

# **VOLUNTEERISM** — and — **WORKING** **WITH VOLUNTEERS**

Editor: **Murat Şentürk**





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# VOLUNTEERISM AND WORKING WITH VOLUNTEERS

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**EDITOR**

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## FOREWORD

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The story of this book began at a meeting we held at the beginning of the summer (June 9) in 2014. At the meeting, we discussed how to popularize volunteerism at Istanbul University. We talked about the various practices we would be able to bring to life, but emphasized that, whatever we did, the practices needed to be research-based. Thus emerged the research on Istanbul University students' perceptions, tendencies, and experiences of volunteerism. During the process, we added various components to this research, which then turned into the book *Üniversitede Gönüllü Olmak* [Volunteering in Universities]. Based on this research, the *Gönüllü Akademisi* [Volunteer Academy] (a 10-week program consisting of activities such as seminars, workshops, film readings, and NGO visits) and the *Gönüllü Ol İstanbul Platformu* [Volunteer Istanbul Platform] (a platform aimed at established Istanbul University students for getting NGOs, projects, and campaigns seeking volunteers to meet and match up with those wanting to volunteer) were brought to life with the aim of increasing students' awareness on volunteerism. Of course, all the research and practices progressed through our student friends and all our volunteer work. From the very start, we endeavored to take care not to lose the nature of the studies done on volunteerism; we certainly don't know how well we succeeded. More than 1,000 students participated in both the Volunteer Academy and the volunteer activities we organized. In addition, the Civil Society and Volunteerism course became a new course within the Department of Sociology as well as an important elective course in which students showed interest. This was followed by the NGO and Social Responsibility Management non-thesis master's program that opened up within the Department of Sociology. This program is based on lectures given by experienced leading names in the NGO field. We are currently maintaining it as a program in which professionals who work in the sector, those who want to work in the NGO field, and volunteers participate. We've also organized panels and workshops on volunteering, NGOs, and relevant topics. We last conducted the *Türkiye Gönüllük Araştırması* [Research on Volunteerism in Türkiye] for the Ministry of Youth and Sports. In this context, we as Istanbul University continue to carry out studies in the field of volunteering and NGOs, popularize volunteering among students, and share knowledge and experience as well as develop relations and cooperation in the NGO field.

One of the steps in preparing this book was the Volunteering in Universities Course Curriculum Workshop we organized at Istanbul University on April 18, 2018. People such as academicians, NGO professionals, volunteers, and student club representatives attended this workshop, in which we discussed the volunteerism curriculum in universities from a participatory perspective. The ideas the participants had at this workshop have played an

important role in shaping the work at hand. The workshop report has been prepared, however, we are unable to publish it. We planned the next steps regarding the idea of elective courses in universities and the materials to be prepared for these courses. With the decision the Council of Higher Education made to establish the Volunteer Studies course as an elective in universities in April 2020, however, we returned to this work we had been unable to carry out at that time due to various agendas and accelerated our book studies. The process has taken a little longer due to the attention we gave to the inclusive and comprehensive nature of this work and our desire to address various topics, but it has finally been completed and here we are.

*Volunteerism and Working with Volunteers* has the aim of presenting readers with many of the contexts and concepts related to volunteering by addressing volunteerism through its various dimensions in our day. Because each chapter is clear on its own, the book takes into account the dimensions that make volunteerism unique. This book claims that relating to the historical and social contexts of volunteerism is possible these days only if volunteerism is addressed in all its dimensions.

Even though many of the titles in the book appear to appeal only to NGO managers, the main goals here are to inform volunteers, prepare them for volunteering activities, raise NGO managers' awareness, and contribute to having the volunteer initiatives that volunteers themselves will implement in the future gain a more superior quality. The book offers students the opportunity to learn about the various dimensions of volunteerism and can be said to have two dimensions: The first is to show the various dimensions of volunteerism to those with limited or no volunteer experience. The second is to provide them with new tools regarding organizing volunteer work and how they can work with volunteers if they take initiative in this direction.

Despite having universal dimensions, volunteerism emerges based on societies' cultural, historical, religious, political, economic, and geographic accumulations. For this reason, we are working to move forward without forgetting Turkiye's unique understanding and culture of volunteerism while accommodating the new developments and trends of the last 50 years. We often emphasize that Turkiye's deep-rooted wealth of experience in the field of volunteerism is based on the society's beliefs and existing culture, with volunteerism involving mutual support. On the other hand, we aim to discuss the various dimensions of volunteerism from a critical perspective by familiarizing ourselves with them, to deepen this discussion and bring it to a high-quality state and to exhibit the focus on new research and practices.

Our aim in designing the content of the book has been to include the priority issues from the field of volunteerism. While some chapters focus on theoretical discussions and approaches, others involve the practical dimensions of volunteerism. We've additionally included in the book new trends and controversial issues in the field at the chapter level. We've attempted to address basic issues related to volunteerism without neglecting its changing nature in the modern period or the neoliberal context that developed after the 1970s, and without ignoring current developments. This approach involves discussing by familiarizing ourselves and developing a critical perspective. For this reason, giving room to concepts and approaches in the book that appear to contradict one another and have different perspectives is related to the primary goal of getting familiar with the field and developing a critical perspective. We have taken care to preserve the perspective of each author and topic by attempting to create a common language among the authors in this 16-chapter book. We have allowed each chapter to contain within itself different positions and assessments. This is why we would like you to keep in mind that you are faced both with a whole and with different parts while reading the book. We consider things such as the authors' views on volunteerism, ways of understanding volunteerism, positions on the field, and application preferences to be a substantial resource. The book will have the possibility of improving its current version both as a result of reader feedback and the debates authors have among themselves following the book's publication, as well as continuing to offer readers new perspectives by expansion through the addition of new authors and chapters.

As in every work, many worthy people have contributed to the emergence of this one. I would firstly like to thank all the authors who've contributed to this work. The attention and care they showed during the long publication process contributed to the work being published with relatively few deficiencies. I offer additional, endless thanks for the voluntary approach they showed regarding reaching readers as an open source. Meanwhile, I would also like to thank the participants from the Volunteerism in Universities Course Curriculum Workshop, who played an important role in shaping the work. This workshop provided valuable contributions to the idea of the book coming into being in our minds. I would like once more in particular to thank Büşra Turan Tüylüoğlu, who *devotedly* assumed the role of managing editor in this book's preparation, Muhammed Fazıl Baş, who *meticulously* made the final reading despite all its density, and Selin Dizbay, who *gracefully* took on the book's publication process, among a great many other tasks.

Having been prepared with the aim of popularizing volunteerism, this work is a modest contribution and beginning. This work can of course be said to have its shortcomings. Being one of the first initiatives in the field of volunteerism, we plan to publish new editions of this work updated with opinions, critiques, and suggestions from actors such as readers, practitioners, and NGOs every year or two, and hope to arrive at a better one.

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## CONTRIBUTORS

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### **Adem BAŞPINAR**

Adem Başpinar is an assistant professor in the Department of Sociology at Kırklareli University, where he teaches a range of research-oriented courses and supervises postgraduate theses. He did his PhD in Sociology at the Istanbul University. The topic of his thesis was civil-military relations in the United States. He teaches military sociology, sociology of health, urban sociology, social psychology, and sociology of education courses and has supervised MA theses in these areas.

### **Aynur ERDOĞAN COŞKUN**

She completed her undergraduate education in Istanbul University Faculty of Letters History and Sociology departments in 2006, and her graduate education in Istanbul University Faculty of Letters Sociology Department in 2009 with her thesis titled “The sociological assessment of the case for the sending students abroad in Türkiye”. She completed his doctorate in 2013 with her thesis titled “The study abroad and the Turkish modernization” in the same department. She is currently working as a faculty member at the Department of Sociology at the Faculty of Letters at Istanbul University. She continues her studies on Turkish modernization, sociology of education, sociology of religion and social movements.

### **Belgin ERGÜL**

She completed her undergraduate education at Karadeniz Technical University, Faculty of Forestry, Department of Forestry Engineering in 1997. After her graduation, she worked in 5 different non-governmental organizations for 22 years. She took part in 12 different social awareness projects as a manager, program developer and consultant. In her projects in the NGOs, she completed field volunteer structuring, 2 departmental setup, 16 campaign preparation, 4 training, 3 departmental program development and management. She wrote programs, campaigns, developed trainings, created awareness workshops in the fields of volunteer and volunteer project management, training projects, resource development, communication, project management, eco-law, camping. She voluntarily provided consultancy and training to the NGOs. She still gives trainings to the universities, NGOs and the private sector in her expertise and continues to give consultancy to the National Volunteering Committee, where she was the general secretariat for two years.

Her areas of interest include civil society and volunteering, legal establishments in the field of civil society and volunteering, the law of the ecosystem and the fundamental assets in the ecosystem, and climate change.

### **Büşra TURAN TÜYLÜOĞLU**

She completed his undergraduate education at Marmara University Faculty of Pharmacy in 2013, and her master's degree is from Istanbul University Faculty of Letters Sociology Department in 2017 with a study titled "A qualitative research on the spatial experiences of young people living in Gazi District". She is still continuing her PhD in the same department and works as a research assistant at Kırklareli University. As of 2022, she is a visiting researcher at Royal Holloway University of London to continue her doctoral research. She has been involved in many research projects. Her areas of interest include sociology of city and space, spatial experience, culture-oriented urban studies and volunteering.

### **Derya KILIÇALP**

She graduated from Trakya University, Faculty of Economics and Public Relations Department. Continued her work in civil society with training, mentoring and consultancy tools since 2006.

She jointly prepared youth employment report; which examines the transition process of vocational high school students from educational to business life, together with the World Bank, Vehbi Koç Foundation and Community Volunteers Foundation. Prepared content and training modules in the fields of; sustainable volunteering, volunteering programs, strengthening the capacities of Non-Governmental Organizations and social impact design. She still continues to work on these subjects in "Fark Edenler Association" and the social initiative of "Gürce Social Impact Design", of which she is the founder.

Her areas of interest include increasing the resilience of city councils, spreading vegan culture, increasing the inclusiveness of youth work, sustainability and volunteering.

### **Esra Huri BULDUK**

Esra Huri Bulduk graduated from Istanbul University Sociology Department in 2005 and had her double major in the Department of Econometrics of the same university. She had her MA degree from Mimar Sinan University of Fine Arts – Sociology department and started her PhD in Sociology at Istanbul University.

During her work at the Civil Society for more than 15 years, she had been assigned for various offices including Project Coordinator at the Association of Children Mental Health and Mentorship, Projects' Trainer on EU Training and Youth Programs, Coordinator of Young TEMA at the Turkish Foundation for Combating Soil Erosion, for Reforestation and the Protection of Natural Habitats (TEMA), Volunteer Policies Manager at The Educational Volunteers Foundation of Turkiye (TEGV).

In 2019, she started to work as the Coordinator of Social Policies at Istanbul Metropolitan Municipality (IMM) and afterwards took the office of General Coordination at Istanbul Planning Agency of IMM by April, 2021. Data-driven local governance, social impact-analyses on urban policies are her areas of interest, in addition to the dynamics of development in civil society at which she continues her PhD upon.

### **H. Ceyhun GÖCENOĞLU**

Ceyhun Göcenoğlu has received his BA degree from Istanbul University, Faculty of Political Sciences, Department of International Relations in 2003 and MSc degree on Corporate Governance and Ethics from Birkbeck College, London University in 2004 with a dissertation titled “Effects of Multi-National Companies on Corporate Social Responsibility Practices in Türkiye”. Since then, he continues to lead theoretical discussions and execution of CSR practices at the intersection of academia, business, and civil society. In 2005, he acted as founding the general secretary of Corporate Social Responsibility Association of Türkiye. In 2014, he received his PhD from Marmara University with the thesis focusing on communication of sustainability reporting titled “Functionality of corporate social responsibility reports in communication of corporate social responsibility: A field study in the banking industry” and continues his professional occupation in private sector. His research and interest areas include corporate social responsibility, sustainable development, private sector-civil society partnership, communication of social responsibility, corporate volunteering and how technology leverages development issues.

### **Hülya DENİZALP**

She completed her undergraduate education at Mimar Sinan University, Faculty of Fine Arts, Department of Industrial Design then completed his pedagogical formation education. She worked as a substitute teacher in Diyarbakır and Şanlıurfa between 1983-1986.

Until 2000, he worked as General Manager of GENÇTUR Education Company and the coordinator of kids and teenage camps. She founded TEGV Volunteer Coordination Center in 2000 and served as TEGV Vice General Manager responsible for Human Resources until 2002. Between 2002-2006, she officially established ASHOKA, the International Social Entrepreneurship Network, in Türkiye, and selected 24 social entrepreneurs.

Since 2006, she established the East West Camp and YAŞÖM, which are social initiatives for young people with limited opportunities, and acted as a mentor.

As of 2019, by re-activating GHD, which was established in 1959, all programs were gathered under GHD. Starting from 2020, her own individual education activities are under the name

of Volunteer School. It gathered to create an active citizen platform within the body of GHD. Since 2002, she continues to make programs on volunteerism and social entrepreneurship at Açık Radyo.

### **Murat ŞENTÜRK**

He graduated at Istanbul University, Faculty of Communication in 2004. His master's degree is from Istanbul University, Faculty of Letters, Department of Sociology in 2008 with his study titled "Life Strategies of The Indigent: The Districts of Küçük Mustafa Paşa And Balat As Cases In Point". In the same department, he completed his doctorate in 2011 with his thesis titled "Urban Intervention In The City of Istanbul". He was a visiting researcher at the City University of New York The Graduate Center in 2013. Currently working as a faculty member at the Department of Sociology at the Faculty of Letters at Istanbul University, Şentürk is also the Deputy Director of the Sociology Research Center and the Urban Studies Graduate Program Coordinator and He is the co-founder and co-director of the Volunteer Academy (Gönüllülük Akademisi). His areas of interest include urban interventions and politics, the sociology of space, new media and digital culture, civil society and volunteering, the sociology of family and aging. Şentürk, who supports different NGOs and civil initiatives in the field of volunteering, is currently continuing his active volunteer work at the 65+ Elderly Rights Association.

### **Mustafa ERDOĞAN**

Having completed his higher education at Eskisehir Osmangazi University, Department of Comparative Literature (English- German), Erdogan implemented national and international projects on intercultural communication, social development and institutional development during his undergraduate years. He completed the Training of Trainers Program of the Turkish National Agency in 2006 and of the European Commission Salto Training and Resource Center in 2007. Erdogan completed his master's degree in Social Projects and Non-Governmental Organizations Management Program at Istanbul Bilgi University. In 2018, he completed the Experiential Learning Certificate Program delivered by David Kolb, Alice Kolb, Kay Peterson and he became an active member of the USA Institute for Experiential Learning.

### **Narendra MISHRA**

She completed his undergraduate education in the School of Planning and Architecture Delhi, India. He then completed his Master's degree in CEPT University, Ahmedabad, India

and specialized in environmental planning. He has also completed Masters degree in Public Policy and Management from Center for Financial Management Studies, SOAS, University of London International Programmes. He has served with United Nations in various capacities including with DPKO in Peacekeeping mission and with UNDP on development programmes. He is working with United Nations Volunteers Program as Policy Specialist.

### **Nebahat Seda ÖZTÜRK**

She graduated at Uludag University, International Relations Department in 2008. Her master's degree is from Istanbul Bilgi University, Department of NGO Management and Social Projects in 2018 with her study titled "Participation of Volunteers to Resource Development Processes in Turkiye". During her university years she had participated to international youth works as volunteer. She completed the Training of Trainer programs of the Turkish National Agency in 2009 and the European Commission Salto Training and Resource Center in 2012. In 2015, she participated to the International Visitor Leadership Program (IVLP) in the field of fundraising for NGOs in the USA with the invitation of the US Department of State. She had started her career as a volunteer in non-governmental organizations and had been working as a professional trainer and project manager. Her areas of expertise include fundraising, project management, experiential training and volunteering for Non-Governmental Organizations.

### **Nil MEMİŞOĞLU**

She completed his undergraduate education at Saint Mary's University, Department of International Development and Sociology in 2006, and her master's degree at METU, Faculty of Letters, Department of Sociology in 2013 with study titled "Self Formation in Second Life' Platform". She has been involved in development projects in International Organizations for more than 13 years, especially in the United Nations Organizations and the European Union Delegation to Turkiye, and since 2018 she has been working as the United Nations Volunteers Turkiye Program Representative. Her areas of interest include Sustainable Development Goals, civil society and volunteering.

### **Nurdal DURMUŞ**

He completed his undergraduate education in Anadolu University Faculty of Economics International Relations, and his master's degree in the field of Human Resources Management Program at Ufuk University, Department of Business Administration, with his thesis named *Volunteering as Human Resources in Non-Governmental Organizations and the Effect of Digitalization on Volunteer Management*.

He designed voluntary management processes and strategic management plans for many NGOs and took part in their management processes. He was the initiator of the establishment and expansion of the Turkish Red Crescent Volunteer Management System *gonuluol.org*, Volunteer Centers, Red Crescent Youth, Women of the Red Crescent, Red Crescent without Barriers (consist of volunteers with disabilities), Red Crescent Corporate Volunteering, Neighbor Volunteering and Volunteering in the Neighborhood. By reconstructing the content and target groups of the Turkish Red Crescent Youth Camps, he developed thematic camp concepts and cooperation with other partner organizations.

Along with volunteer activities, volunteer management, volunteer projects he did, he continues to work on acquiring knowledge about the social lives of other countries. So far, he has written articles for literary and cultural magazines, and for some, he still writes. Some of them are: *İzdiham, Ay Vakti, Temrin, Yolcu, Ayraç, Otuzuncu Harf*, etc.

He worked as a copywriter, editor, programmer, and consultant on national and local TVs and radio stations. He published two books, consisting of his daily essays, *Hayata Başlık Atamadım/ I Couldn't Get a Title on My Life* in 2005 and *Hiç Sesler/ No sounds* in 2015. Today, he continues working as the Turkish Red Crescent Volunteer Management Director.

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Information Tech.” in the techno-park as gathering the products which is developed under the umbrella of SER Consultancy. Besides his task as a General Manager, he also works at Istanbul University as a visiting lecturer and teaches “Project Cycle Management” and “Resources Development” at Social Sciences Institute of IU. He sometimes gives training courses about project management to universities or NGOs. He has mentored to some NGOs and technology start-ups voluntarily. He served as an arbitrator and jury member in the project and application evaluation processes of the Ministry of Industry and Technology, different public institutions and NGOs. His areas of interests are sociology of innovations, science technology and society studies, strategic planning, AI and machine learning, social entrepreneurship, civil society and volunteering.

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He completed his PhD on Türkiye’s migration policies in 2017 at Gazi University, Department of Public Administration. He worked as a research assistant at Gazi University between 2011-2017. He also worked as editorial director and coordinator in various academic publication and event platforms. Within the scope of his doctoral studies, he continued his research as a visiting researcher at Oxford University between 2016-2017.

He has been working in the fields of academic research, collaborations and events at the Turkish Red Crescent since 2018. He is also a part-time faculty member at Ankara Social Sciences University and Ankara Yıldırım Beyazıt University. He conducts research projects on international migration, disaster management and humanitarian action.

