowadays), Guatemala (+12 points from 26% to 38%), and Philippines (+11 points from 33% to 44%). Contrarily, the biggest downturns were recorded in Panama (-19 points from 49% in 2005 to 30% nowadays), Vietnam (-19

points from 48% to 29%), Norway (-10 points from 67% to 57%), Moldova (-9 points from 25% to 16%), and Ukraine (-8 points from 19% to 11%).

### **A socio-demographic analysis**

One interesting aspect in the study of voluntary work is to look at the results by socio-demographic groups. Such analysis reveals that the most important social determinants of volunteer work are education and household income.

Whereas 38% of people with a degree have undertaken this type of activity, only 19% of those with no or only basic education have.

**Percentage of people who has done voluntary work in the last year**  
**– By educational level and household income –**

| Education                             |                  |                      | Household Income |               |      |
|---------------------------------------|------------------|----------------------|------------------|---------------|------|
| No education/<br>only basic education | Secondary school | High level education | Low/ Med Low     | Med/ Med High | High |
| 19%                                   | 25%              | 38%                  | 24%              | 29%           | 40%  |

Source: Gallup International Association – Voice of the People™ 2008

Coincidentally, it should be pointed out that an increase in household income brings an increase in voluntary work at a global level. Those living in richer households are more likely to declare having worked for others than those who live in poorer households (40% vs. 24%, respectively). Analysing differences in income within regions this trend appears in all cases except for Africa, where the level of volunteers is similar across the income levels (3 in 10, being somewhat higher among the medium level respondents).

Another interesting finding is that there are no differences by gender in the predisposition to conduct voluntary work. Men and women show similar levels of involvement in this type of activities (women 28% vs. men 27%). There are also no significant differences by age.

Finally, the suspicion that time constraints are one of the main barriers to voluntary work is refuted: 30% of those working full or part time have done volunteer activities, whilst this proportion reaches only one quarter of those who do not work.

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## Voice of the People 2008

### VOLUNTARY WORK

## COUNTRY BY COUNTRY ANALYSIS

### Africa

- According to the opinions collected in this poll, 53% of citizens in **Cameroon** have done voluntary work in the last year, a percentage that is 25 points above the world's average (28%) and 26 points ahead of the region's level (27%). From the list of 56 surveyed countries, Cameroon ranks 3rd, and is in the 1st place within the 4 African countries covered. Compared to the figure obtained in 2005, the proportion of volunteers has increased 17 points.
- According to the opinions collected in this poll, 42% of citizens in **Ghana** have done voluntary work in the last year, a percentage that is 14 points above the world's average (28%) and 15 points ahead of the region's level (27%). From the list of 56 surveyed countries, Ghana ranks 11th, and is in the 2nd place within the 4 African countries covered. Compared to the figure obtained in 2005, the proportion of volunteers has increased 7 points.
- According to the opinions collected in this poll, 35% of citizens in **Senegal** have done voluntary work in the last year, a percentage that is 7 points above the world's average (28%) and 8 points ahead of the region's level (27%). From the list of 56 surveyed countries, Senegal ranks 16th, and is in the 3rd place within the 4 African countries covered. Compared to the figure obtained in 2005, the proportion of volunteers has increased 6 points.
- According to the opinions collected in this poll, 25% of citizens in **Nigeria** have done voluntary work in the last year, a percentage that is in line with the world's average (28%) and the region's level (27%). From the list of 56 surveyed countries, Nigeria ranks 30th, and is in the last place within the 4 African countries covered.

### Asia Pacific

- According to the opinions collected in this poll, 44% of citizens in **Philippines** have done voluntary work in the last year, a percentage that is 16 points above the world's average

(28%) and 19 points ahead of the region's level (25%). From the list of 56 surveyed countries, Philippines ranks 10th, and is in the 1st place within the 12 Asia Pacific countries covered. Compared to the figure obtained in 2005, the proportion of volunteers has increased 11 points.

- According to the opinions collected in this poll, 40% of citizens in **Singapore** have done voluntary work in the last year, a percentage that is 12 points above the world's average (28%) and 15 points ahead of the region's level (25%). From the list of 56 surveyed countries, Singapore ranks 13th, and is in the 2nd place within the 12 Asia Pacific countries covered.
- According to the opinions collected in this poll, 39% of citizens in **Hong Kong** have done voluntary work in the last year, a percentage that is 11 points above the world's average (28%) and 14 points ahead of the region's level (25%). From the list of 56 surveyed countries, Hong Kong ranks 14th, and is in the 3rd place within the 12 Asia Pacific countries covered.
- According to the opinions collected in this poll, 30% of citizens in **Thailand** have done voluntary work in the last year, a percentage that is in line with the world's average (28%) and somewhat above the region's level (25%). From the list of 56 surveyed countries, Thailand ranks 19th, and is in the 4th place within the 12 Asia Pacific countries covered.
- According to the opinions collected in this poll, 29% of citizens in **Malaysia** have done voluntary work in the last year, a percentage that is in line with the world's average (28%) and the region's level (25%). From the list of 56 surveyed countries, Malaysia ranks 24th, and is in the 5th place within the 12 Asia Pacific countries covered.
- According to the opinions collected in this poll, 29% of citizens in **Vietnam** have done voluntary work in the last year, a percentage that is in line with the world's average (28%) and the region's level (25%). From the list of 56 surveyed countries, Vietnam ranks 24th, and is in the 5th place within the 12 Asia Pacific countries covered. Compared to the figure obtained in 2005, the proportion of volunteers has fallen 19 points.
- According to the opinions collected in this poll, 28% of citizens in **Indonesia** have done voluntary work in the last year, a percentage that is in line with the world's average (28%)

and the region's level (25%). From the list of 56 surveyed countries, Indonesia ranks 27th, and is in the 7th place within the 12 Asia Pacific countries covered.

- According to the opinions collected in this poll, 28% of citizens in **Japan** have done voluntary work in the last year, a percentage that is in line with the world's average (28%) and the region's level (25%). From the list of 56 surveyed countries, Japan ranks 27th, and is in the 7th place within the 12 Asia Pacific countries covered.
- According to the opinions collected in this poll, 24% of citizens in **China** have done voluntary work in the last year, a percentage that is in line with the world's average (28%) and the region's level (25%). From the list of 56 surveyed countries, China ranks 32nd, and is in the 9th place within the 12 Asia Pacific countries covered.
- According to the opinions collected in this poll, 21% of citizens in **South Korea** have done voluntary work in the last year, a percentage that is 7 points below the world's average (28%) and in line with the region's level (25%). From the list of 56 surveyed countries, South Korea ranks 37th, and is in the 10th place within the 12 Asia Pacific countries covered.
- According to the opinions collected in this poll, 17% of citizens in **India** have done voluntary work in the last year, a percentage that is 11 points below the world's average (28%) and 8 points behind the region's level (25%). From the list of 56 surveyed countries, India ranks 43rd, and is in the 11th place within the 12 Asia Pacific countries covered. Compared to the figure obtained in 2005, the proportion of volunteers has fallen 5 points.
- According to the opinions collected in this poll, 11% of citizens in **Pakistan** have done voluntary work in the last year, a percentage that is 17 points below the world's average (28%) and 14 points behind the region's level (25%). From the list of 56 surveyed countries, Pakistan ranks 50th, and is in the 12th place within the 12 Asia Pacific countries covered.

### **Eastern & Central Europe**

- According to the opinions collected in this poll, 25% of citizens in **Poland** have done voluntary work in the last year, a percentage that is in line with the world's average (28%) and 13 points ahead of the region's level (12%). From the list of 56 surveyed countries, Poland ranks 30th, and is in the 1st place within the 14 Eastern & Central European countries covered.

- According to the opinions collected in this poll, 22% of citizens in **Bosnia and Herzegovina** have done voluntary work in the last year, a percentage that is 6 points below the world's average (28%) and 10 points ahead of the region's level (12%). From the list of 56 surveyed countries, Bosnia and Herzegovina ranks 35th, and is in the 2nd place within the 14 Eastern & Central European countries covered. Compared to the figure obtained in 2005, the proportion of volunteers has increased 8 points.
- According to the opinions collected in this poll, 18% of citizens in **Czech Republic** have done voluntary work in the last year, a percentage that is 10 points below the world's average (28%) and 6 points ahead of the region's level (12%). From the list of 56 surveyed countries, Czech Republic ranks 42nd, and is in the 3rd place within the 14 Eastern & Central European countries covered. Compared to the figure obtained in 2005, the proportion of volunteers has fallen 5 points.
- According to the opinions collected in this poll, 16% of citizens in **Moldova** have done voluntary work in the last year, a percentage that is 12 points below the world's average (28%) and in line with the region's level (12%). From the list of 56 surveyed countries, Moldova ranks 45th, and is in the 4th place within the 14 Eastern & Central European countries covered. Compared to the figure obtained in 2005, the proportion of volunteers has fallen 9 points.
- According to the opinions collected in this poll, 16% of citizens in **Serbia** have done voluntary work in the last year, a percentage that is 12 points below the world's average (28%) and in line with the region's level (12%). From the list of 56 surveyed countries, Serbia ranks 45th, and is in the 4th place within the 14 Eastern & Central European countries covered.
- According to the opinions collected in this poll, 14% of citizens in **Romania** have done voluntary work in the last year, a percentage that is 14 points below the world's average (28%) and in line with the region's level (12%). From the list of 56 surveyed countries, Romania ranks 47th, and is in the 6th place within the 14 Eastern & Central European countries covered.
- According to the opinions collected in this poll, 12% of citizens in **Kosovo** have done voluntary work in the last year, a percentage that is 16 points below the world's average

(28%) and in line with the region's level (12%). From the list of 56 surveyed countries, Kosovo ranks 48th, and is in the 7th place within the 14 Eastern & Central European countries covered.

- According to the opinions collected in this poll, 12% of citizens in **Russia** have done voluntary work in the last year, a percentage that is 16 points below the world's average (28%) and in line with the region's level (12%). From the list of 56 surveyed countries, Russia ranks 48th, and is in the 7th place within the 14 Eastern & Central European countries covered. Compared to the figure obtained in 2005, the proportion of volunteers has fallen 3 points.
- According to the opinions collected in this poll, 11% of citizens in **Ukraine** have done voluntary work in the last year, a percentage that is 17 points below the world's average (28%) and in line with the region's level (12%). From the list of 56 surveyed countries, Ukraine ranks 50th, and is in the 9th place within the 14 Eastern & Central European countries covered. Compared to the figure obtained in 2005, the proportion of volunteers has fallen 8 points.
- According to the opinions collected in this poll, 10% of citizens in **Macedonia** have done voluntary work in the last year, a percentage that is 18 points below the world's average (28%) and in line with the region's level (12%). From the list of 56 surveyed countries, Macedonia ranks 52nd, and is in the 10th place within the 14 Eastern & Central European countries covered.
- According to the opinions collected in this poll, 8% of citizens in **Albania** have done voluntary work in the last year, a percentage that is 20 points below the world's average (28%) and in line with the region's level (12%). From the list of 56 surveyed countries, Albania ranks 53rd, and is in the 11th place within the 14 Eastern & Central European countries covered.
- According to the opinions collected in this poll, 7% of citizens in **Croatia** have done voluntary work in the last year, a percentage that is 21 points below the world's average (28%) and 5 points behind the region's level (12%). From the list of 56 surveyed countries, Croatia ranks 54th, and is in the 12th place within the 14 Eastern & Central European countries covered.

- According to the opinions collected in this poll, 7% of citizens in **Turkey** have done voluntary work in the last year, a percentage that is 21 points below the world's average (28%) and 5 points behind the region's level (12%). From the list of 56 surveyed countries, Turkey ranks 54th, and is in the 12th place within the 14 Eastern & Central European countries covered.
- According to the opinions collected in this poll, 5% of citizens in **Bulgaria** have done voluntary work in the last year, a percentage that is 23 points below the world's average (28%) and 7 points behind the region's level (12%). From the list of 56 surveyed countries, Bulgaria ranks 56th, and is in the 14th place within the 14 Eastern & Central European countries covered.

### **Latin America**

- According to the opinions collected in this poll, 38% of citizens in **Guatemala** have done voluntary work in the last year, a percentage that is 10 points above the world's average (28%) and 9 points ahead of the region's level (29%). From the list of 56 surveyed countries, Guatemala ranks 15th, and is in the 1st place within the 9 Latin American countries covered. Compared to the figure obtained in 2005, the proportion of volunteers has increased 12 points.
- According to the opinions collected in this poll, 34% of citizens in **Venezuela** have done voluntary work in the last year, a percentage that is 6 points above the world's average (28%) and 5 points ahead of the region's level (29%). From the list of 56 surveyed countries, Venezuela ranks 17th, and is in the 2nd place within the 9 Latin American countries covered. Compared to the figure obtained in 2005, the proportion of volunteers has increased 8 points.
- According to the opinions collected in this poll, 31% of citizens in **Brazil** have done voluntary work in the last year, a percentage that is in line with the world's average (28%) and the region's level (29%). From the list of 56 surveyed countries, Brazil ranks 18th, and is in the 3rd place within the 9 Latin American countries covered.
- According to the opinions collected in this poll, 30% of citizens in **Colombia** have done voluntary work in the last year, a percentage that is in line with the world's average (28%) and the region's level (29%). From the list of 56 surveyed countries, Colombia ranks 19th, and is in the 4th place within the 9 Latin American countries covered.

- According to the opinions collected in this poll, 30% of citizens in **Panama** have done voluntary work in the last year, a percentage that is in line with the world's average (28%) and the region's level (29%). From the list of 56 surveyed countries, Panama ranks 19th, and is in the 4th place within the 9 Latin American countries covered. Compared to the figure obtained in 2005, the proportion of volunteers has fallen 19 points.
- According to the opinions collected in this poll, 28% of citizens in **Mexico** have done voluntary work in the last year, a percentage that is in line with the world's average (28%) and the region's level (29%). From the list of 56 surveyed countries, Mexico ranks 27th, and is in the 6th place within the 9 Latin American countries covered.
- According to the opinions collected in this poll, 23% of citizens in **Bolivia** have done voluntary work in the last year, a percentage that is 5 points below the world's average (28%) and 6 points behind the region's level (29%). From the list of 56 surveyed countries, Bolivia ranks 33rd, and is in the 7th place within the 9 Latin American countries covered.
- According to the opinions collected in this poll, 19% of citizens in **Argentina** have done voluntary work in the last year, a percentage that is 9 points below the world's average (28%) and 10 points behind the region's level (29%). From the list of 56 surveyed countries, Argentina ranks 40th, and is in the 8th place within the 9 Latin American countries covered.
- According to the opinions collected in this poll, 19% of citizens in **Peru** have done voluntary work in the last year, a percentage that is 9 points below the world's average (28%) and 10 points behind the region's level (29%). From the list of 56 surveyed countries, Peru ranks 40th, and is in the 8th place within the 9 Latin American countries covered.

### **North America**

- According to the opinions collected in this poll, 50% of citizens in **Canada** have done voluntary work in the last year, a percentage that is 22 points above the world's average (28%) and 5 points ahead of their neighbours in the US (45%). From the list of 56 surveyed countries, Canada ranks 5th.
- According to the opinions collected in this poll, 45% of citizens in the **US** have done voluntary work in the last year, a percentage that is 17 points above the world's average

(28%) and 5 points behind their neighbours in Canada (50%). From the list of 56 surveyed countries, US ranks 9th.

### Western Europe

- According to the opinions collected in this poll, 57% of citizens in **Norway** have done voluntary work in the last year, a percentage that is 29 points above the world's average and the region's level (both 28%). From the list of 56 surveyed countries, Norway ranks 1st.
- According to the opinions collected in this poll, 55% of citizens in **Luxembourg** have done voluntary work in the last year, a percentage that is 27 points above the world's average and the region's level (both 28%). From the list of 56 surveyed countries, Luxembourg ranks 2nd, and is in the 2nd place within the 15 Western European countries covered.
- According to the opinions collected in this poll, 52% of citizens in **Iceland** have done voluntary work in the last year, a percentage that is 24 points above the world's average and the region's level (both 28%). From the list of 56 surveyed countries, Iceland ranks 4th, and is in the 3rd place within the 15 Western European countries covered.
- According to the opinions collected in this poll, 50% of citizens in **Sweden** have done voluntary work in the last year, a percentage that is 22 points above the world's average and the region's level (both 28%). From the list of 56 surveyed countries, Sweden ranks 5th, and is in the 4th place within the 15 Western European countries covered.
- According to the opinions collected in this poll, 46% of citizens in **Denmark** have done voluntary work in the last year, a percentage that is 18 points above the world's average and the region's level (both 28%). From the list of 56 surveyed countries, Denmark ranks 7th, and is in the 5th place within the 15 Western European countries covered.
- According to the opinions collected in this poll, 46% of citizens in **Netherlands** have done voluntary work in the last year, a percentage that is 18 points above the world's average and the region's level (both 28%). From the list of 56 surveyed countries, Netherlands ranks 7th, and is in the 5th place within the 15 Western European countries covered.
- According to the opinions collected in this poll, 41% of citizens in **Finland** have done voluntary work in the last year, a percentage that is 13 points above the world's average

and the region's level (both 28%). From the list of 56 surveyed countries, Finland ranks 12th, and is in the 7th place within the 15 Western European countries covered.

- According to the opinions collected in this poll, 30% of citizens in **Germany** have done voluntary work in the last year, a percentage that is in line with the world's average and the region's level (both 28%). From the list of 56 surveyed countries, Germany ranks 19th, and is in the 8th place within the 15 Western European countries covered.
- According to the opinions collected in this poll, 30% of citizens in **Switzerland** have done voluntary work in the last year, a percentage that is in line with the world's average and the region's level (both 28%). From the list of 56 surveyed countries, Switzerland ranks 19th, and is in the 8th place within the 15 Western European countries covered.
- According to the opinions collected in this poll, 29% of citizens in **UK** have done voluntary work in the last year, a percentage that is in line with the world's average and the region's level (both 28%). From the list of 56 surveyed countries, UK ranks 24th, and is in the 10th place within the 15 Western European countries covered.
- According to the opinions collected in this poll, 23% of citizens in **Italy** have done voluntary work in the last year, a percentage that is 5 points below the world's average and the region's level (both 28%). From the list of 56 surveyed countries, Italy ranks 33rd, and is in the 11th place within the 15 Western European countries covered.
- According to the opinions collected in this poll, 22% of citizens in **Greece** have done voluntary work in the last year, a percentage that is 6 points below the world's average and the region's level (both 28%). From the list of 56 surveyed countries, Greece ranks 35th, and is in the 12th place within the 15 Western European countries covered.
- According to the opinions collected in this poll, 21% of citizens in **Spain** have done voluntary work in the last year, a percentage that is 7 points below the world's average and the region's level (both 28%). From the list of 56 surveyed countries, Spain ranks 37th, and is in the 13th place within the 15 Western European countries covered.
- According to the opinions collected in this poll, 20% of citizens in **Austria** have done voluntary work in the last year, a percentage that is 8 points below the world's average and

the region's level (both 28%). From the list of 56 surveyed countries, Austria ranks 39th, and is in the 14th place within the 15 Western European countries covered.

- According to the opinions collected in this poll, 17% of citizens in **Portugal** have done voluntary work in the last year, a percentage that is 11 points below the world's average and the region's level (both 28%). From the list of 56 surveyed countries, Portugal ranks 43rd, and is in the 15th place within the 15 Western European countries covered.

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## **EDITOR'S NOTES**

### **The Voice of the People™ Survey**

Gallup International's unique survey **Voice of the People™** interviews more than 58,600 people in 56 countries around the world, representing the views and attitudes of more than 1.5 billion global citizens. Fieldwork was conducted between June and early September 2008.

### **Gallup International**

Registered in Zurich, Switzerland as a verein (Association), Gallup International was established in 1947 by George H Gallup and his European colleagues. It currently has member agencies in 65 countries across the world, conducting market and opinion research in more than 100 countries.

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[www.voice-of-the-people.net](http://www.voice-of-the-people.net)

For further information on any individual country results, please see contact information below:

| Country                | Company                                             | Contact                                                      | Mode                            | Type                                         | Size | Fieldwork dates    |
|------------------------|-----------------------------------------------------|--------------------------------------------------------------|---------------------------------|----------------------------------------------|------|--------------------|
| Albania                | TNS Index Albania GIA                               | maridede@albnet.net                                          | Face to face                    | Urban (18+)                                  | 800  | August             |
| Argentina              | TNS Gallup Argentina                                | Constanza.cilley@tns-gallup.com.ar                           | Face to face                    | National (18+)                               | 1001 | June               |
| Austria                | Karmasin Marktforschung / Austrian Gallup Institute | i.lusk@gallup.at                                             | Face to face                    | National (14+)                               | 826  | July - August      |
| Bolivia                | Encuestas y Estudios                                | proyectos@encuestas-estudios.com                             | Face to face                    | Urban (18+)                                  | 1811 | July               |
| Bosnia and Herzegovina | MARECO INDEX BOSNIA                                 | aida.hadziavdic@mib.ba                                       | Telephone                       | National (18+)                               | 500  | June               |
| Brazil*                | EP Associados                                       | barbara.corrales@epesq.com.br                                | Telephone                       | National (18+)                               | 1003 | August - September |
| Bulgaria               | BBSS Gallup International                           | m.grigorova@gallup-bbss.com                                  | Face to face                    | National (18+)                               | 1009 | July               |
| Cameroon               | Research & Marketing Services Cameroon              | pyaptie@rms-international.net                                | Face to face                    | Main cities (18+)                            | 528  | August             |
| Canada                 | Leger Marketing                                     | drousseau@legermarketing.com                                 | CAWI                            | National (18+)                               | 1012 | July               |
| China                  | CRC-Research                                        | liu@comrc.com.cn                                             | Face to face                    | Main cities (20+)                            | 813  | August             |
| Colombia               | Centro Nacional de Consultoría CNC                  | clemoine@cncol.com                                           | Telephone                       | Urban (18+)                                  | 600  | July               |
| Croatia                | PULS d.o.o.                                         | Mirna.cvitan@puls.hr                                         | Face to face                    | National (15+)                               | 1000 | July               |
| Czech Republic         | Mareco s.r.o.                                       | trojacek@mareco.cz                                           | Face to face                    | National (18+)                               | 1000 | July               |
| Denmark                | TNS - Gallup                                        | jens.daugaard@tns-gallup.dk                                  | CAWI                            | National (18+)                               | 1069 | July               |
| Finland                | TNS Gallup                                          | mirva.vayrynen@tns-gallup.fi                                 | Online panel                    | National (18+)                               | 1267 | June               |
| Germany                | TNS Emnid                                           | johannes.huxoll@tns-emnid.com                                | Telephone                       | National (14+)                               | 503  | August             |
| Ghana                  | RMS Ghana                                           | mkofie@rms-africa.com                                        | Face to face                    | Urban (18+)                                  | 1020 | August – September |
| Greece                 | TNS ICAP                                            | Ero.papadopoulou@tnsicap.gr                                  | Telephone                       | Urban (18+)                                  | 1000 | July               |
| Guatemala              | Sigma Dos                                           | edgarest@gmail.com                                           | Face to face                    | Urban (18+)                                  | 500  | August             |
| Hong Kong              | TNS Hong Kong                                       | winnie.yiu@tns-global.com                                    | Online self completion          | National (18+)                               | 1000 | August             |
| Iceland                | Capacent Gallup                                     | gudbjorg.andrea.jonsdottir@capacent.is                       | Online                          | National (16+)                               | 1084 | August             |
| India                  | TNS INDIA PVT. LTD.                                 | parvinder.mann@tns-global.c                                  | Face to face                    | Urban (18+)                                  | 1057 | August             |
| Indonesia              | TNS Indonesia                                       | Muhammad.Safianto@tns-global.com                             | Face to face                    | Jakarta, Subaraya, Sedan (17+)               | 1000 | July               |
| Italy                  | Doxa                                                | paolo.colombo@doxa.it                                        | Telephone                       | National (15+)                               | 1001 | July               |
| Japan                  | NRC                                                 | nisimura@nrc.co.jp                                           | Face to face /Self-administered | National (15+)                               | 1200 | July - August      |
| Korea, South           | Gallup Korea                                        | hujung@gallup.co.kr                                          | Face to face                    | National (19+)                               | 1519 | July               |
| Kosovo (UN adm)        | BBSS Gallup International                           | A.Blagoev@gallup-bbss.com                                    | Face to face                    | Albanian plus proportion of population (18+) | 998  | June               |
| Luxembourg             | TNS ILRES                                           | Antonella.dipasquale@tns-ilres.com louis.mevis@tns-ilres.com | CAWI                            | National (15+)                               | 532  | July               |
| Macedonia              | Brima                                               | office@brima-gallup.com.mk                                   | Face to face                    | National (15+)                               | 1213 | June – July        |
| Malaysia               | TNS Malaysia Sdn Bhd                                | BeeYoke.Yang@tns-global.com                                  | Telephone                       | Urban (18+)                                  | 1250 | June- July         |

**VOICE OF THE PEOPLE 2008**  
**Voluntary Work**

| Country        | Company                                                       | Contact                                  | Sample                       |                   |      | Fieldwork dates    |
|----------------|---------------------------------------------------------------|------------------------------------------|------------------------------|-------------------|------|--------------------|
|                |                                                               |                                          | Mode                         | Type              | Size |                    |
| Mexico         | TNS México                                                    | Armando.Flores@tns-global.com            | Telephone                    | National (18+)    | 701  | August             |
|                | Centre of Sociological Investigations and marketing "CBS AXA" | office@cbs-axa.org,<br>cbs_axa@yahoo.com |                              |                   |      | August             |
| Moldova        |                                                               |                                          | Face to face                 | National (18+)    | 1144 |                    |
| Netherlands    | TNS NIPO                                                      | dstrikwerda@hotmail.com                  | CASI                         | National (18+)    | 1031 | July               |
| Nigeria        | RMS Nigeria                                                   | olaoye@rms-africa.com                    | Face to face                 | National (18+)    | 4557 | July - August      |
| Norway         | TNS Gallup                                                    | olefredrick.ugland@tns-gallup.no         | Web interview (access panel) | National (15+)    | 1000 | August – September |
| Pakistan       | Gallup Pakistan                                               | fatima.idrees@gallup.com.pk              | Face to face                 | National (18+)    | 1534 | July               |
| Panama         | PSM Sigma Dos Panamá                                          | psmcorreo@cwpanama.net                   | Telephone                    | Main cities (18+) | 500  | July – August      |
| Peru           | DATUM Internacional S.A.                                      | gyrala@datum.com.pe                      | Face to face                 | National (18+)    | 1189 | August             |
| Philippines    | ARO                                                           | lawrence.dugan@asiaresearch.com.ph       | Face to face                 | National (18+)    | 1000 | July – August      |
| Poland         | Mareco Polska                                                 | olga.wiatr@mareco.pl                     | Face to face                 | Urban (15+)       | 1024 | June               |
| Portugal       | TNS Euroteste                                                 | ana.paraiba@tns-global.com               | Telephone                    | National (15+)    | 1000 | August             |
| Romania        | TNS- CSOP                                                     | janina.stancicu@csop.ro                  | Face to face                 | National (18+)    | 1006 | June – July        |
| Russia         | Romir                                                         | shakaryan.a@romir.ru                     | Face to face                 | National (18+)    | 1500 | June               |
|                | Research and Marketing Services Senegal                       |                                          |                              |                   |      | August             |
| Senegal        |                                                               | natty@rms-international.net              | Face to face                 | Urban (18+)       | 505  |                    |
| Serbia         | TNS Medium Gallup Belgrade                                    | aleksandra.milinic@tnsmediumgallup.co.yu | Face to face                 | National (18+)    | 1019 | July               |
| Singapore      | TNS Hong Kong                                                 | winnie.yiu@tns-global.com                | Online self completion       | National (18+)    | 1003 | August             |
| Spain          | Sigma Dos                                                     | joesfinaf@sigmados.com                   | Telephone                    | National (18+)    | 500  | July               |
| Sweden         | TNS Gallup AB                                                 | matz.johansson@tns-gallup.se             | CAWI                         | National (16+)    | 1000 | July               |
| Switzerland    | Isopublic AG                                                  | karin.maendli@isopublic.ch               | Face to face                 | National (15+)    | 1005 | June – July        |
| Thailand       | TNS Thailand                                                  | tippayarat.wudhiprecha@tns-global.com    | Telephone                    | National (15+)    | 500  | August             |
| Turkey         | TNS PIAR                                                      | Bengi.ozboyaci@tns-global.com            | Face to face                 | National (18+)    | 2004 | July               |
| Ukraine        | TNS Ukraine                                                   | alla.vlasyuk@tns-global.com.ua           | Face to face                 | National (16+)    | 1200 | June               |
| United Kingdom | TNS                                                           | anita.emery@tns-global.com               | Online                       | National (16+)    | 1009 | July               |
| USA            | TNS (US)                                                      | joe.vogt@tns-global.com                  | Online                       | National (18+)    | 1000 | July               |
| Venezuela      | Sigma Dos Venezuela                                           | romel@sigmados-international.com         | Face to face                 | Urban(18+)        | 1022 | July               |
| Vietnam        | TNS Vietnam                                                   | Kay Engelhardt@tns-global.com.           | Face to face                 | Urban(18+)        | 600  | August             |

**\*These are not Members of Gallup International Association but reliable companies that we have worked with in these countries.**