

**“The impact of volunteerism in community development  
through International Citizen Service (ICS).”**





Inspiring Excellence

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## Internship Report

Course: BUS 400

Fall 2016

**“The impact of volunteerism in community development through  
International Citizen Service (ICS)”**

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*Submitted To:*

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Date: January 14, 2017

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**Letter of Transmittal**

Date: 10.8.2016

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66 Mohakhali, Dhaka 1212

**Subject: Submission of internship report on “The impact of volunteerism in community development through International Citizen Service (ICS).”**

Dear Madam,

It is very pleasing for me to submit the internship report to you on “The impact of volunteerism in community development through International Citizen Service (ICS).” It gave me the opportunity to know about the development sector in detail and the power of volunteerism there. I thank you very much for allowing me to work on this topic. I tried my level best to provide relevant and authentic information as well as to provide enough clarification for queries may arise.

Regards



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## Acknowledgment

The immense opportunity I got to enhance my real life experience and interpersonal skill during last couple of months for that first of all I'm grateful to Almighty Allah the superior of the universe and appreciate the kindness for all who assisted me to complete the report.

I want cordially Thank and appreciate the direction as well as support have been getting from my honorable internship supervisor **Ms. Ummul Wara Adrita** during preparing this report. Apart from her keenness to supervise me in a proper direction it might be quite impossible to complete the internship report in this way.

Most importantly, I'm really grateful to the people I work with in VSO who made the base of the report by a nice working experience and sharing information's. I want to thank **Mahbubur Rahman**, Project Manager of International Citizen Service (ICS); **Md. Robiul Alam**, Project Coordinator of ICS for wonderful supervision. For each and every support and motivation to complete my project I thank cordially **Tugba Kirhan** (Team Leader, The UK). I appreciate the hard work and support from **Md. Azizuur Rahman**, Project officer. Finally, I admire the cooperativeness of ICS volunteers both from the UK and Bangladesh.

Truly without The collective support from all of the people it would be very tough for me to complete this internship report.

## **Synopsis**

Volunteerism is one of the prettiest jobs done by different people into development sector. ICS (International Citizen Service) is also such a volunteer program and VSO Bangladesh's one of the core programs. Firstly, this report contains the necessary information's about VSO Bangladesh and its thematic areas here. It is describing about ICS insights as well as its various types of beneficiaries. This methodical process is showing the power of volunteerism to develop rural community in Khulna by enthusiastic and energetic activities of ICS volunteers. Most of the people from the community think volunteers are more capable to make changes in the rural community, able to reach more people, more sensitive to the needs of the community and so on. Most importantly, the qualities they see among young volunteers are really necessary to make impact in community development. In the same way ICS program is also a great platform for the volunteers for personal development and to learn new things in a cross cultural environment.

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## Organization Part:

### About VSO:

VSO (Voluntary Service Overseas) is one of the leading international development charities working on under developed and developing countries around the world. VSO recruits professional from all over the world and from different sectors of society business leaders, parliamentarians and young people who work as volunteer alongside rural communities intending to fight poverty as well as reduce inequality. VSO's approach is to enable people – their institutions, organizations and communities to play more active role in development and tackle the challenge of poverty by incredibly diversified volunteers.

VSO is an organization based in the United Kingdom (UK) and among many other donors especially it is funded by UKAID. Until now more than 50,000 volunteers were sent over 140 countries across the world to work for development (Shuvro, 2015). In 2013/2014 alone VSO volunteers have trained more than 174,000 people and they provided services which had an influence on the lives of almost 2 million people (our history).

### Vision:




VSO's vision is a world without poverty

(Voluntary Service Overseas – Annual Report and Financial Statements for the year ending 31 March 2016, 2016).

### Mission:

Since 1958 VSO's mission has been to bring people together to fight poverty through the lasting power of volunteering (Voluntary Service Overseas – Annual Report and Financial Statements for the year ending 31 March 2016, 2016). VSO belief and use the slogan “people are at the centre of development.”

### Values:

-  By thinking globally, we can change the world.
-  Progress is only possible through working together.
-  People are the best agents of change.



✚ Knowledge is our most powerful tool.

### Objectives:

- ✚ advance education and aid the relief of poverty in any part of the world
- ✚ promote the effective use of resources for the purpose of advancing education or relieving poverty in any part of the world
- ✚ Promote the voluntary sector

(Voluntary Service Overseas – Annual Report and Financial Statements for the year ending 31 March 2016, 2016)

### History:

Voluntary Service Overseas (VSO) has started its journey in 1958. Alec and Moira Dickson was the pioneer to start this organization by sending 16 British volunteers overseas in response to a letter from the Bishop of Portsmouth asking for people to teach English in Borneo (our history). David Brown was the first VSO volunteer in Sarawak, Borneo. On December 1971 VSO opened first office overseas in Papua New Guinea. Since starting the Journey VSO is sending volunteers to different countries around the world. In 1999 VSO started working on HIV and AIDS which became a burning issue at that time to be addressed. When governments of different countries signed up to millennium development goals (MDGs) VSO started activities around the world as well to achieve it. VSO launches national volunteering, its ground breaking country volunteering program in May, 2001. VSO got the charity awards 2004 and voted the top international development charity. In January 2012 VSO ICS program brings 2000 people from the UK and 24 other countries together (VSO history timeline, 2014). Today VSO is a global organization fighting poverty through the lasting power of volunteering.

### Where VSO works:

VSO works particularly the places they can make the most difference fighting poverty. It has a global network including VSO members and country offices work together to deliver the programs in way emphasizing on long term sustainability. In 2015/16 VSO had run activities in Bangladesh, Cambodia, China, Ethiopia, The Gambia, Ghana, India, Ireland, Kenya, Lesotho, Malawi, Mozambique, Myanmar, Nepal, the Netherlands, Nigeria, Pakistan, Papua New Guinea, the Philippines, Rwanda, Sierra Leone, South Africa, South Sudan, Swaziland, Tanzania, Thailand, Uganda, the UK, Zambia and Zimbabwe.

### Income and Expenditure:

In 2015/16 VSO had earned total amount of £81.2 million which is 5.5% increase of the previous year (£77 million). And VSO spent £66.1 million on different sectors including charitable activities. This was 90% of total expenditure which is 2% increase on 2014/15.

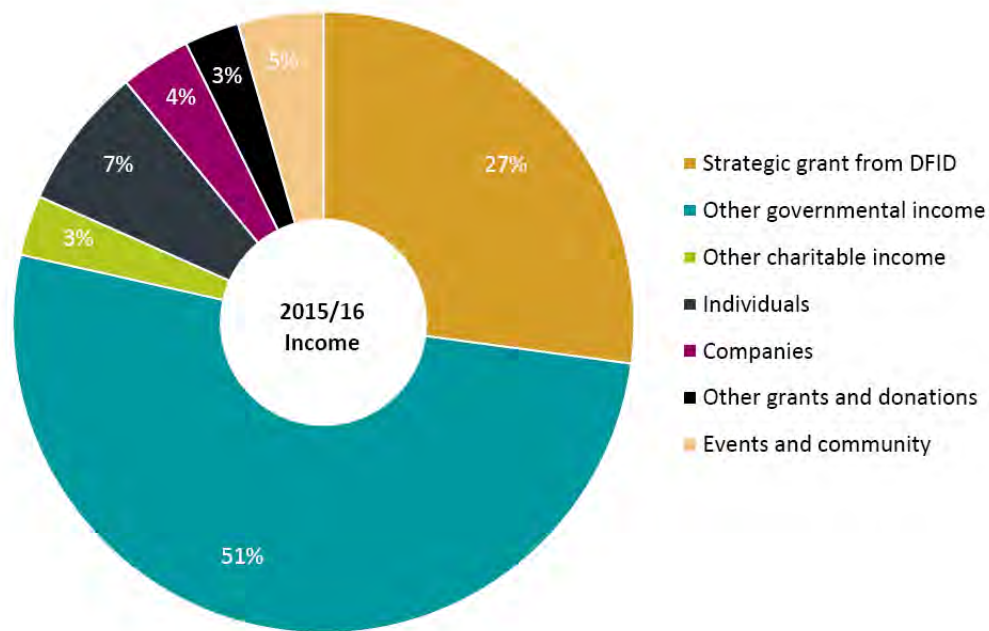
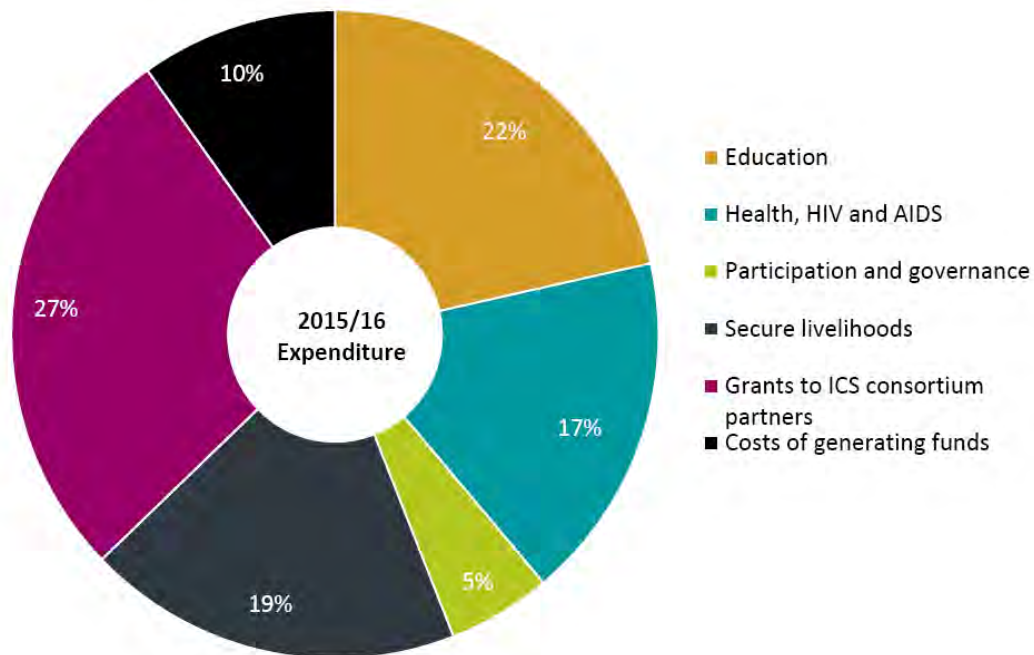


Figure 1: areas of Income

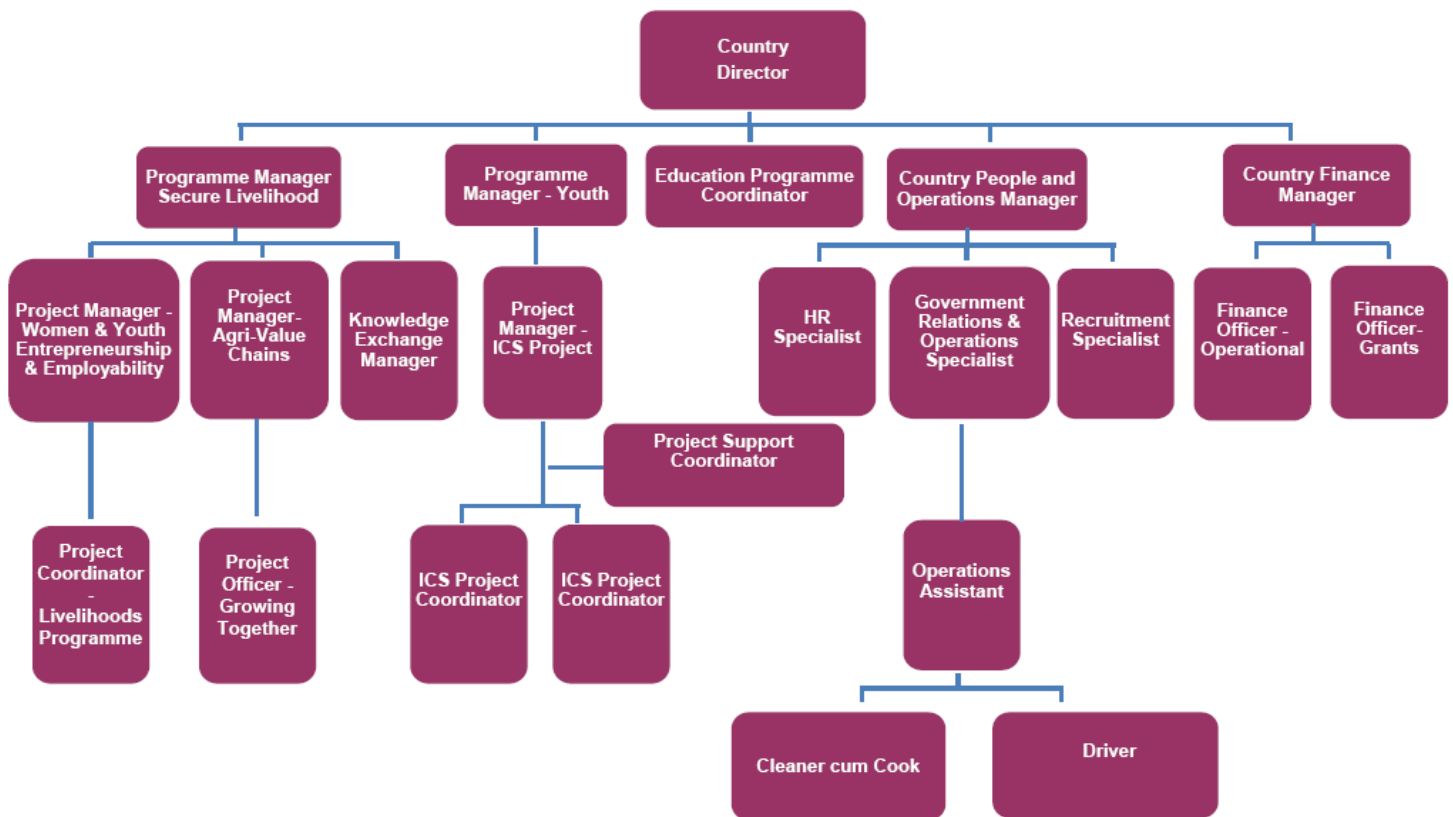


**Figure 2: Areas of Expenditure**

### **VSO Bangladesh:**

VSO have been working in Bangladesh since 1974 for marginalized people in different districts. It has intended to make men and women from the poorest districts participate in, contribute to and benefit from the country's economic and social development. Since the beginning of the journey more than 1,500 international VSO volunteers as well as a rapidly growing team of already more than 2,000 national volunteers have given their time and expertise to work in Bangladesh. Considering the Bangladeshi context and having the desire to make sustainable change in the community VSO targets nine districts in three regions: Southwest, Northwest and Chittagong Hill Tracts to work with.

## VSO Bangladesh Organization Structure:



**Figure 3: VSO Bangladesh Organization structure**

VSO has a very friendly atmosphere of working with high level of employee satisfaction. Instead of hierarchical communication gap they have nice relationship and coordination from top to bottom of the structure.

### Focus in Bangladesh:

VSO Bangladesh works on different sectors according to the demand of time through different projects. ICS (International Citizen Service) is one of the major focuses here where Volunteers from the youths of the UK and from Bangladesh are closely to do that in the guidance of local partners and expert expatriate volunteers building the required institutional linkages (Good practice and knowledge database). VSO's thematic working areas are as follows:

1. Economic Growth
2. Education
3. Health

#### 4. Youth

In addition, through different projects VSO focuses on strengthening livelihoods, health and education including agricultural Value Chain, Women and Youth employability and Entrepreneurship, Advocates for Youth Sexual and Reproductive Health (SRH) Rights.

#### **International citizen service (ICS):**

ICS is a very well known project throughout the world. In Bangladesh ICS project is being run in three districts Khulna, Bagerhat and Dinajpur. It is named as ICS2 program in Bangladesh working with partner organization (Local NGOs) in those areas. This is a 12 week volunteering program focusing on livelihood, Sexual and Reproductive Health (SRH) Rights and governance in association with local youth club members for the rural community people. After the assessment the selected volunteers from both the UK and Bangladesh go through a pre placement training where they get a brief idea about the project and the placement they are going to. In every placement (e.g. Khulna) there remains same ratio of UKV (United Kingdom volunteer) and ICV (In country volunteer). Among them two volunteers (one from the UK, another from Bangladesh) become team leader for the journey to manage the team members and the project activities. With all the volunteers VSO organizes ICO (In country orientation) just prior to the placement starting. After that volunteers go to their pre selected areas intending to live there for next 12 weeks. In the community they live in the host home with the host family in order to feel the community and for learning. As mentioned earlier in the project volunteers focus on three major areas along with some other activities depending on the team's decision in different placements.

1. **Governance:** To aware community people about the roles and responsibilities of local government and making youth advocate for their community. Volunteers form individual youth club and girls club in each village they work. The main objective is to aware people to raise their voice logically to the right people to achieve their very own right. At the same time involving youths in decision making process is another key issue of this team. Volunteers organize different meeting with the community people, organize workshops, debate training for the youth club members and so on. For sustainability ICS volunteers install different attractive Billboards to grab massive attraction.

2. **Sexual and Reproductive Health Rights:** Basic objective is to aware people specially women about maternal health, Family planning, personal hygiene, Adolescent health, menstruation etc. SRHR is one of the key focus points of VSO Bangladesh. ICS volunteers arrange court yard session, school session, Community Action Day to pass their message to the community people. For better awareness experts on different issues are also being hired to conduct sessions and trainings. As always VSO focuses on sustainability so volunteers make peer educator (youth from the community girls club who will continue voluntary activities in absence of VSO volunteers) and provide training to them.
3. **Livelihood:** Though all the activities of ICS are equally important for the community but Livelihood development is the most demanding sector by the local people. By conducting livelihood development training based on the need assessment survey data entrepreneurs are being selected from the potential trainees. In the beginning of the cycle through a need assessment survey volunteers try to find out on what topic training should be given. Then volunteers arrange trainer and register trainees. After the completion of the training selected entrepreneurs start their own enterprise with little help from ICS volunteers.

### **Job responsibilities:**

In VSO ICS project I was appointed as a team leader in Khulna region. In a team of ICS volunteers there remain two team leaders (one from Bangladesh, another from the UK) to direct the team throughout the cycle. As a team leader the responsibilities I had take were:

- ☒ Support and lead the volunteers (UK and National) for achieving the project outcomes.
- ☒ Provide postural support and motivation to the volunteers.
- ☒ Keep close communication with the project officer and partner organization.
- ☒ Plan and organize the program and take decision jointly with the UK team leader.
- ☒ Work very closely with international volunteers to plan, implement, and evaluate youth action projects in the community.
- ☒ Support conducting project design, project planning, marketing, linkages with local government institutions, service providers, Govt. departments and private sectors,

ensuring governance through reproductive health livelihood interventions, development of production groups, and organize event as well as community Action Day.

- ☑ Facilitate youth clubs for mobilization, monitor production quality, case study collection, report writing, documentation and evaluation of the project.
- ☑ Share cross cultural experiences with international volunteers coming from the UK.
- ☑ Any other assignment required and given by the supervisor.

### **Learning of the project:**

First of all, from my perspective ICS is a tremendous opportunity for cross cultural learning and that is the beauty of the project. People from different parts of the world met together and I have observed the differences between ways of talking, behaving, thinking, expressing and so many other interpersonal things very closely which has changed my point of view to person to person.

To manage people from different backgrounds or to make them understand the project or to deal with the local youth and girls club members I had to seat for several meeting and facilitate lots of sessions. Those were really helpful for me to lift up the level of confidence while dealing with real life complex situation.

I have improved my negotiation skill a lot from this project which will be really helpful for my future career. For example, I had to hire trainer for livelihood development training from local government institutions and local service providers as well as expert for different issues on sexual and reproductive health rights with a very limited budget. So, lots of discussion and negotiation I had to make to hire good people.

Previously I used to think that I'm good at stress management. But after starting the ICS project I understood what does stress call! Either volunteers were coming up with any problems or youth club members complaining about something, either any of the team members became upset for being away from home or any other conflict. There were so much going on throughout the project and literally I hardly got time for myself. But in the other side of the coin probably I learned how to manage stresses and keep calm.

As I mentioned earlier that ICS is tremendous opportunity for cross cultural learning so by taking that opportunity I have sharpen my saw of punctuality and commitment. To illustrate, the British volunteers I got in my team were very much time conscious and committed to the work. So,

gradually each and every team member became very punctual and there was no late issue in our team ever and being a team leader I had to be more cautious about those.

I had to write so many reports to update Dhaka office time to time. In the beginning of the cycle we had to do team planning report for the whole project. In every week we had to submit weekly plan and weekly report. For any kind of illness, accident or incident an immediate notification report sending was obvious. Besides, in terms any big event like community action day I submitted the proposal with proper budgeting to the partner organization of VSO in Khulna which is 'Shushilon'. In this way I have managed to improve my report writing skill.

Public speaking skill is one of the greatest achievements from this project. I did anchoring in a community action day with an audience of more than 700 people. And in a mini community action day I had a speech representing VSO Bangladesh in front of over 120 people along with some other speaking throughout the project like on Sustainable development goals (SDGs) among youth club members.

Finally I have an improved leadership quality now. Leading people from a highly developed country was not easy though. And in my group I had volunteer from indigenous people and minority group. To maintain team dynamics, volunteers motivation although I had to work hard and be very careful but at the end of the day those were lifting me up actually.



## **Project Part:**

### **Introduction of the project:**

There have been so many activities going on in the development sector especially on community development in many countries of the world. Different NGOs, Charitable organizations, nonprofit organizations, united nation (UN) have enhanced their territory of working and spread the manpower in this sector. This arena is very important for the collective development of the world as well to understand how this working sector functions.

As a third world country Bangladesh has many areas to be developed to cope with this fast changing world and a key area for this is community development. “Community development is a process where community members come together to take collective action and generate solutions to common problems” (adminpeernet, 2012). That collective action includes various small and large initiatives for the wellbeing of the community. To illustrate, organize the community people in a way so that it enhances the capability of making social, cultural, economical and environmental development. The ultimate goal is to empowering people to fight poverty as an agent of change.

And this sector has been cooperated by different level of volunteers for a long time. Young volunteers from different parts of the world are playing a big role here. So it is really important to know are the youth volunteers making any change or impact in the community.

### **Problem statement:**

ICS volunteers are donating time and energy to for the development of community people but the challenge here is to making visible impact and sustainable changes.

By measuring the immediate countable results from the activities in both short term and long term the impact can be identified (Rausch, 2011). In this report this framework will move forward to understand the impact of volunteer activities through ICS.

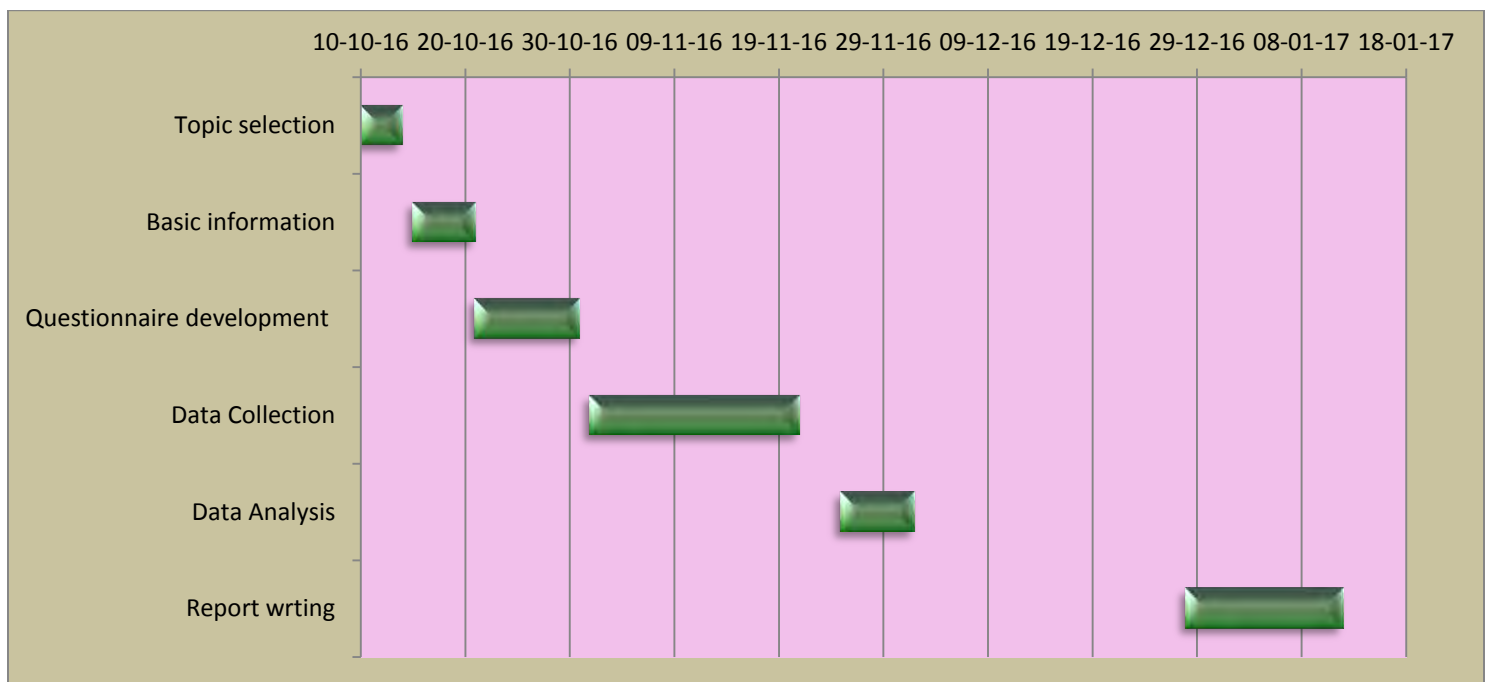
### **Purpose of the project:**

Though I'm doing this project as an internship report to complete my bachelor degree but there is some other major objective to find out.

- In this report I'll try to find out the perception of community people about the impact of volunteers of ICS in community development in Khulna region. Depending on some of the basic indicators like the amount of people volunteers can reach with their messages, is really youth are becoming attractive to this sort of activities or not, are the volunteers sensitive to the need of community people and how community people agree or disagree with the impact.
- There is some project target to meet by the volunteers which is predetermined. I'll also look into the outcome to gauge the impact over here. So another objective is to analyzing the project debriefs report of volunteers to know how much they are achieving.
- I'll go through some primary data collected by survey from the community people (Botiaghata, Khulna). Basically the sample was the youth club members who work directly with ICS volunteers and community people. They are also beneficiary by the project and working as a bridge to the community people.

### Timeline:

As my placement was in Khulna during internship and I was contracted not to leave the territory unless any emergency so it was very hard for me to meet my internship supervisor for appropriate guideline. So the timeline has shown here may be a bit different than others. Apart from report writing I have done other necessary tasks and collected almost all the information from Khulna as per the available guidelines of my supervisor. On 10-10-2016 I started thinking about my report topic and there was 3 days duration to finalize it. After that I started gathering basic information about the project on 15-10-2016 and duration was 6 days. After those preparations then I started data collection process. So, first of all I prepared the survey questionnaire and finalized by piloting that. The difficult task of data collection was done within 20 days starting from 1-11-2016. The raw data was then analyzed by excel. Duration of the tasks was a bit longer because I was extremely busy with organizational activities. So each day I could spend little time to develop my own project.



**Figure 4: Gantt chart of the project**

After completion of placement in Khulna I met with my supervisor. And according to her guideline I started writing my internship report starting from 28-12-2016 and fixed 15 days to complete it. In the Gantt chart I have shown the timeline of my activities.

### Limitations:

The journey of completion of this report was not very easy at all. In different phases of the report I had to face different type of challenges.

- ❏ Because of the placement I was away from Dhaka; so I couldn't meet my supervisor physically during internship which was a little bit challenging to understand whether the process is going on right track or not although we had email conversations.
- ❏ Preparing the questionnaire and data collection was not that easy. Specially identifying what are the questions will be perfect to ask the respondents which will best describe the impact I'm looking for really took huge time.
- ❏ Explaining the questions to the respondents over and over again.
- ❏ Losing some of the filled up questionnaire was a bit annoying as it made me doing the same work again.
- ❏ Allocating time for this report was quite hard because of my involvement in volunteerism.
- ❏ This report does not provide any comparison of impact in between VSO and other organizations works rather it's focused on the people's perception and cumulative work done by VSO volunteers in a cycle.

### Methodology:

After selecting the topic the first thing came into mind is which research methods will be needed in order to achieve the project objectives. Considering the context of the study I've decided to go for descriptive analysis. And apparently for that I needed some data. For data collection I have prepared the questionnaire in likert scale format according to my supervisor's advice. Then I did a pilot survey to have a better understanding of the questions as well as to identify the dependent and independent variables among some of the youth club members. A little bit editions came out through that I have prepared the final questionnaire.

**Dependent variable:** Impact in community

**Independent variables:** Reach more people, Attract youth, Sustainability.

**Sampling Method:** Convenient sampling

**Sample size:** 50

**Research Method:** Descriptive research

**Analysis:** Regression Analysis

To illustrate, objective of this report is to find out the impact of volunteerism in community development; where community development is a key term and community people are the best witness of the impact. Being more specific the youth club members were from the community and they know about the work of VSO, ICS as well. It was also convenient to get them. Depending on availability a sample size of 50 was determined and turned out with same as that finally. I got the quantitative data from the survey as well as some qualitative explanation behind those.

Regression analysis has also been done to understand how much important the variables are for the overall impact.

- ✚ In this report all the data used for analysis were primary data which was collected directly from the community people and ICS volunteers.

To explain, in order to find out the impact of volunteerism at the same time of survey data another data analysis has been shown in this report. This data came out from the difference between team plan (target fixed by the volunteers in supervision with higher authority in the beginning) and teams debrief report. And then depending on both of the analysis the findings have been identified and probable recommendations are being suggested.

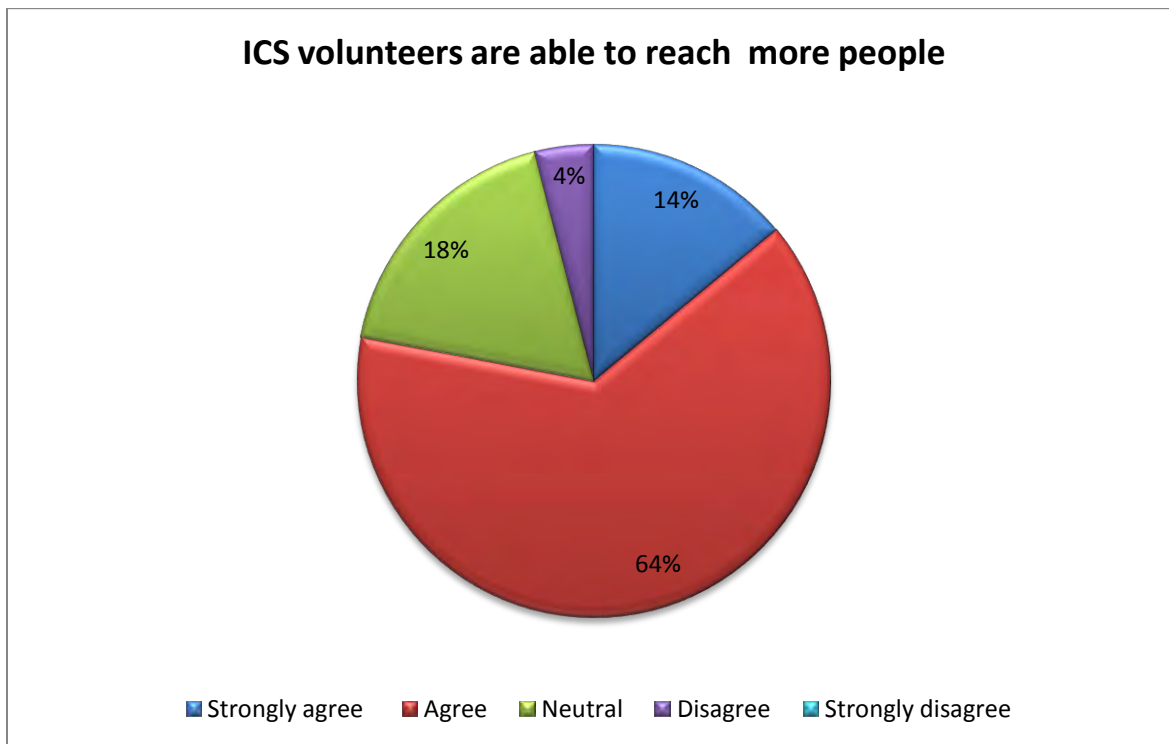
### Data analysis and Findings:

Here I got two sets of data analysis result from where findings will be pointed out-

#### Findings from Survey:

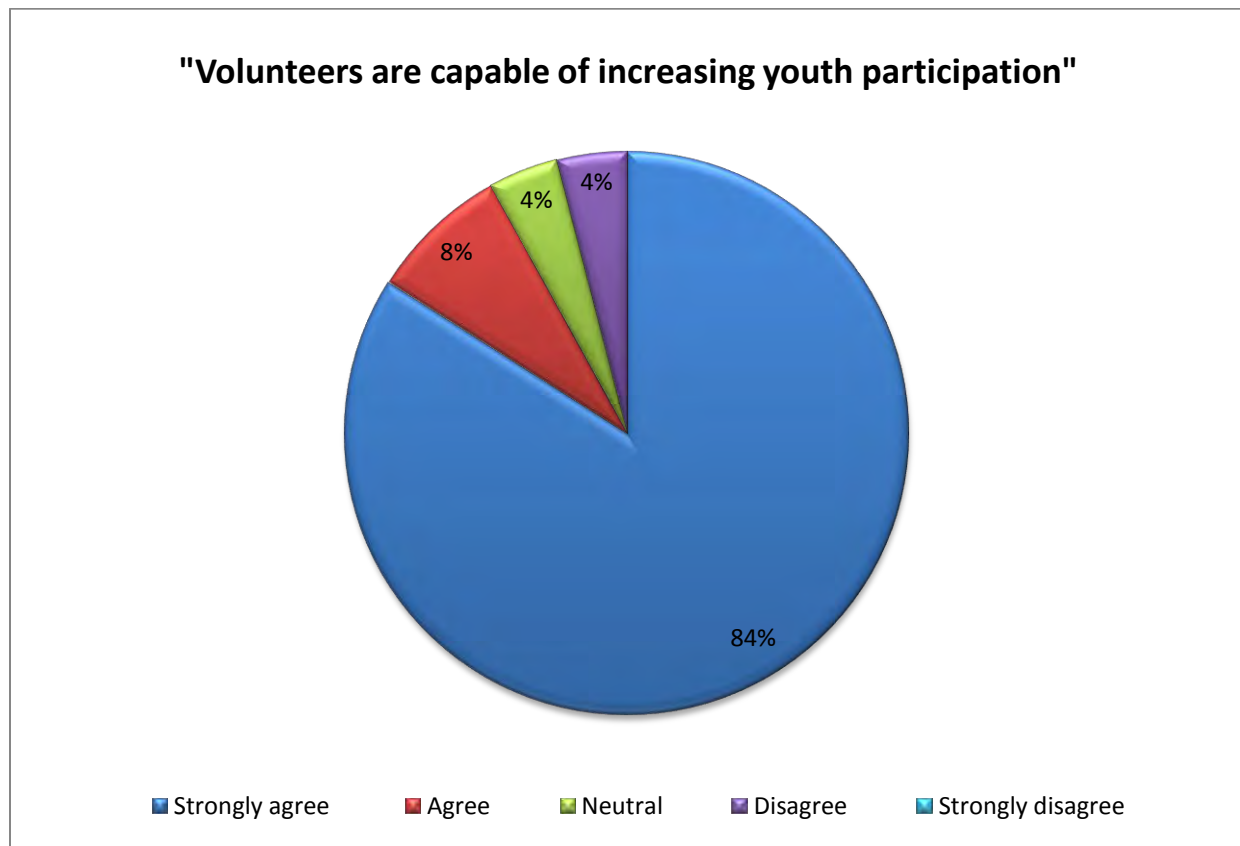
As mentioned before the questions were asked in likert scale format and here are the results of 5 important questions in order to measure impact in the community.

a)



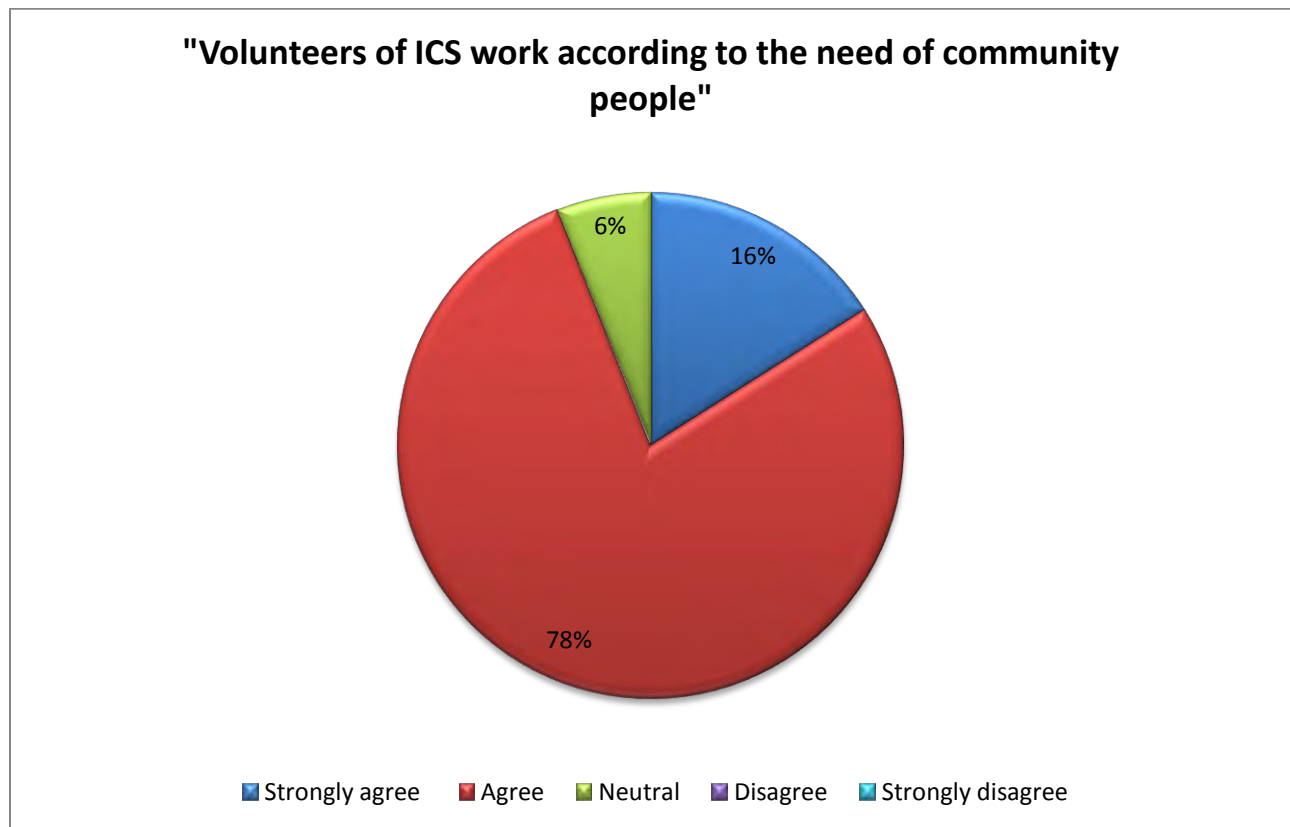
In this figure it is easily visible that 64% respondents are agreeing with the statement that ICS volunteers are able to reach more people by their activities. And 14% strongly agree on that note. So, it is a very positive and strong indicator of their working impact.

b)



Here 84% strongly agree that volunteers can increase youth participation in development activities. Making youth advocacy for the community is one of the key factors to make sustainable change ICS's major focus.

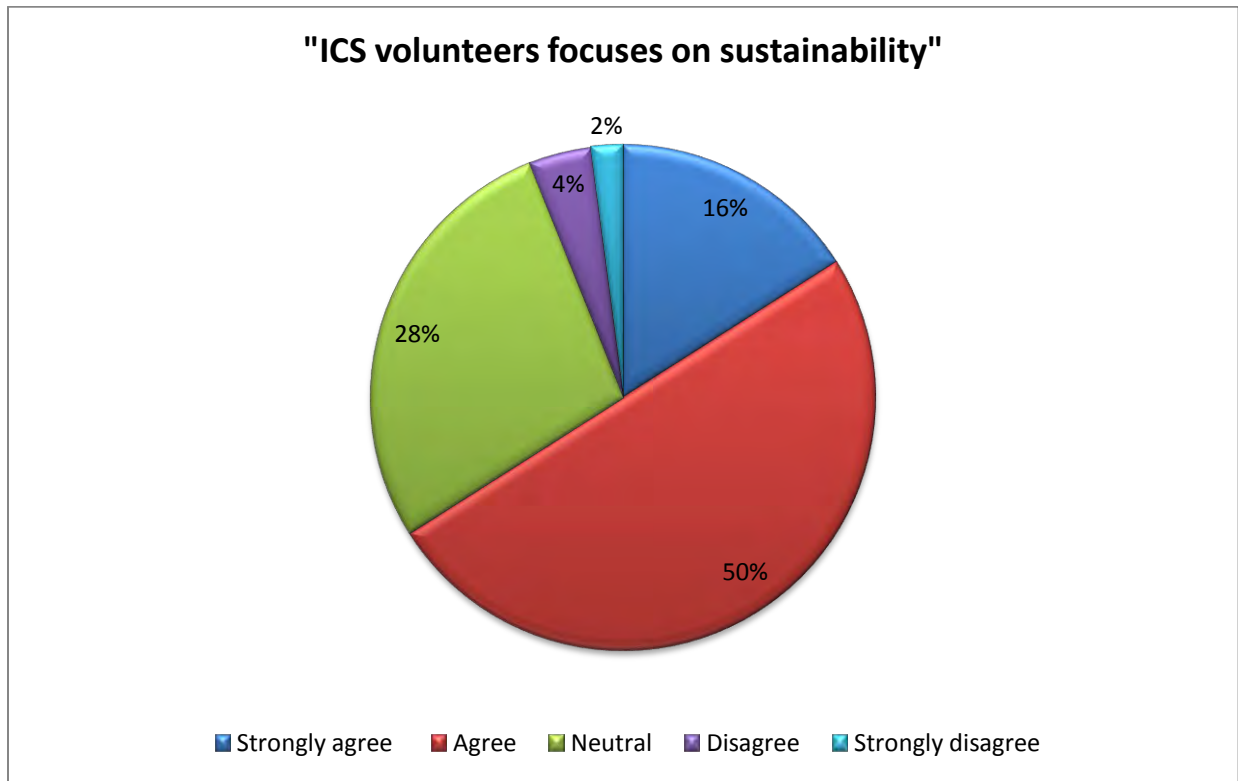
c)



In this case 78% people agree and 16% strongly agree that ICS volunteers conduct their activities not only by their own wish rather they are sensitive to the need of community people. So when both parties work collectively and share thoughts usually it creates positive impact.

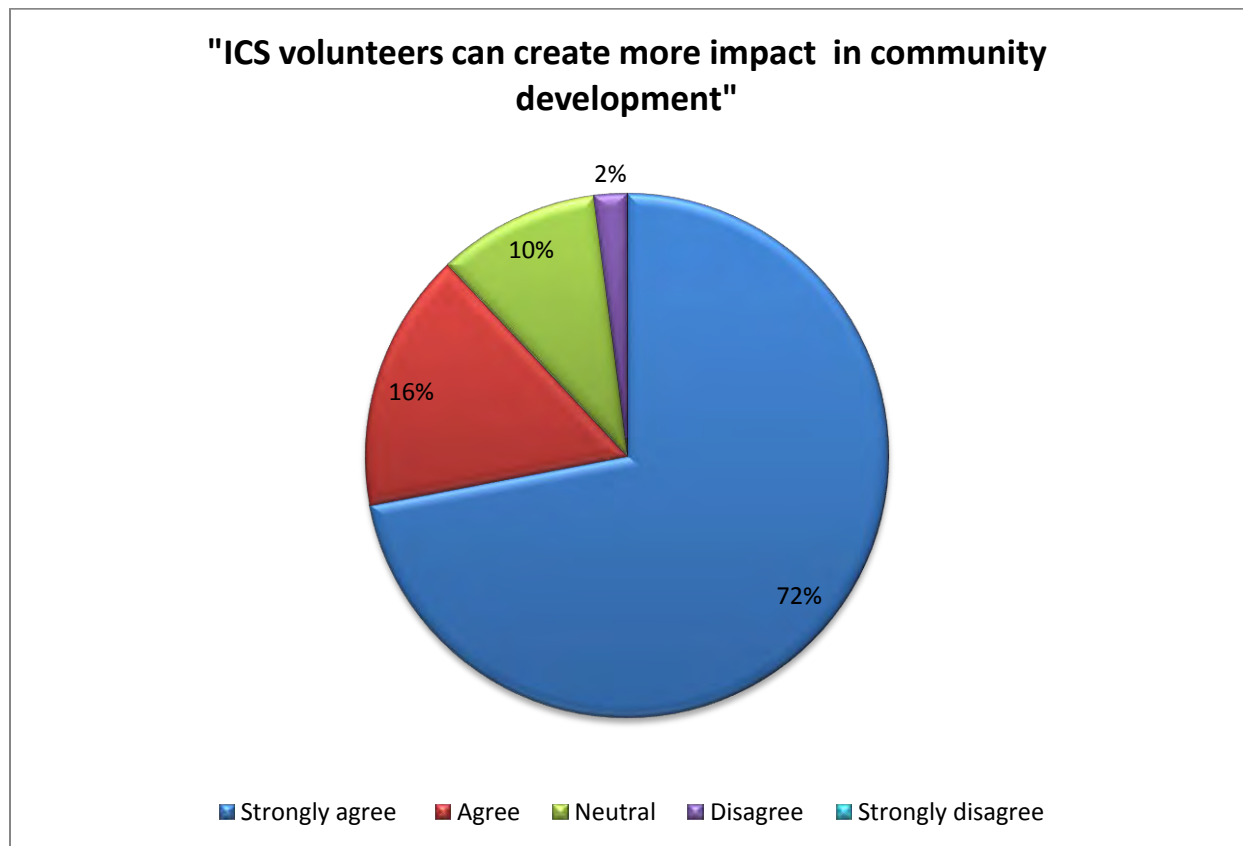


d)



In terms of sustainability exactly 50% respondents agree that the works done by ICS volunteers are sustainable. Although significant amount of people are neutral here but overall this data result shows that mostly volunteers afford are becoming sustainable to make cake long term change in the community.

e)



Finally, the question were asked to the respondents was how much they agree or disagree with the statement 'ICS volunteers can create more impact in community development.' 72% respondent strongly agrees and 16% agree with the statement. That means the people are getting the service they are happy with the impact in the community.

## Regression analysis:

### SUMMARY

### OUTPUT

#### Regression Statistics

Multiple R	0.999828685
R Square	0.9996574
Adjusted R Square	0.9986296
Standard Error	0.550947902
Observations	5

#### ANOVA

	<i>df</i>	<i>SS</i>	<i>MS</i>	<i>F</i>	<i>Significance F</i>
Regression	3	885.6964564	295.2321521	972.6186337	0.023565627
Residual	1	0.30354359	0.30354359		
Total	4	886			

	<i>Coefficients</i>	<i>Standard Error</i>	<i>t Stat</i>	<i>P-value</i>	<i>Lower 95%</i>	<i>Upper 95%</i>
Intercept	0.757584842	0.444595905	1.703985202	0.337854988	6.406711432	4.891541747
Reach more people	0.123862916	0.076280343	1.623785509	0.351406957	1.093096576	0.845370743
Attract youth	0.823826941	0.015396993	53.5057024	0.011896782	0.628189592	1.019464289
Sustainability	0.37579446	0.098999136	3.795936779	0.163985067	0.882108825	1.633697745

Here multiple R is close to 1 which means that change to the value of one variable predicts to the value change of another significantly.

R square shows the relationship between dependent and independent variables and more the value is closer to 1 more accurate the prediction is. So, in this analysis dependent and independent variables has very strong relationship.

After the few variables the additional independent variable doesn't make much contribution. But as here the value of adjusted R square is closer to one that means the additional variable has a great contribution in change of dependent variable (impact in the community).

### Findings from team debrief report:

Planned Outputs	Planned Outputs
<ul style="list-style-type: none"> <li><b>Peer education</b> <i>38 hours peer education will be delivered</i></li> </ul>	<ul style="list-style-type: none"> <li><b>Peer education</b> <i>47.5 peer education hours delivered (37.5 by SRHR and 10 h by the governance team)</i></li> </ul>
<ul style="list-style-type: none"> <li><b>Action research / needs assessment</b> <i>01 Baseline data report will be compiled for 1 village</i> <i>04 Needs assessment reports will be compiled for 04 villages</i> <i>1 KAP SURVEY (SHR) will be conducted.</i> <i>1 institution mapping for each village will be developed</i></li> </ul>	<ul style="list-style-type: none"> <li><b>Action research / needs assessment</b> <i>01 Baseline data report was compiled for 1 village</i> <i>04 Needs assessment reports was compiled for 04 villages</i> <i>1 KAP SURVEY (SHR) was conducted.</i> <i>1 institution mapping for all villages have been developed</i></li> </ul>
<ul style="list-style-type: none"> <li><b>Awareness raising</b> <i>40 awareness raising hours to be delivered targeting 700 people.</i></li> </ul>	<ul style="list-style-type: none"> <li><b>Awareness raising</b> <i>40 awareness raising hours delivered (24 SRH + 16 Gov) reached over 1250 people.</i></li> </ul>

<ul style="list-style-type: none"> <li>• <b>Training</b> <i>In total 100 h training will be conducted.</i> <i>3 enterprises will be set up</i> <i>3 entrepreneurs and 18 employees will be identified</i></li> </ul> <ul style="list-style-type: none"> <li>• <b>Resource development</b>  <i>In total 10 resources to be developed</i> <i>2 module under governance section</i> <i>3 case study on SRHR, livelihood and governance issues</i> <i>3 case studies on volunteer learning</i> <i>2 newsletters</i></li> </ul> <ul style="list-style-type: none"> <li>• <b>Community infrastructure development</b> <i>Guide new entrepreneurs to find ideal work space and renovate the existing ones. (03 new + 02 existing = 05 in total)</i></li> </ul> <ul style="list-style-type: none"> <li>• <b>Community Networks and Linkage Building –</b>  <i>04 Youth Club representatives will attend 01</i></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Training</b> <i>91 training hours were delivered</i> <i>(Fishery, Block &amp; Batik and Cookery, business management and advance beauty parlour training)</i> <i>4 enterprises are set up</i> <i>55 beneficiaries got trained. Among them, 15 were selected as workers and 6 got selected as entrepreneurs</i></li> </ul> <ul style="list-style-type: none"> <li>• <b>Resource development</b>  <i>In total 13 resources to be developed</i> <i>2 module under governance section</i> <i>1 module under SRH section</i> <i>5 case study on SRHR, livelihood and governance issues</i> <i>3 case studies on volunteer learning</i> <i>2 newsletters</i></li> </ul> <ul style="list-style-type: none"> <li>• <b>Community infrastructure development</b> <i>5 venues were guided and renovated for the enterprises</i> <i>2 double sided billboards on issues as sexual harassment, gender equality, child marriage and domestic violence are erected</i></li> </ul> <ul style="list-style-type: none"> <li>• <b>Community Networks and Linkage Building –</b>  <i>08 Youth Club representatives attended 01 UP</i></li> </ul>
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<i>ward level meeting.</i> <i>01 linkage will be created between LGIs and the community</i> <i>01 mentor will be identified for the business development training</i> 02 links with local professionals for peer educators	<i>meeting.</i> <i>01 linkage is created between LGIs and the community (Fishery trainer from the Fishery Department</i> <i>01 mentor is identified for the business development training (Lili, block and batik trainer)</i> 02 links with local professionals for peer educators (Amita, Shushilan expert and Shawda Satellite clinic expert)
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**Table 1 Differences between planned output and actual output by one cycle in Khulna**

This table clearly shows how the volunteers are fulfilling their targets and creating impact in the community. Basically, they not only fulfilled those targets but in many areas of their work they did a lot more as well. The green colors in the right column of the table shows how volunteers smashed the target how much they did more by involving youth in decision making process, reaching more people, linkages for sustainability and being sensitive to the needs of community.

#### **Recommendations:**

- ICS volunteers need to make sure that the people they are reaching those are not only to increase the quantity rather they should be strong in maintaining the quality of their work. Though most of the people agree that volunteers are able to reach more people but still there are few people disagree with that. So, there are places to improve.
- In terms of youth participation people agree that volunteers are doing well. But the main focus of ICS is making youth advocate for their community. So volunteers need to make sure that the work is not finished only by involving youth but preparing them to stand for the community as well.
- It's really appreciating that volunteers are sensitive to the need of community people. But it is also true that people always don't know the difference between need and want. So, it

would be wise for volunteers to verify the needs or wants of community people before starting their work.

- d) Sustainability is the major focus of VSO Bangladesh while operating any project. Though the amount of people disagreeing that the volunteers work are sustainable is low but the reason behind this need to be addressed. Some ways should be identified to make the change long lasting even when the volunteers and partner organization will not be there in the community. Youth clubs can play a great role here to look after everything if they are authorized.
- e) To create more impact in the community now probably it's time to start work digitally rather than conventional way of working in development sector.

### **Conclusion:**

Volunteers are serving the world in many ways and contributing to make sustainable impact. Helen Keller said “Alone we can do so little; together we can do so much”, here the strength of volunteerism lies in. The activities they are doing to make impact are good but in many areas they need to be more proactive, they need to expand their areas, cover more community and inspire others to be part of the journey. In the same way the community people have to support and co-operate the volunteers because the community is the place to hold the impact.

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## Appendix:

### Survey on volunteerism impact in the community

This survey is conducted to understand the impact of volunteerism in your community through ISC (International Citizen Service).

General Question:

Name:	
Phone number:	
Village:	

(For the below statements please answer what you actually feel. Your honest response will help to get the real scenario)

**\*\* Please put a tick (✓) in your preferred answer box.**

Sl.	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	"ICS volunteers are able to reach more people by their activities"					
2.	"ICS Volunteers are capable of increasing youth participation for community work"					
3.	"Volunteers of ICS work according to the need of community people"					
4.	"ICS volunteers focuses on sustainability"					
5.	"ICS volunteers can create more impact in community development"					

Comments:

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Thank you very much ☺

**Figure 5: Survey questionnaire**

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