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VOLUNTEER MOVEMENT IN GERMANY (CURRENT ASPECTS)

This article covers the topics of volunteer movement, its social essence and significance in the modern world, as well as the shifts in its concept as a response to global social and cultural changes in the 21st century. This study is conducted using historical data and current experience of the volunteer movement in Germany. The goal of this article is to define the organisational specifics and nature of modern volunteering, based on the present-day reality and its most significant global challenges, as well as to summarise the latest experiences of volunteer movement in Germany associated with the forced mass migration of Ukrainian refugees.

The results of the study made it possible to outline some guidelines for the non-governmental organisations that provide social support to vulnerable populations, in particular, people who have been exposed to a trauma caused by life-threatening events. To achieve the goal, such research methods as analysis and synthesis, generalisation, comparison, logical analysis method, survey, content analysis were used. Special attention has been paid to the support provided to refugees fleeing from countries where hostilities are taking place (on the example of refugees from Ukraine). The article uses data from special monitoring surveys of Ukrainian refugees conducted by the Institute for Economic Research (Germany), as well as the author's own experience of volunteer work in Munich. In addition, as an illustration to the topic, the results of a

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small online survey of Ukrainian refugees are presented. The participants of the survey were women who were forced to leave Ukraine for Germany due to hostilities and received support from volunteers — the owners of local hotel businesses. The source of data on the number and composition of volunteers in Germany is a survey that has been carried out every 5 years since 1999. The 2019 study covered 27.7 thousand people aged 14 years and older. Based on the data, it was possible to draw conclusions regarding the advantages and disadvantages of the modern volunteering movement in Germany, as well as provide practical guidelines, which are primarily aimed at improving the effectiveness of volunteer work. In particular, the authors have identified the main features of modern transformations of volunteering. These transformations are characterized by transition from associative, unstructured forms to well-organized and highly specialized ones. The changes also affected the motivational characteristics of volunteers — the transition from altruism to pragmatism. One of the conclusions of the study is the identification of conflicting assessments of such changes: along with an increase in the effectiveness of volunteer work, its complication and excessive bureaucratization are observed. As a result, a negative attitude towards such work may be formed. The conclusions of this article can be useful for increasing the effectiveness of volunteer organizations in other countries, as well as scaling up experience through greater specialization, increasing the professional level of volunteers, and expanding activities.

Keywords: *volunteering, social movements, social support, refugees, private initiatives, local communities, global challenges.*

Introduction. Volunteering as a social phenomenon has become widespread in the modern world. The theoretical basis for its study is the concept of social capital, since this activity is directly related to the quality of social relations in society. Volunteer movements are not only growing in scale and becoming more popular, but there is also a significant transformation in the very nature of volunteering. The study of these transformations, as well as the assessment of their social significance, is an urgent scientific task, both theoretical and applied. The experience of volunteering in Germany is useful for such an assessment, and can be applied in other countries, including Ukraine.

Statement of the problem and relevance. In the literature the phenomenon of volunteering is most often considered from a practical point of view including issues in work management, technologies used for organisation, methods and work experience. Despite a significant number of publications on this topic, it remains extremely relevant today. Firstly, this can be explained by the constant emergence of new social challenges that do not have merely local impact anymore and now have turned into problems of a global nature. These challenges need to be addressed not only by governments but also by civil society. Secondly, in Ukraine information about the activities of volunteers lacks transparency and reliability. These issues are mainly covered only in the web publications which are very fragmented. Therefore, the lack of necessary information limits the possibilities for further improvement and development in the field of volunteering.

Other examples of significant global challenges can be COVID-19 pandemic, strong spikes of uncontrolled migration, huge flows of refugees and forced migrants, as well as the environmental degradation. The emergence of new

challenges requires a response from both governments and society. Non-governmental and volunteer organisations are among the first ones to respond to them, as they, as a rule, represent the most socially active and compassionate part of society. In addition, they have significant experience on how to support injured people or people facing difficult circumstances. Such organisations face new multidirectional tasks that require more advanced technologies in management and tools used for organisation. The situation currently experienced in Ukraine makes this a topic of particular interest. Since February 24th, 2022, millions of people have been forced to flee their homes due to life-threatening conditions. They, in a matter of days, became refugees who lost their homes, property, jobs, usual lifestyle, and were also subjected to psychological shock.

Recent research and publications. Volunteering is an interdisciplinary phenomenon. Its nature can be considered from a psychological point of view, from the point of view of economics and sociology [1, 2, 3, 4]. Also, a significant number of recent works study the transformation of the nature of volunteering as a response to global socio-cultural changes [5]. The current state of volunteering in Germany in practice is reflected in the data of special surveys, which are conducted at the initiative of the Ministry of Family and Youth [6].

In the works of Ukrainian researchers, volunteering issues are often considered as part of the social capital studies [7], as well as an independent subject of study [8, 9].

The novelty of the study lies in identifying new aspects of work of volunteer organisations, namely, the youth volunteer organisations of Germany, the church, and private entrepreneurs and evaluating their experience in providing support to Ukrainian refugees. The article uses data from special surveys conducted by the Institute for Economic Research (Germany), the author's own volunteer experience in helping Ukrainian refugees in Munich which included responding to the Ukrainian Greek Catholic Church initiative in the first days of the war, and then joining the initiative of local entrepreneurs. With the help of the questionnaire developed by the authors, it was possible to identify the affected group of population (mainly young women with children) who were forced to leave Ukraine for Germany. Their future plans and needs have been determined, and their intentions were assessed according to the various respondent's characteristics. The purpose of the article is to determine the organisational specifics and nature of the modern volunteer movement, based on the present-day realities and the most significant global challenges, as well as to summarise the latest experience of volunteer work in Germany associated with the mass forced migration of Ukrainian refugees.

Research methods: analysis and synthesis, generalisation, comparison, logical analysis method, content analysis.

Main material. Volunteering as a means of social service is traceable to ancient times. In human society, there have always been people who worked

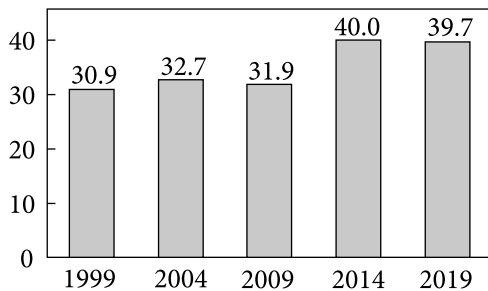


Fig. 1. Proportion of volunteers in a time comparison 1999–2019, %, Germany
Source: [6].

for the benefit of others with the view to achieve self-fulfillment, self-improvement, connection and communication with other people. The word “volunteer” is of French origin, and it means – aspiration, desire. Initially (in the 17th and 18th centuries) the word volunteer in France and England was used to refer to people who joined the army by their will (those not liable for military duty). Over time, it acquired a more general, social meaning, and at the beginning of the 20th century, to volunteer meant to work for other people’s benefit.

Organised volunteering appeared in Germany about 200 years ago. Helping those in need has always been part of the Christian tradition, and in 1788 the Hamburg merchant Kaspar Vogt organised the first official welfare service with two hundred volunteers who helped the poor throughout the year. After the Second World War, the volunteer movement began to develop and charity took on new forms. The joint work of private initiatives and state institutions has become one of the foundations of the modern welfare state [10].

Deep global socio-cultural transformations of the 20th century reflected the changing nature of volunteering. This manifested itself both in institutional changes and in the mentality of the volunteers. Developing from unorganised and associative forms, volunteering acquired more and more pronounced features of formal, structured and specialised organisations. As for mental changes, there has been a transition from purely altruistic motives of volunteering to motives rather related to the volunteer’s own benefits: gaining experience, organisational and communication skills, creating a positive image in the society, etc. Volunteer movement in Germany is a good example for this.

In modern Germany, social work is very common. The data on the number and composition of volunteers was taken from the largest representative survey conducted every five years since 1999. According to the survey (covering 27,700 people aged 14 and over) [6], about 40 % of the country’s population is engaged in some kind of volunteer or social activity. Compared to 1999, engagement has increased by almost 10 points (Fig. 1).

The most common area of volunteer activity is physical education and sports. It involves about 14 % of the total number of volunteers. About 8-9 % are involved in social sphere, work with children, culture; 7 % — in the religious sphere and 6 % in the entertainment sector (Fig. 2).

It should be noted that by 2019 the gender proportion of volunteers had almost equalized with 39.2 % women and 40.2 % men, whereas in 1999 the

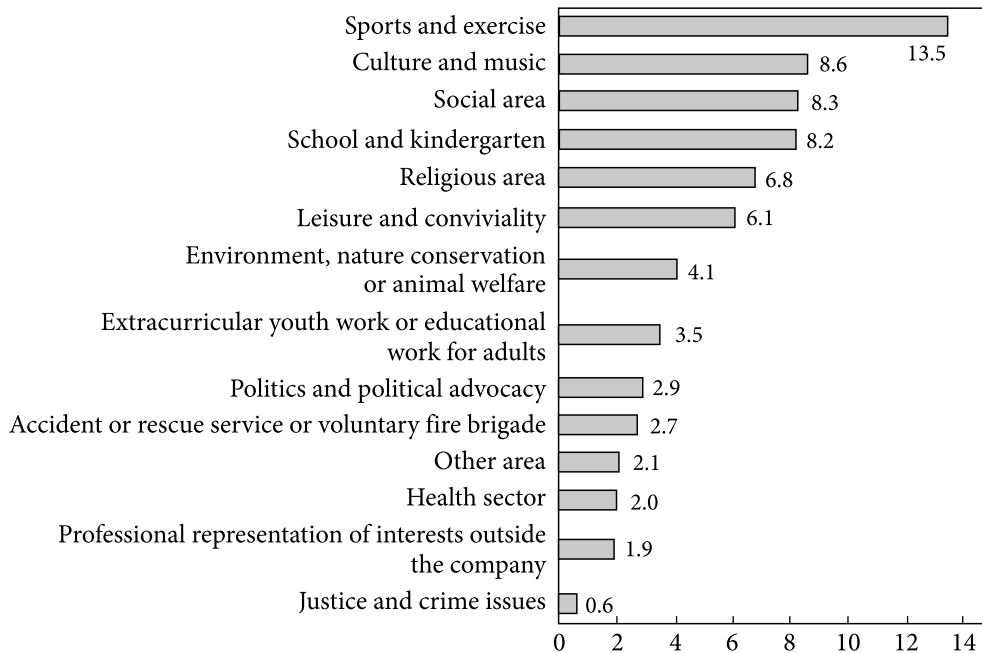


Fig. 2. Proportion of volunteers in fourteen areas in 2019, %, Germany
 Source: FWS 2019, gewichtet, eigene Berechnungen (DZA). Basis: alle Befragten (n=27.762). Mehrfachnennungen möglich.

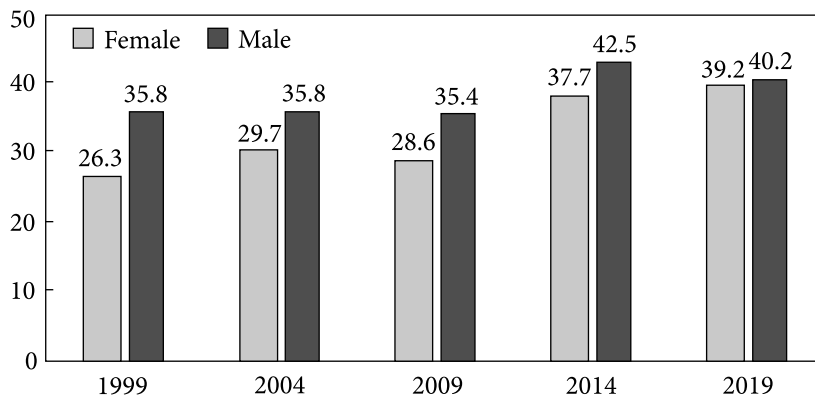


Fig. 3. Proportion of volunteers, by gender, in a time comparison 1999-2019, %, Germany
 Source: [6].

figure for men was almost 10 points higher (Fig. 3), indicating a greater involvement of women in volunteering.

In terms of age representation, there has been a marked increase in the involvement of people over 65 in volunteering, from 18 % in 1999 to 31.2 % in 2019 (Fig. 4).

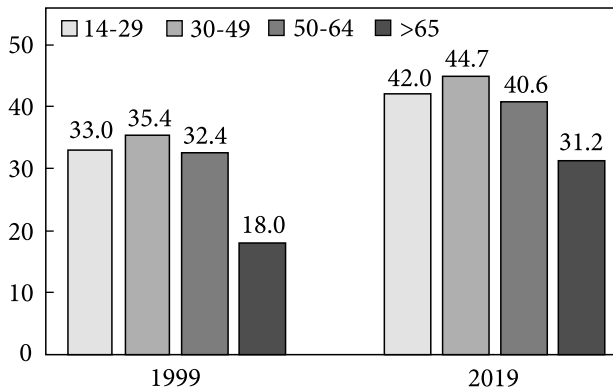


Fig. 4. Proportion of volunteers by four age groups (1999, 2019), % Germany
Source: [6].

The main law regulating volunteering of the youth and including the main volunteer programs is the «Law on Promoting Youth Volunteering». The «Federal Volunteer Service Act» regulates volunteer activity. As for the institutional machinery that ensures a functioning of social community of volunteers in Germany, there is a developed network of federal ministries, federal agencies and network organisations that oversee numerous projects, initiatives and events. In addition, in Germany the public sphere is divided into federal and regional levels. At the federal level, the main responsibility for volunteering lies on the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth (*BMFSFJ*). The Ministry is responsible for a significant number of programs and ongoing initiatives aimed at strengthening the volunteer movement in civil society. Moreover, the ministry coordinates the efforts of the government in promoting volunteerism and in providing an adequate legal and regulatory framework and infrastructure. In addition to the *BMFSFJ*, almost every Federal Ministry of Germany has its own programs aimed at supporting and developing volunteering [11].

The German Federal Ministry of the Interior reported as of April 12, 2022 that the Federal Police had recorded a total of 335,578 Ukrainian refugees since February 24, 2022 — mostly women, children and the elderly. At the same time, they suggest that the real number of refugees is higher, since there are no fixed controls at the borders, and people with Ukrainian passports are allowed to stay in the EU for 90 days without a visa. The total number of Ukrainian refugees in Germany in the future may be twice as high.

According to the calculations of the Institute for Economic Research, at least 12 % of all refugees in the EU will seek to get to Germany. Institute's experts suggest that if the total number of Ukrainian refugees in the EU reaches five million, then about 600,000 of them will arrive in Germany. According to a systematic survey of refugees from Ukraine, commissioned by the Federal Ministry of the Interior, the majority of them are women (84 %), of whom just over half fled with their children. From 17 % of the refugees who arrived alone, most are elderly people. The average age of refugees is 38.2 years. Almost all of them, 92 %, were employed in Ukraine.

About two-thirds of the refugees arrived in Germany from Poland. 82 % of those surveyed said only Germany was a possible destination. Other mentioned possible destinations were Poland, Switzerland, Italy, the Czech Republic and the Netherlands.

Most of them ended up in Berlin — namely 14 %. Five percent of respondents stay in Munich, 3 % in Hamburg. In total, more than 500 different places were named, but almost half of the respondents are currently located in one of the major German cities with a population of more than 500,000 people. According to the survey, they mainly hope to find social contacts and employment opportunities there; 42 % want to stay at their current place of residence, 32 % expect to return to Ukraine in the near future, 19 % have no plans yet; 24 %, almost a quarter of the people currently live with friends, 22 % live in a private apartment and 19 % with relatives. Collective housing and hotels were also mentioned as places to stay.

As for school age children, 58,225 of them are enrolled in German schools. Most of all in Bavaria — more than 12,000, in North Rhine-Westphalia — more than 8,700 and in Baden-Württemberg — more than 8,400 people.

The Bavarian cities of Munich, Nuremberg, Regensburg, where a significant part of the new refugees settled, found themselves at the forefront of the support for Ukrainian refugees. The charitable society Tafel, which has its branches in all 25 administrative districts of the capital of Bavaria, has been actively involved in helping refugees from the first days. The Munich branch of the all-German association Landsmannschaft der Deutschen aus Russland, led by Maria Schefner, provides advisory and material support to refugees.

The European Janusz Korczak Academy, which is distinguished by the high professionalism of its staff — teachers, social workers and professionals working with children, has focused its assistance on Ukrainian refugee children of different ages. This is the essence of the new Kinderkamp Schalom Ukraine project. The participants of this project believe that their work should be done as efficiently as possible, without rushing to do everything at once, but focusing on what can be done professionally and at their best. Only then the provided help can reach the maximum effect. While counsellors are working with children, Academy employees talk with their parents, provide them with verified and up-to-date information; engage them to find ways to be useful to each other and to the common cause. The Jewish Agency for Israel, the Jewish Sports Club Maccabi, the Jewish Community of Munich and Upper Bavaria, the Consulate General of Ukraine in Munich are participating in the Schalom Ukraine project, says Olga Kotlitskaya (Janusz Korczak's YouthBridge project manager at the Munich Academy, editor-in-chief of the magazine «Bei uns in Bayern»).

Two groups of Ukrainian children were engaged in lessons in the new premises of the Academy on the day of the interview: 7-9 and 10-13 years old. The

younger children had lessons in German and art. The peculiarity of the pedagogical method was that teachers invited several German-speaking children to join the group of younger children. According to counsellors, direct communication brings positive results. Surely, special attention goes to the safety of children. The head of the Academy, Dr. Stanislav Skibinsky mentions its particular importance: if these children, for example, get lost while on a break between classes, they will not be able to ask for help in German.

JunOst and the cultural and educational platform Abracadabra München organised educational courses for children of Ukrainian refugees. 16 groups of children aged 4 to 18 have already been formed; more than 60 teachers and volunteers work with them. There are also private initiatives – for example, the female gymnasium Teresia Gerhardinger invites girls 15–17 years old from families of Ukrainian refugees to take classes in the so-called transitional class (Überbrückungsklasse) as preparation for entering a German gymnasium. Private interpreters also offer their services to refugees free of charge.

To avoid the abuse of the provided assistance, refugees have their passport data registered and are notified that this assistance is provided to a family no more than once a week. Special attention of this group of volunteers focuses on helping the seriously ill – people suffering from cancer, diabetes and similar diseases. If necessary, Ukrainian refugees have the right to receive medical assistance before receiving insurance at the general practitioners and pediatricians, emergency services (if others are closed in the area of residence), pharmacies, ambulance services and emergency departments of Munich hospitals.

Food for Ukrainian refugees is also distributed by the Red Cross and Caritas. Private interpreters offer their services to refugees free of charge. As the initiative of the Greek Catholic Church in Munich, the organisation «Munich Helps Ukraine» was created. It supports people from Ukraine with necessary goods and money. From the very first days of the war, more than a thousand volunteers and an incredible number of donors from the Ministry of Health responded to the initiative. Volunteers were sorting and packing goods brought by local citizens (mostly medicine and food) from early morning until late in the evening from the first days of war. Apart from the vans organized directly by the church, there have been a number of private carriers who offered their help in picking up goods and transporting them to the Polish-Ukrainian border. On their return, they brought refugees from the border back to Munich. In addition, volunteers visited temporary shelters for refugees located, for example, on school premises. They brought them warm food and spent time with them as «psychologists», talking and comforting them. Many of the refugees came shocked, frightened and simply needed a conversation and some information (Diana Dutka).

Social initiatives of business have also become widespread. For example, hotel owners give refugees rooms in their hotels for free. Refugees are kept at

the expense of entrepreneur's own funds and at the expense of donations from the local population. For example, in one of these hotels currently there are 28 women aged 20 to 60 and 23 children. In addition to accommodation, refugees are provided with food, assistance in registration, search of kindergartens and schools for children, German courses. Residents live according to the principle of «community» and organise cooking and cleaning common rooms themselves, also they take turns bringing children to and from schools and kindergartens. Cocoon Hotels project manager Suzanne Grill believes this is a better opportunity for traumatised people than mass accommodation.

A short online survey was conducted among 30 women who received support in the local communities from the private hotel industry. According to its results, the average age of women is 33.5 years, two thirds of the respondents are married and have children. Almost all of them got the opportunity to live free of charge in a private hotel or in a host family.

As for other kinds of help, refugees mentioned significant informational support and assistance in learning the language and more than half received food. 19 of 30 respondents gave the highest rating to the support provided: «I am very grateful, I didn't even expect that the help would be so significant. Everything suits me well». Other 8 responded that they received everything they needed, but they understood that this was only a temporary solution to the problems. It should be noted that most of the interviewed women give the impression of being quite independent and active people, the vast majority of them said that (for various reasons) they do not receive help from their relatives who remained in Ukraine (mostly because they are not in a position to help, yet 5 women noted that they did not need such help). Most of the respondents have a complete higher education, some have an incomplete higher education; also before moving most of the women were employed.

Regarding the nearest future plans, they mainly mentioned learning the German language, and more than half — finding a job, which indirectly may indicate an intention to adapt in the local society. Among the most pressing problems in most cases was the challenge of finding permanent housing.

It is significant that when asked about the biggest problems, no one mentioned their negative emotions: psychological problems, a sense of confusion, which also indicates sufficient confidence and already established plans, at least for the closest future. Almost everyone associates the possibility of going back to Ukraine with the end of the war and presumed acceptable living and working conditions.

Currently, the project manager, along with her team of like-minded people, is fighting so that the refugees can stay in hotels for some more time. Now they are experiencing certain difficulties in obtaining compensation from the state, at least for accommodation.

Social Department spokesperson Hedvig Thomalla says the administration is aware of hoteliers' private initiatives to accommodate refugees from Ukraine.

Therefore, the social administration proposes a voluntary agreement to the local council for such cases. The city must reimburse the cost of the hotel for the period from the start of the war to the 7th of April, in accordance with the Law on Benefits for Asylum Seekers. However, according to her, the decree should not be valid after April 7, «since it will lead to exorbitant costs for the local budget».

Hotel owners are, however, sure that the hotel is not a permanent solution. «Our goal is to give women jobs and permanent housing so that they can lead an independent life» (S. Grill).

German volunteers, who regularly help various groups of the German population, believe that the main problem is an overly developed structure of these institutions which are constantly becoming more complex because of the bureaucratic paperwork, control and implementation of new legislation. Legislation over the past five years has made it so difficult to give and receive care that sometimes special education or the help of a qualified professional are necessary to understand the laws.

The state does not always solve problems that are relevant to society, and ordinary citizens have to make decisions on their own, participate in unpaid, but important work for society. Among these areas — work in volunteer fire brigades, help in restoring order during public events and many other jobs.

Volunteers in Berlin help count the number of homeless people in the city. Such an initiative can help to realistically assess the problem and understand how many resources are needed to help people who are in a difficult life situation.

As a rule, in Germany, volunteers are offered to conclude a contract for a year — known as «social year». Despite the fact that this type of service is considered voluntary, on average a volunteer works from 3 to 40 hours a week, but receives only 300-400 euros per month for pocket money. But at the same time, they are provided with medical insurance, food and work clothes, and housing.

On Election Day, hundreds of thousands of volunteers engage in distributing ballots, checking voter names on the voter lists, and counting votes after the polls close. In Germany, the entire process is open to the public.

In general, while assessing positively the social significance of volunteering in today's world, one has to mention some of the «risks» or costs of the phenomenon. Critics of volunteering, for example, argue that there is a danger of using volunteer labour to replace low-paid entry-level positions for young people who are just starting their careers. And this threatens to reduce social mobility, because only people who can afford to live without a wage will be able to gain work experience. Some governments have warned that long-term volunteering is a form of exploitation used by charities to bypass some laws, such as the minimum wage law. Many employers also set up so-called voluntary appraisals, requiring candidates to have significant volunteering experience, whether it is relevant to the position they are applying for or not.

There are also concerns that insufficient qualifications of volunteers can make their services ineffective or even harmful, especially when it comes to working with children or people who need professional care. As Daniela Papi (volunteer researcher) says: «We need to focus on learning first, not just encouraging participation. We can encourage young people to move from serving to learning how to serve. It sounds like a small difference, but it can have a significant impact on our future» [12].

Conclusions and prospects for further research. The study determines the social role and significance of the volunteer movement, which have become especially relevant under the influence of huge challenges of a global nature and scale.

The main characteristics of the transformation of the nature of volunteering were identified. It acquired a more organised form, greater specialisation and professionalism, which undoubtedly had a positive impact on the effectiveness of volunteering. However, experts also note some downsides: excessive bureaucracy and complexity of the legal framework; serious problems of interaction with the authorities; certain abuses of volunteer work, bordering on labour rights violations; risks associated with the low professional level of the services provided by volunteers.

Particularly acute in the modern world are the issues of mass forced migration, social protection of refugees and internally displaced persons. A summary of the historical and modern experience of the volunteer movement in Germany makes it possible to outline recommendations on the use of proven mechanisms and methods of work, as well as the expansion of the provided activities and their specialisation.

In general, the experience of Germany can be useful in a changing, multi-variant society that is abandoning standard patterns of behaviour, *inter alia*, in volunteer work. The need to find new ways to solve urgent social problems becomes especially acute in times of distress. In particular, since the outbreak of hostilities in Ukraine, hundreds of thousands of people have found themselves vulnerable and experiencing life-threatening events and in dire need of assistance. To effectively realise the potential of the volunteer movement, first of all, it is necessary to establish a clear organisational scheme that provides information exchange, the use of modern means of communication, and the involvement of the proper specialists depending on the specific type of activity.

Conducting an impact assessment, including assessing possible problems of abuse of volunteer labour or the recruitment of non-professionals for work that clearly requires some qualifications, is necessary as well.

Experts point out that volunteer labour is usually beneficial to the state, as it relieves the budget from the load of providing some type of service. Unfortunately, there is no available data on the real cost of services, although hypothetically it can be calculated based on the amount of time spent by volunteers on their activities and the average wage rates for similar paid services.

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ВОЛОНТЕРСЬКИЙ РУХ У НІМЕЧЧИНІ (СУЧАСНІ АСПЕКТИ)

У статті розглянуто питання волонтерського руху, його соціальної сутності та значення у сучасному світі. Також проаналізована трансформація цього поняття, що від-

бувається як відповідь на глобальні соціально-культурні зміни ХХ століття. Дослідження проведено на матеріалах історичного та сучасного досвіду волонтерського руху у Німеччині. Метою статті є визначення організаційної специфіки та природи сучасного волонтерського руху, що відповідає нинішнім реаліям та найсуттєвішим викликам глобального характеру. А також — узагальнення найновітнішого досвіду волонтерської роботи у Німеччині, пов'язаного із масовою вимушеною міграцією українських біженців.

Результати дослідження дали можливість сформулювати деякі рекомендації для їх можливого використання у практиці роботи громадських організацій, що надають соціальну підтримку вразливим групам населення, особливо тим, хто піддається шоківому впливу, пов'язаному з небезпекою для життя та здоров'я. Для досягнення мети використані такі методи дослідження: аналіз та синтез, узагальнення, порівняння, метод логічного аналізу, швидке онлайн опитування групи українських жінок — вимушених переселенок, що отримали підтримку з боку готельного бізнесу у м. Мюнхені. Джерелом даних про кількість та склад волонтерів у Німеччині є велике репрезентативне обстеження, що проводиться один раз на 5 років, починаючи з 1999 року. Дослідження 2019 р. охопило 27,7 тис. осіб віком від 14 років і старше. На основі доступних публікацій здійснено короткий огляд історії виникнення та розвитку волонтерського руху у Німеччині, виявлені основні риси трансформації його природи, що відбулись під впливом глобальних соціокультурних змін ХХ століття. Вони характеризуються переходом від асоціативних, неструктурованих форм до добре організованих, спеціалізованих інституціональних форм. Виявлено також зміни мотиваційних характеристик волонтерів — від суто альтруїстичних до доволі прагматичних, як-от прагнення набути певного досвіду або покращити свій імідж у суспільстві. Одним із висновків цього дослідження є виявлення певних протиріч в оцінці таких змін: поряд із підвищенням ефективності волонтерської роботи, спостерігається її ускладнення та надлишкова бюрократизованість, що негативно впливає на ставлення до такої діяльності. Крім того, наявні ознаки зловживання роботою волонтерів, особливо щодо довготермінового волонтерства, яку експерти оцінюють як певну форму експлуатації, що використовується благодійними організаціями для уникнення виконання деяких законів, наприклад, закону про мінімальну заробітну плату.

Особливу увагу приділено дослідженню досвіду підтримки біженців з країн, де відбуваються воєнні дії (на прикладі біженців з України). У статті використано дані спеціальних моніторингових досліджень українських біженців, що проводяться Інститутом економічних досліджень (Німеччина), а також власний досвід автора щодо здійснення волонтерської роботи у Мюнхені. Крім того, в якості ілюстрації подані результати короткого онлайн-опитування групи жінок (30 осіб), які були вимушені поїхати з України до Німеччини внаслідок воєнних дій і зараз отримують допомогу від місцевих спільнот, зокрема завдяки приватним ініціативам готельного бізнесу. Опитування було проведено у період з 25 квітня по 1 травня 2022 р. На основі викладеного сформульовані деякі висновки щодо використання кращого досвіду волонтерської роботи, що можуть підвищити ефективність роботи організацій, а також запропоновані нові можливості його масштабування (за рахунок більшої спеціалізації, підвищення професійного рівня, розширення видів діяльності).

Ключові слова: волонтерство, громадські рухи, біженці, соціальна підтримка, приватні ініціативи, місцеві спільноти, глобальні виклики.