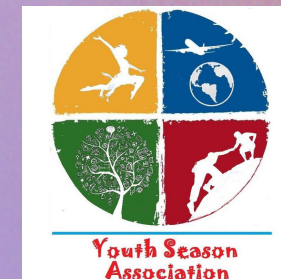


EXPERIENCES IN SPORT VOLUNTEERING

SURVEY RESULTS



Co-funded by the
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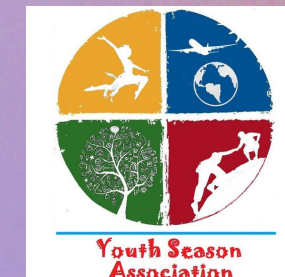
ASSOCIACIÓ
CULTURA CREATIVA

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This survey has been elaborated during the project “V for Volunteering” (613659-EPP-1-2019-1-RO-SPO-SSCP), funded by the European Union through the Education, Audiovisual and Culture Executive Agency, in the context of the Erasmus+ Sport Programme, “Small Collaborative Partnerships” action.



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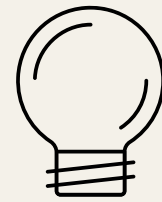


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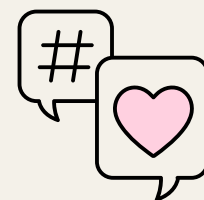
THE PROJECT V FOR VOLUNTEERING



The purpose is to increase the number of persons involved in volunteering mainly in sports in Romania, Turkey and Spain, but at the international level as well



The main focus is on promotion of education in and through sport, getting a deepen preparation as a volunteer and to organise sport event



The desired impact is the increasing number of people joining volunteering in sports, as well as opening the appetite of Baia Mare's community towards organisation of more sport events in the city.

SURVEY INFO

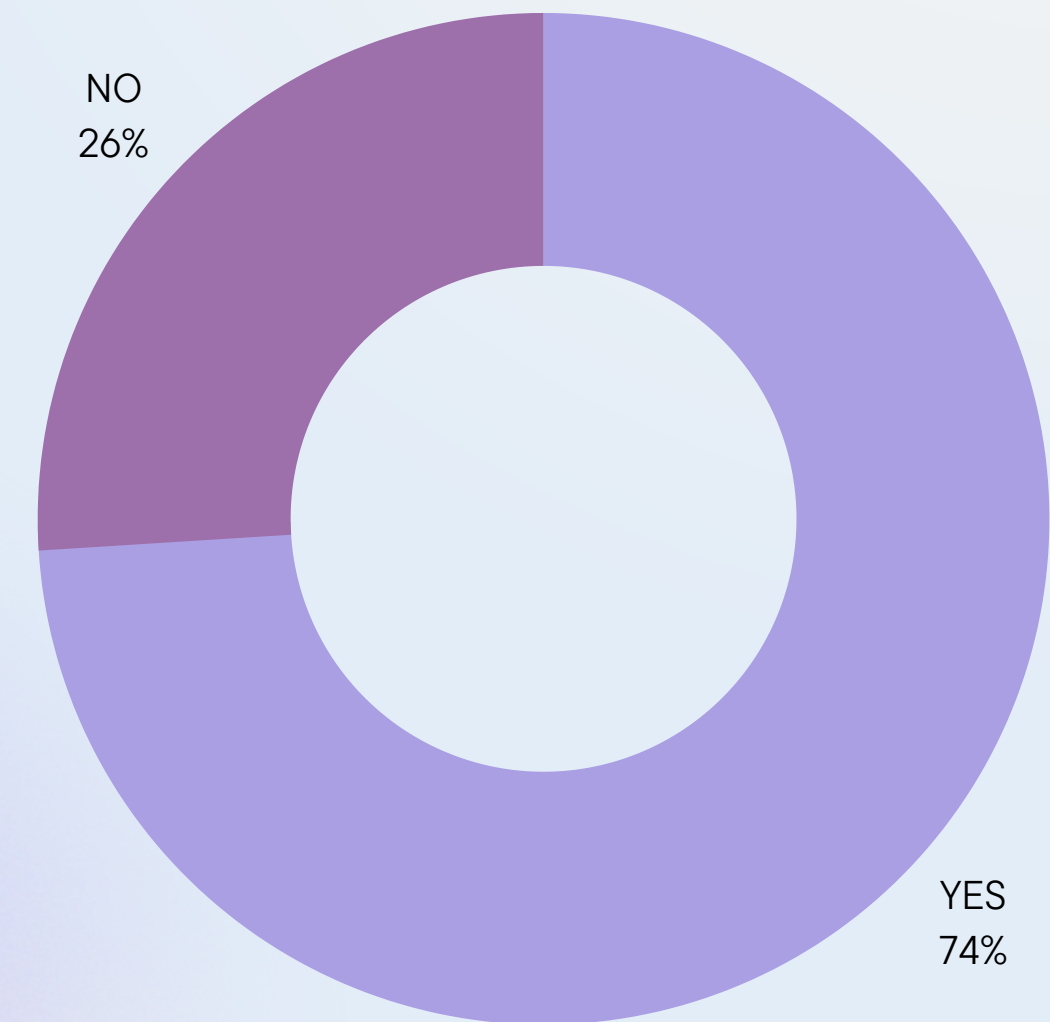
short data

- reason: discover more the perception of the population regarding the volunteering in sports and adjust the contents of the course accordingly
- 576 respondents
- survey period: May - September 2020
- partners: Yellow Shirts (Romania), Știința Explorări (Romania), Youth Seasons (Turkey), Cultura Creativa (Spain)
- launch data: October 2020

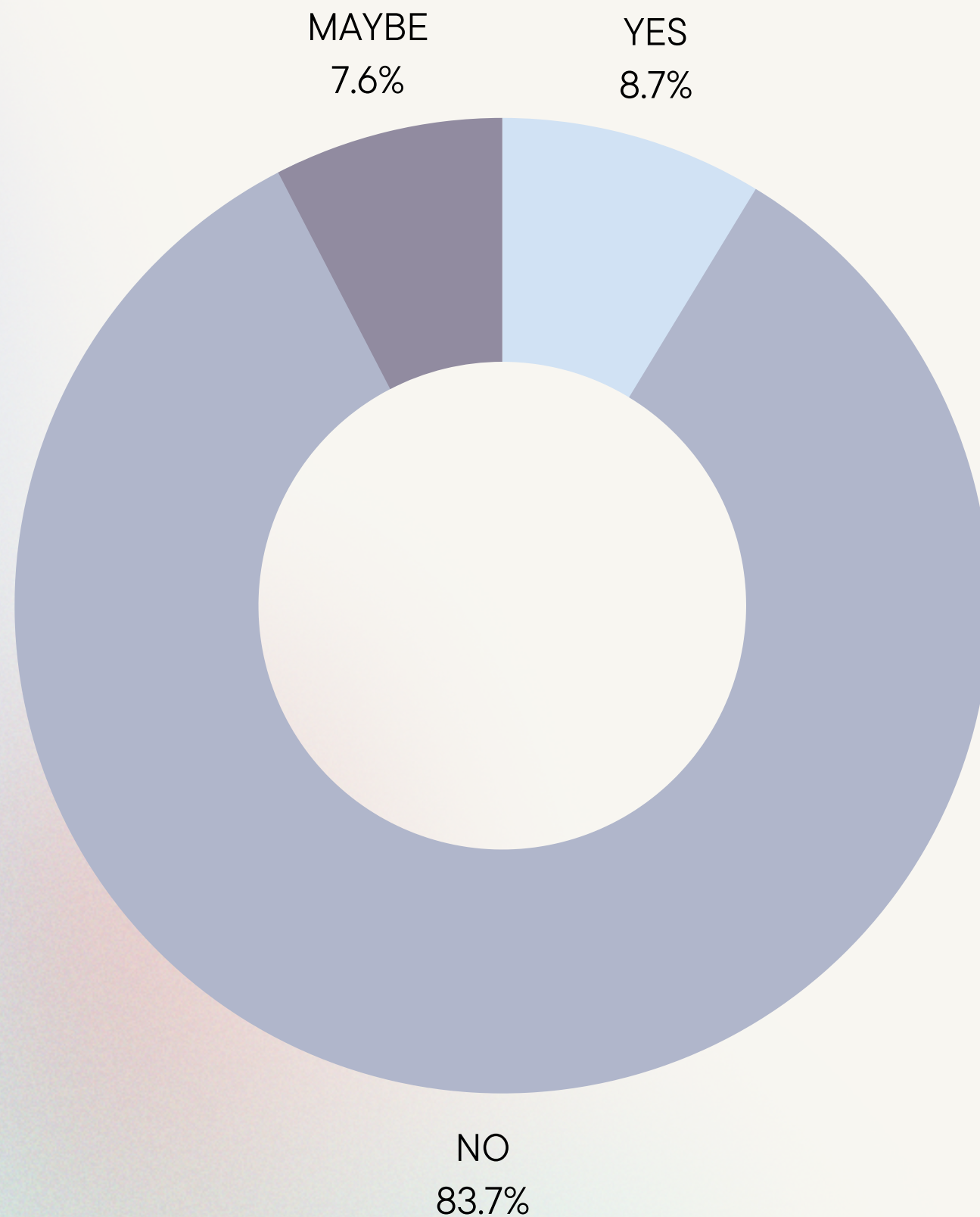
1. DID YOU EVER PARTICIPATE IN A SPORT VOLUNTEERING PROGRAMME?

From the total of responses, 26% have not participated before in a sport volunteering programme, while 74% of respondents have confirmed they have previously participated in such a programme.

About 50% of those with no previous participation have mentioned their interest in finding out more about such programmes and with a high possibility to actually try it once.



2. DO YOU BELIEVE VOLUNTEERING IN A SPORT EVENT IS ONLY FOR YOUNG PEOPLE?



The vast majority of 83.7% believe that volunteering in sport events is not only for young people, but open to everyone. At the opposite pole, 8.7% believe that indeed these are programmes destined only for young people, while there was also a 7.6% respondents who were not sure about the age of the potential volunteers.

3. WHAT DO YOU THINK VOLUNT IN A SPORT EVENT?



The most frequently used words were management, facilitation, support, helping and logistics. Among the other roles, the respondents mentioned often provide and support with security, ensure everything is going good, support the athletes' activity, contribute with their experience and competences to assist the tasks, and visibility for the sponsors

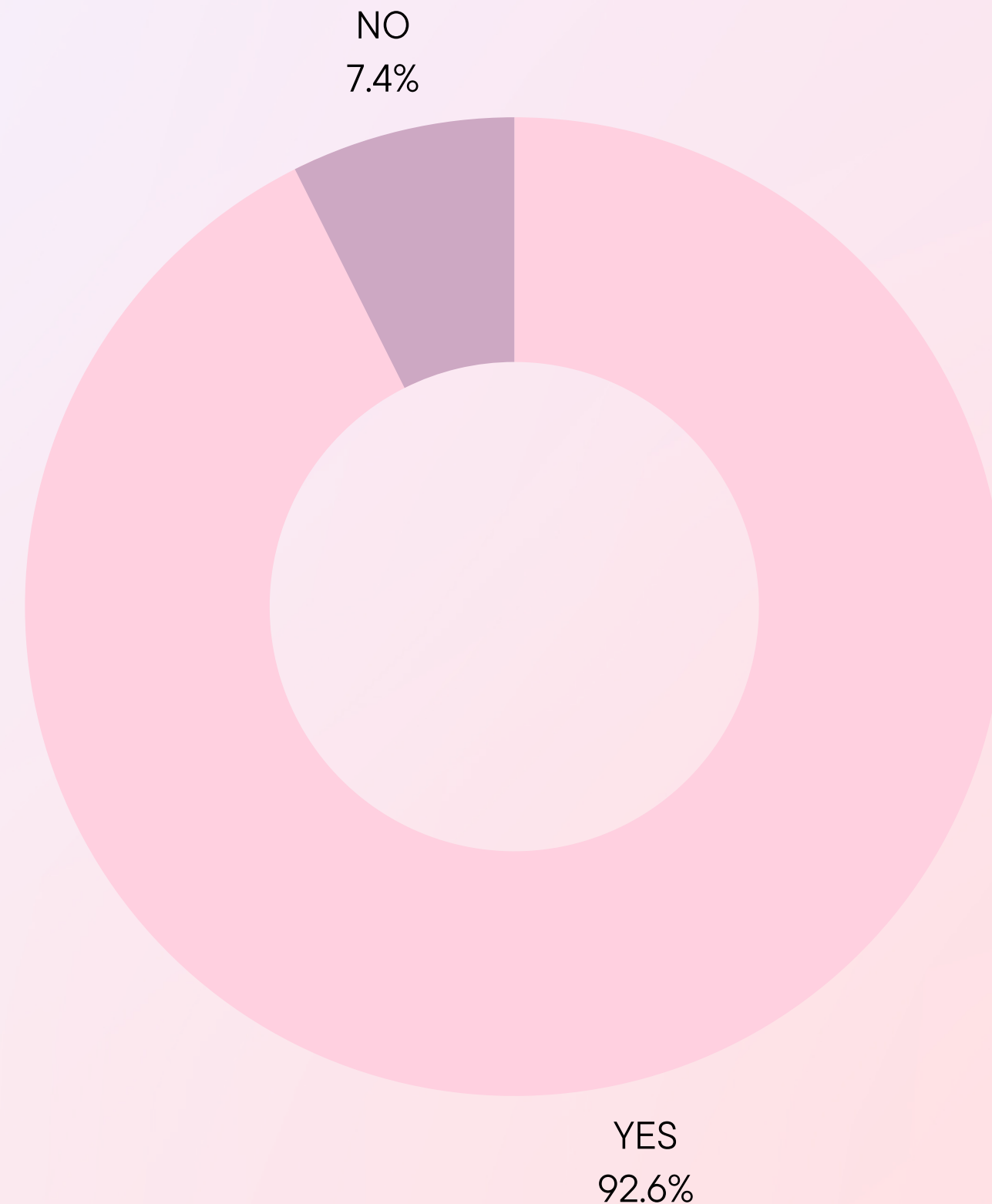
Extracts:

- Give time, energy, ideas, diverse points of view to contribute to a successful event
- Help running the event smoothly
- Be a support for officials and players
- Collaborating with sportswomen/sportsmen, coordinating events, helping with different tasks
- Help for all NOC to assist their work
- Perform 200 "small" functions everyday that are fundamental to the success of the games
- Helping the visitors, the supporters and making the event a success
- Assisting "behind the scenes" and helping fans around the event
- Stay at the front desk to give information, take care of equipment, work as chaperone for Anti-Doping, do the graphics for the competition, distribute the accreditation, guide the audience to their places
- Direct people, support people in need, provide information
- The set up/tear down of the venue, registration, transportation, marketing, minor officiating
- Support in media, competition support, accreditation, information stands, logistic
- Help with the access of the public, arrange certain areas for the competition, in running competitions supervise the track and make sure the event runs smoothly

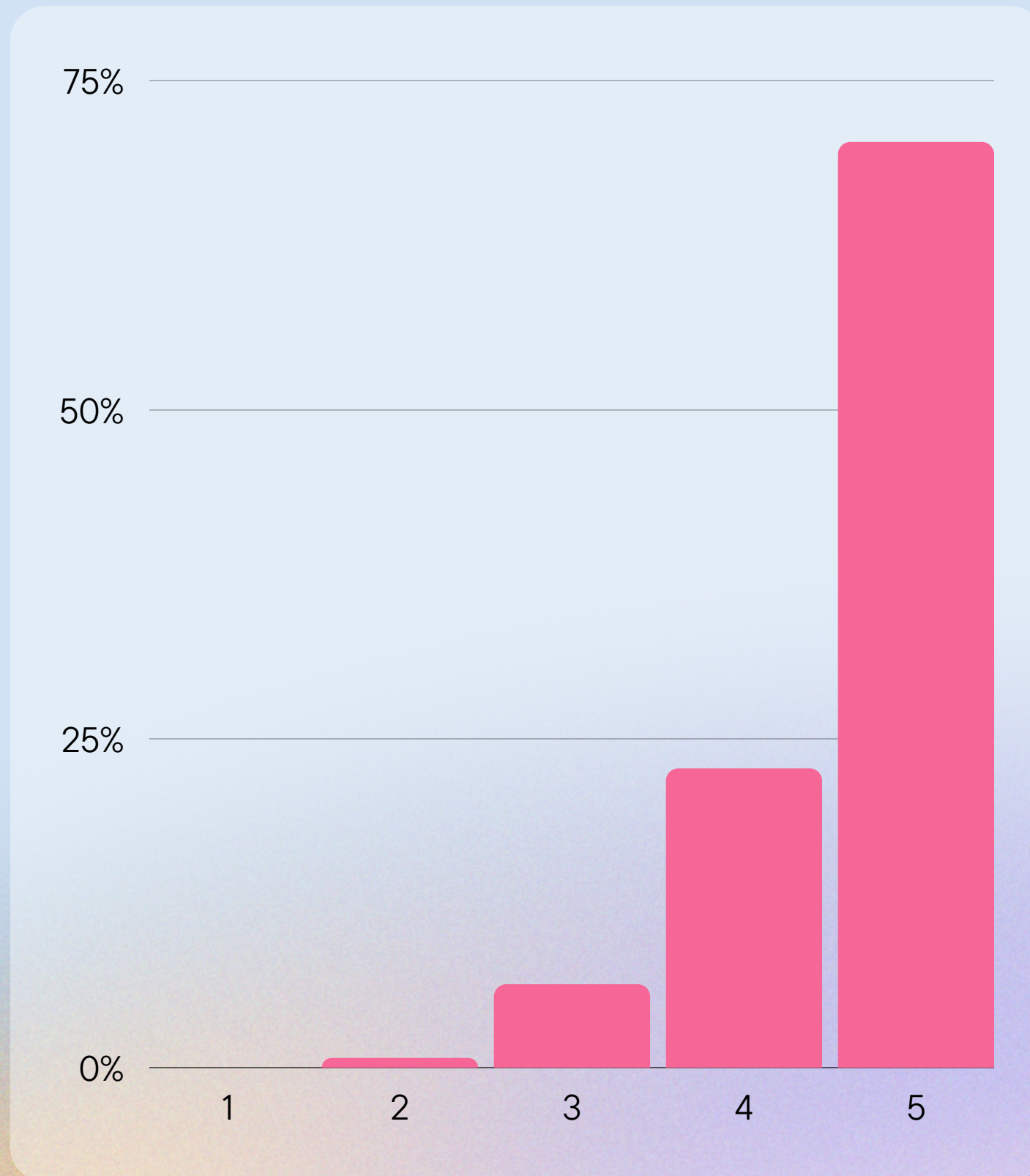
- Bring energy, enthusiasm and a great professionalism
 - Responsible for helping venue management, accreditation, welcoming the fans
 - Various tasks, spectator services, hospitality, setting up, transporting those involved, accreditation
 - Be behind the scenes, working with athletes, the press or with the public
 - Help to avoid problems during the event
 - Access, field of play work, preparing the gym
 - Help with ticketing, provide the teams with whatever they may need, interact with the audience
 - Ticket control, clean the area, mask control, be the mascot
- Support main areas to do what organisers can't do like cleaning chairs, take care of the water for the teams and the locker rooms, receive the teams in the front door
 - To realize the installation of sport material
 - Participate, help the workers, make ambiance, prepare the field, take pictures, do interview, promote the event
 - Promote the reduction of any issue and also guide while playing and motivates people to participate in sports
 - Prepare the field/space for the play, coordinate the game, making sure rules are followed, take pictures
 - Do refill, access, accreditation, fan zone

4. IN YOUR OPINION, CAN A DISABLED PERSON VOLUNTEER IN A SPORT COMPETITION?

7.4% of the respondents do not believe a person with disabilities could volunteer in a sport competition, while the vast majority of 92.6% of people believe a disability could not be an impediment in volunteering in sports.



5. ON A SCALE FROM 1 (NOT IMPORTANT) TO 5 (VERY IMPORTANT), HOW IMPORTANT DO YOU THINK VOLUNTEERS ARE IN A SPORT EVENT?

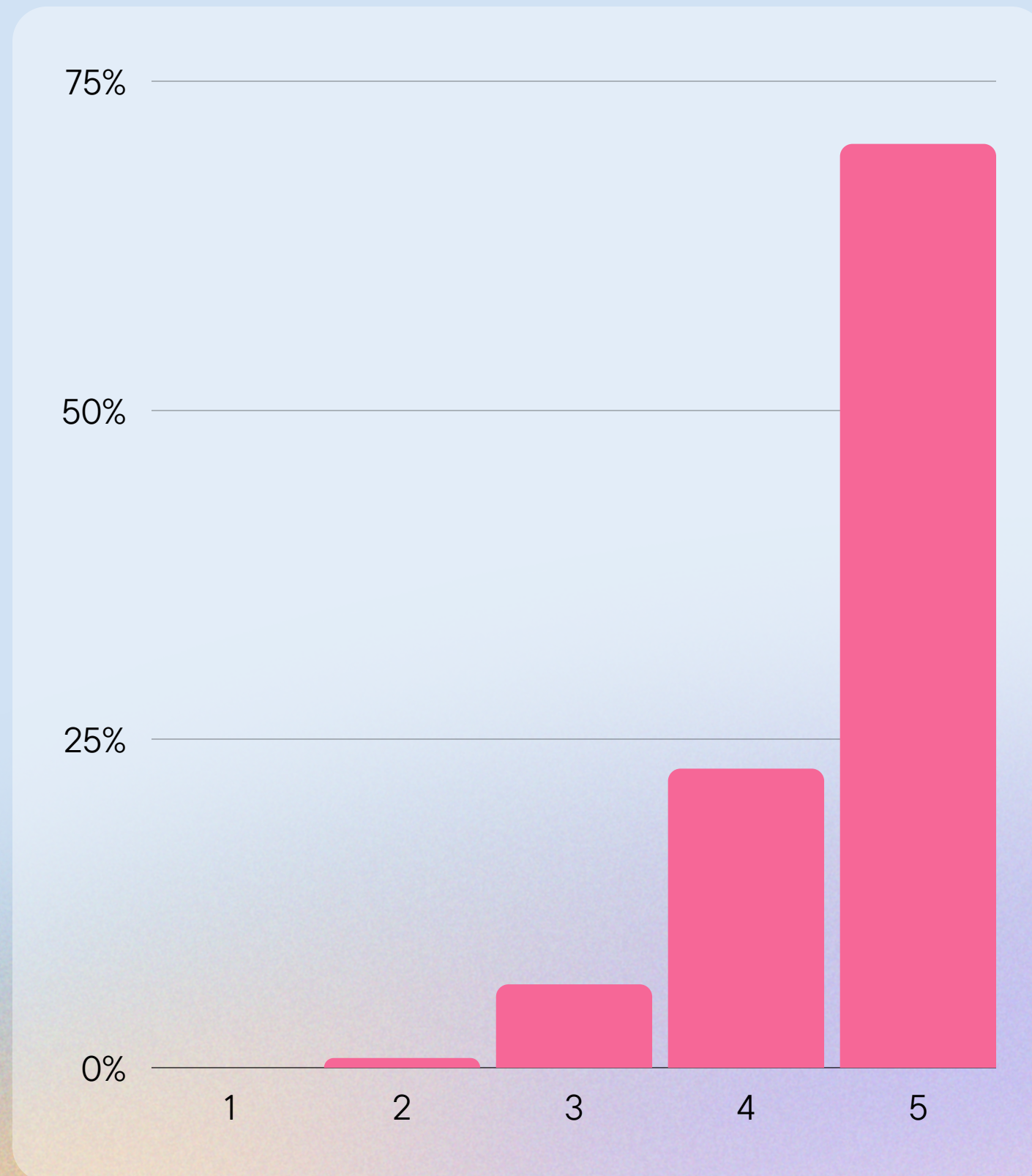


None of the respondents considered volunteering in sports as not being important at all.

0.7% persons responded that it has a level 2 of importance.

6.3% persons responded that it has an average importance.

5. ON A SCALE FROM 1 (NOT IMPORTANT) TO 5 (VERY IMPORTANT), HOW IMPORTANT DO YOU THINK VOLUNTEERS ARE IN A SPORT EVENT?



22.7% responded that it has a level 4 of importance. Finally, 70.3% of people responded that it has a level 5 of importance.

We can conclude that a large part of the respondents considers the role of the volunteer as important as that of the staff in sporting events.

6. WHAT BENEFITS DO YOU THINK YOU
COULD GAIN BY VOLUNTEERING IN
SPORT EVENTS?

The most used words were
experience, meeting people,
making friends, work or learning.

The most common responses were regarding the experience, followed by making new friends and meeting new people, as well as learning and getting to know a new job.



Extracts:

- Experience in teamwork, organizing, responsibilities
 - Different skills, management, networking, strength and resilience
 - New experience, being part of a big event, getting to know new people
 - Learn about sport events organization, be better at team work
 - Meeting new people, motivate yourself to do sport, gain the skill of being flexible, as things may change very fast
 - CV improvement
 - Learn about the sports, building networks, coordination and communication skills
 - Fresh mind and good health
- You can develop very specific skills that will be useful in the future
 - Social growth, skill growth, organizational skills growth, creating new connections with people
 - It improves communication, management skills and it is a good way to know about different people with different cultures
 - Volunteering can enhance well-being and/or reduce loneliness when taking part in participatory arts, sport and physical activity by: giving and sharing skills, expertise and experience, creating places/spaces of security and trust, providing opportunities for personal skill development.

- Improve your skills in communicating with people, as well as gain more experience in organizing sports events yourself
- Sense of team work, enthusiasm and learn how to have fun with doing a work at the same time
- Learning to accept different lifestyles and normalizing them so that we do not unintentionally discriminate or offend others
- Experience in the activity to be done and some benefits from organization
- Multicultural exchange and socializing
- Discover how the universe of sport volunteering is, to learn to do sport regularly
- Motivation to do sports and take a healthy lifestyle
- A lot of benefits regarding confidence building, health goals, achieving factor
- Happiness, realization and encouragement
- First of all, meeting new people is definitely the best part of this job. It was definitely very helpful to be able to team up with them, get along and have a good time. Afterwards, of course, the increase in our experience abroad and the development of our language skills are other great benefits
- It's always a good social experience, new great people to meet. You can also learn a lot about that sport and how such events are organized by professionals
- It is experience for new opportunities

- You could gain experience in the aspects of team work, event organizing and problem solving
- Confidence, teamwork, social skills, enjoyment
- Get to meet awesome people with common things and might get to see the games too
- Experience, relationships, knowledge about sport, personal skills
- Improving your skills, making lots of friends
- Know people and make more friends, get involved in something you are passionate about and can get some credits for entering college
- Organization skills, working together with a lot of different people, new views on life
- Using skills you have to help and serve others, gaining new skills/ experience, meeting people, making friends, being a part of something
- A potential level-up at the next event
- Gain confidence, form friendships, learn new skills, gain self worth, feel useful
- New and brain widening experiences, working with people of different cultures, languages, gaining new skills
- Gain (an unique) experience for future events and pushing myself outside of the comfort zone
- Very interesting tasks, new friends, looking behind the curtain
- Leadership experience, working and being with others, vital communication skills

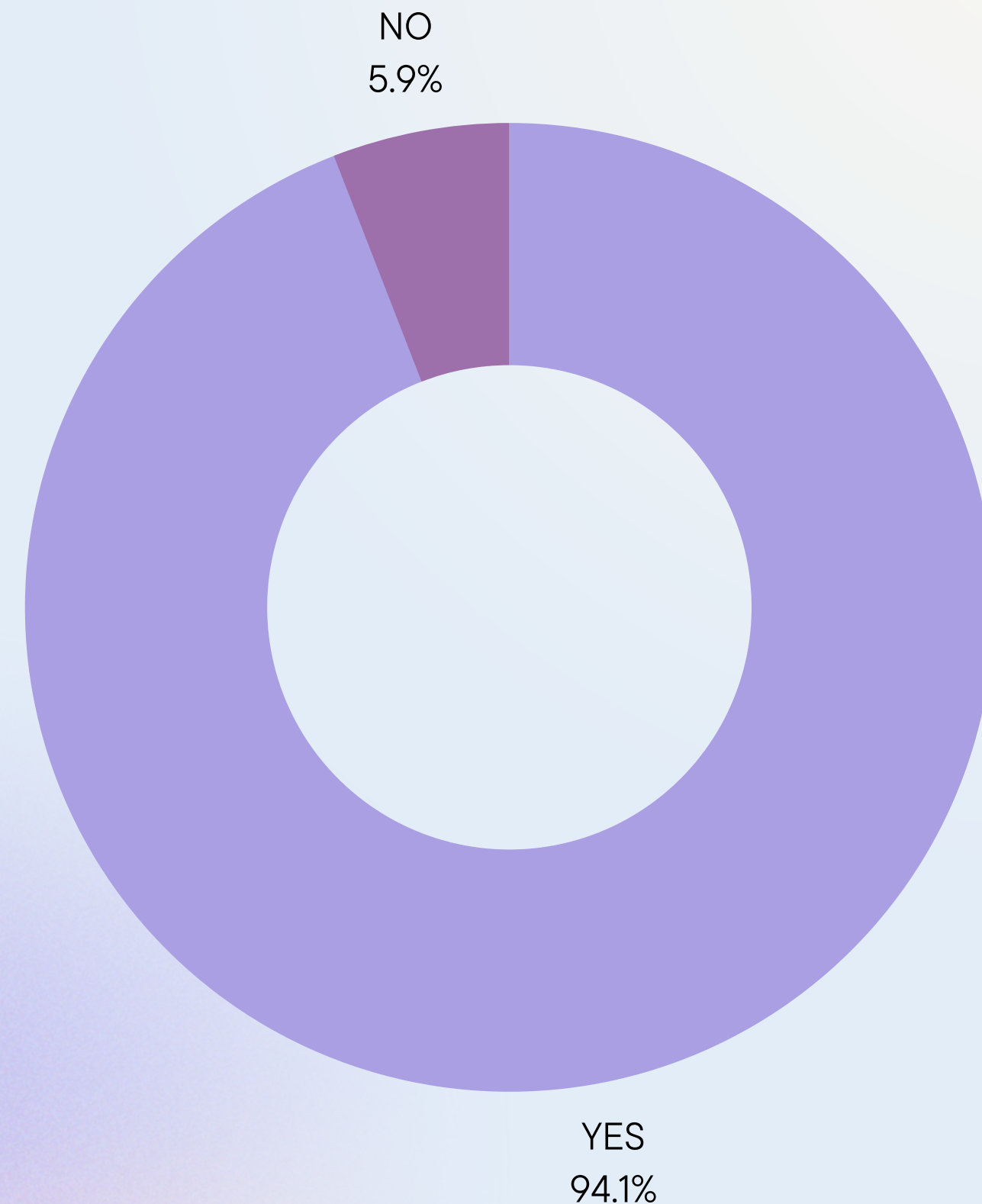
- The opportunity to help and stay very near of our heroes
- Meet a lot of people with diverse backgrounds, be the „face“ of an event
- Meeting with all kinds of people. Developing communication skills. Learning about new sports and how competitions operate
- Fun, experiencing behind the scenes, meeting cool and like-minded people
- Getting volunteer clothes, food and sometimes accommodation. But the most important is meeting other volunteers from all over the world
- Soft skills (communication, empathy, team work), friends/ connections, experience
- New friendships, new experiences, lots of joy and social skills
- Containment while supporting but also information on different sports and entertainment
- Experience, meet new people, meet sports players, have the opportunity to attend the event, improve communication skills
- Opportunity to help and improve sensitivity to understand the needs of others
- Friendship, well-being, self-worth, fulfillment
- Gain experience of cooperating with others, acquire skills, learn to appreciate others and diversity of thought. Make friends. Build up your CV. Gain awareness of the efforts of others
- Experience and knowing great team members

- Learning a lot of new things about sport and how the athletes prepare before the competition. Getting to meet new people
- Earn the experience of organizing, conducting and interacting with others the event which will help him/her in personal and working environment. Develop better way of living. To learn and practice hardship
- Leadership, team work, cooperation, motivation, energy, tangible skills
- Access, networking, fun, experience
- To feel gratified
- Getting insight on how an event is done, getting behind the scene, meeting athletes, new people, being a part of events, learning about different kind of work.

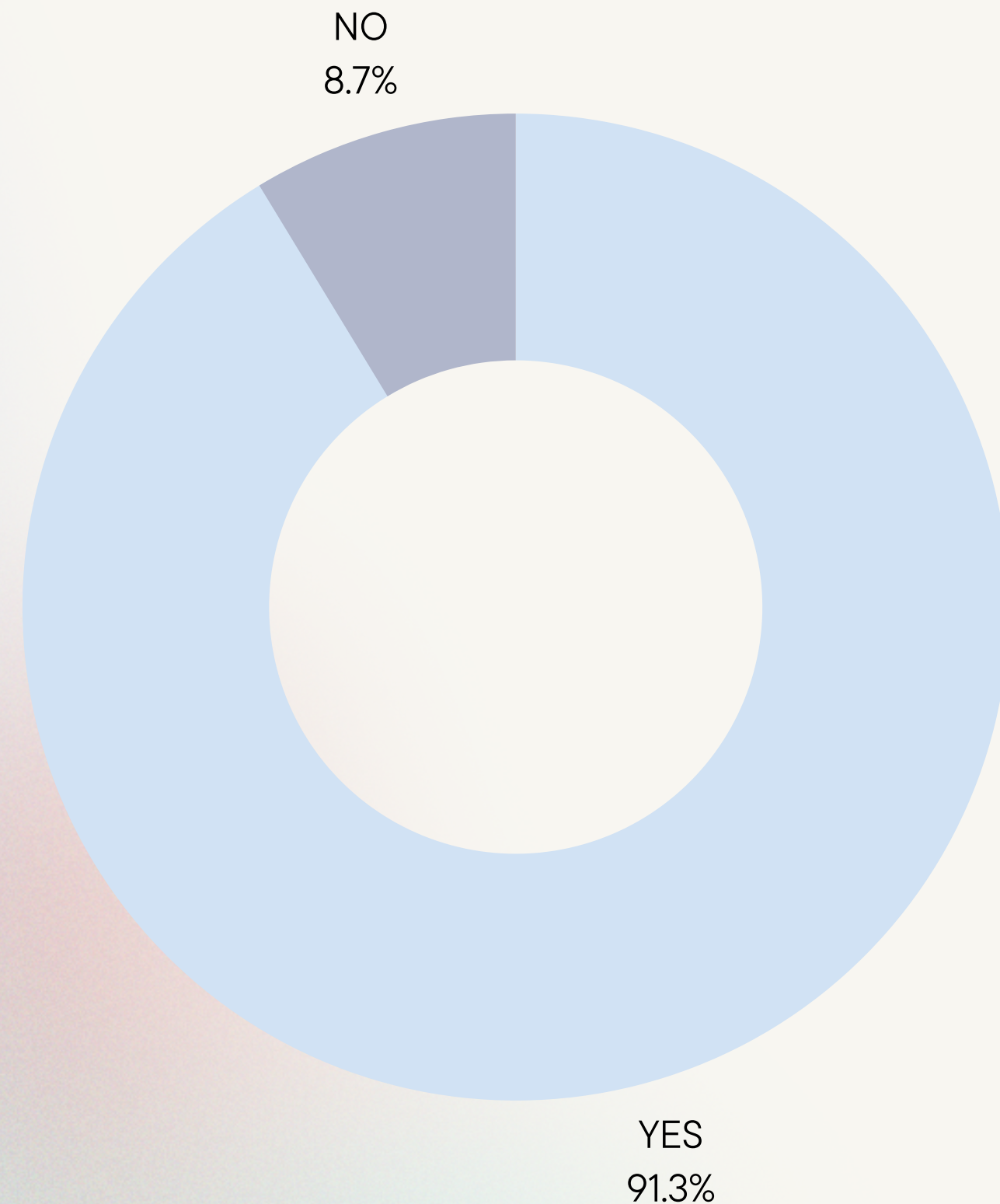
"Aside from being proud to be part of a selected group, the benefits are so many. When I did the PanAm in 2015 and Invictus in 2017, I was able to show my customer service, organizational and my talent as a great ambassador of my country to many nations and people from all over the world. I had the opportunity to interact with people from all over the world. I learned a lot about different cultures, met athletes with disabilities like myself. I also had the opportunity to meet famous dignitaries from all over the world. I exchanged lots of sport pins from all over the world. I had a ball volunteering for those events. Plus it was also very educational for me. The uniform from a sport volunteer event is so awesome. They are one of the greatest benefits for a volunteer at a sport event. To cap everything, it was a memorable experience that will last a life time for me. That is why I love volunteering at sport events. Plus the fact that I am a people person. I enjoy interacting with people from different cultures."

7. DO YOU THINK SPORTS CAN HELP FIGHT RACISM AND BULLYING?

5.9% respondents believe sports could not help fighting racism and bullying, while 94.1% of people who answered believe sports is a good tool for it, creating a context where everyone could be equally involved and engaged.

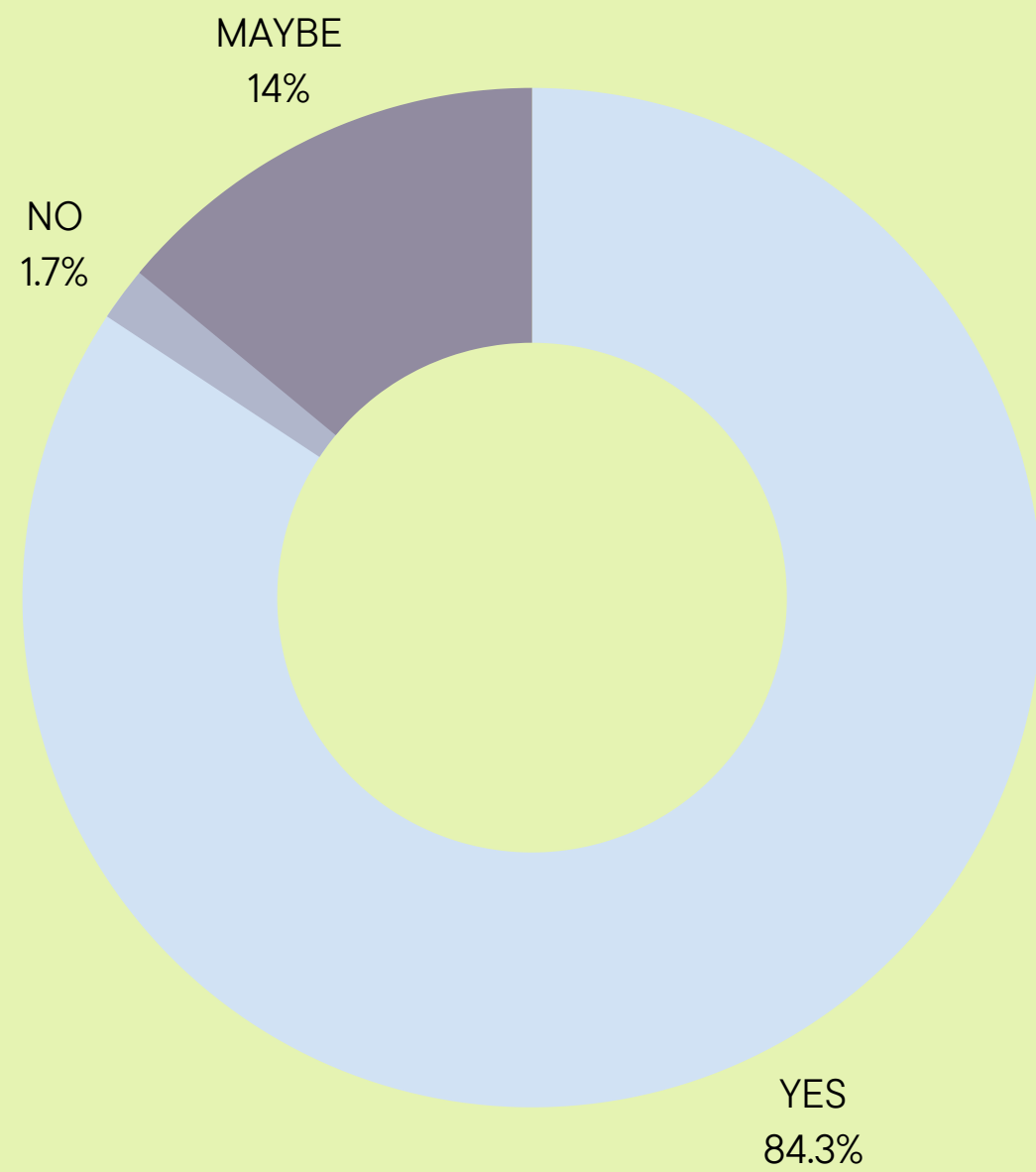


8. DO YOU THINK SPORTS COULD HELP YOU REACH YOUR PERSONAL GOALS?



A small proportion of 8.7% of the respondents believe sports could not help them achieving their set personal goals, while 91.3% of people believe indeed this could be a good context in order to achieve what they aim at.

9. DO YOU THINK VOLUNTEERING COULD BE HELPFUL IN YOUR PROFESSIONAL LIFE?



1.7% of the respondents do not consider volunteering as an opportunity to support their professional path.

14% are not yet convinced of how or to what extend they could use volunteering for their professional development.

The big majority of 84.3% of people answering confirmed to seeing volunteering as an useful aspect in their life that supports the achievements and development inside the professional life as well.

10. WHAT SKILLS DO YOU THINK A SPORT VOLUNTEER SHOULD HAVE?

The respondents described some of the skills and important personal assets that a volunteer should have in a sporting event.

The most common are practical skills, assertive communication, being open-minded, or having the ability to work in a team.



Extracts:

- Eagerness to learn
- Ready to put efforts for the team
- Determination towards volunteering
- Discipline and commitment
- Soul and mind strength
- Be ready for all activities
- Patience
- Communication and management
- Enthusiastic, responsible
- Motivation, hard worker and responsible
- Open-minded, active, friendly, organized, disciplined
- Teamwork, enthusiastic, open, work under pressure, willing to listen and learn
- Communication skills
- Mentally motivated for volunteering in the game
- Organization and communication skills, problem-solving
- Understand sport, flexible, empathetic
- Courage, self confidence and dedication
- Communication and coordination
- Chill, active and quick mind
- Organization skills, interpersonal skills
- Sporty, active, cheering
- Physically and mentally fit
- Proactive, good communication
- Leadership, management, commitment and cooperation
- Desire to help
- Be kind and respectful

- Sport volunteers should have: 1) Patience. You need to be patient if you want to perform well as a sports volunteer; 2) Team work. If you want to participate in CSR programmes and become a volunteer, you should be able to embrace teamwork; 3) Ability to be proactive; 4) Creativity
- Strong communicator, responsible, solution oriented
- Good communication skills, excellent sportsmanship, and the most important thing is the desire to help people and be useful in society
- A person should push his/her limits. They have to be out of their comfort zone and be open about new things
- Patience, open-minded, selflessness
- Social skills, patience, enthusiasm
- Service attitude, disposition, enthusiasm
- He/she should be confident. He should be physically fit. He should be supportive and less aggressive
- Ability to make others comfortable, friendly, engaging, respectful
- Patience, to do volunteering with passion, self-control, discipline
- Organizational skills and average communication skills to deal with customers
- Should like that sport
- Discipline and knowing how to execute assignments

- A person should push his/her limits. They have to be out of their comfort zone and be open about new things
 - Leadership
 - I think a sports volunteer has to like sport and feel like participating in the event
 - A new adventure!
 - Solution-finder and need to know how to work under pressure
 - Positive mindset
 - Be willing to give his time and being proactive
 - Be kind, solidary, willing to help and be able to coordinate with others
 - A true spirit with active brain and full of hope
- Being social, cooperative, respectful, outgoing, open-minded, punctual, hardworking
 - First of all, it has to be really fast because we have to run every job and finish it quickly. Then there must be a person who can adapt so that he can work properly with his team. I think the most important thing is of course to be a kind person, because when we are friendly/kind to people, we get better gains
 - To be fast to action and be ready for everything that might hit the volunteer
 - Ability to work in a team and deal with all kinds of people

- Communication, team player, open minded, organized, multitasking
- Smart, hard-working, responsive, friendly
- You can develop your skills during the volunteering period because that's the volunteering for, to improve yourself
- The joy of helping others in a field that he/she likes, without getting a financial reward
- Concentrate, a very in time person, friendly and very active
- You have too be just focused on your tasks
- Social skills, dedication, sport skill, be responsible
- Energy, enthusiasm and willingness to get involved; able to listen to and follow instructions

- I believe sport volunteers should be quick thinking, positive and able to work together with the others for the same end goal
- Open, willing to help, problem solving, friendly
- They should be dedicated to what they do and not be lazy
- Sociable, open-minded, ready to help, nice to people
- Availability, open minded
- Friendly, involved, dedicated to the work he does, serious
- Be a good organized person
- Social skills, technical skills related to the position he/she will have, willing to help and be involved
- Just to know what one gets into

- Reliable, friendly
- Keen, flexible, enthusiasm, willing to have a go
- Flexible, friendly and willing to work hard
- Being willing to help with whatever is needed, being kind, being quick on their feet when judging a situation, being reliable
- Compassion, understanding, ability to listen, willingness to share
- Patience, enthusiasm, friendliness and the will to help others
- Capacity to work in a team, quick thinking, reliability, flexibility and patience
- They should have a positive attitude and the will to help others in the organization while having an open mind and be prepared to enjoy a great time

- Stamina and enthusiasm, able to do what is required without complaining
- Open minded personality, flexibility, organizational and language skills, ability to work in a team, loyalty, solution oriented
- The skills could be very different depending on the task they would be performing, but overall they should be very organized, dynamic and friendly
- Tolerance, be disciplined, responsibility
- Depends on the specific role, willingness to learn and adaptability, lots of demand for social media and marketing as well as event set up and tear down. Sport specific roles should have some knowledge in the sport

- The first thing great communication/organizational skills. Attractive smiling face is very important, (2) good listening and patient skills. (3) ability to interact with people from multicultural background without any stereotypes. (4) ability to solve problems and to deal with difficult people. (5) training and skills on how to help people with different types of disabilities. Including the correct language that is acceptable. (6) CPR training and ability to speak other languages are great skills but not compulsory
- Technically computer literate, to know first aid, can assist physically and mentally
- Adaptability and willing to learn and work hard!
- An open mind, the ability to recognize what colleagues have to offer, use any talents. Do not be afraid to contribute and modify where appropriate. Listen and learn
- The skills are not that important. You need to be ready to learn new skills when you volunteer and to be a dedicated person
- To prepare ground and manage some of activities to present there the technical and tactical areas of events.
- Able to relate well to people and show confidence in the task. Use initiative and not panic in an unknown situation
- Patience, languages, kindness, education
- Being courteous and understanding, teamwork

11. WHAT KIND OF PREPARATION DO YOU THINK SPORT VOLUNTEERS NEED?



The most frequently used words were training, communication, sports preparation, physical and mental preparation.

The respondents described some of the preparation activities that a volunteer should have in a sporting event. The most common response was to have training in different aspects connected to a general training but also role oriented.

There were still 10% that did not have an idea of what kind of preparation the volunteer should have.

Extracts:

- It depends how familiar is the volunteer with the sport, where he helps. I think he should get to know more about that sport before that event
- Managing people skills
- Knowledge of the sports
- Just focus on the rules of games
- Learn about the event in question
- A sport volunteer should be prepared to cooperate with his/her team members and must consider their opinions
- The job descriptions should be clear and explained with a simple training
- You must be prepared for stressful situations while working with people
- They should make them ready to face other complains and also physically fit
- Few tips how to deal with people and organize them
- They need to have a very good understanding of the field and positions they will be working in
- Being aware about uncertainty, maybe they will have to do something or maybe you have to wait just in case you will be needed
- Beforehand, they should be informed about each subject in detail about their positions and duties. Afterwards, the team should be led with a good motivational speech

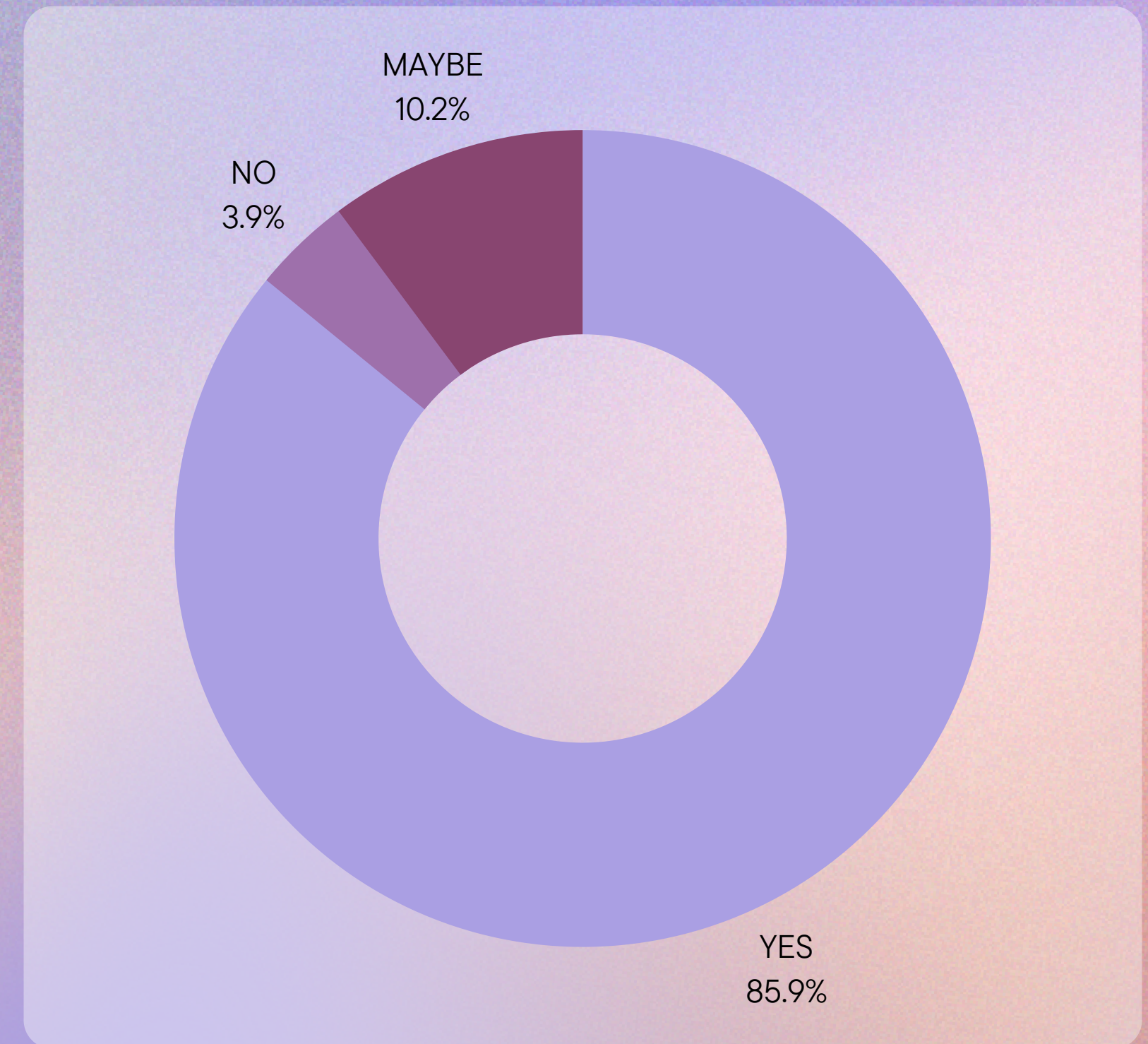
- They should be introduced to every department or task and make them know the place
- About all the rooms from that hall, about what should they do
- I believe every volunteer should be taught how to do their job during the event and what to do in case of an emergency
- Formation, practice in many different sports, culture, diversity
- Trainings before event, test events maybe
- Knowledge to the games which he/she will be service
- To know the rules of the sport that make it, to know the risks that involve and to know what they have to do
- To understand clearly their responsibilities and the value of the event
- First aid, they have to know the rules of the sport
- Sport or management preparation
- Relevant training for the role they are taking on - this could be quite varied, depending on the role (e.g. helping spectators, setting up equipment). Also training on safety, security and protocols
- Venue and transportation to venue
- Training on site and tasks, clear expectations, event organization
- Their tasks and what to do in an emergency
- The volunteer must attend the preliminary orientation events

- Training for the specific event or role. And if you haven't volunteered before, equality and diversity, and communication skills.
 - Pre-games/ event how to be engaged with the movement, physical and mental preparation to face the stress of the event, skills to manage the position
 - They need to know at least basically the town and sites where the sport tournament will take place, to know as many languages as possible, plan everything in advance
 - Get information about the event, the city, the country
 - Some informal opportunities to ask questions and a bit about the sporting event background
- Get into a role where you will function 100% (2) get a good training for your role. (3) make sure that your customer service skills are well sharpened. (4) practice your smiling skill and facial gestures in front of a mirror because that is one of the major skills for any great volunteer. (5) be ready to make yourself the best volunteer during the event or anytime you are around the venues. When you put on that uniform, you have to understand that you are a unique member of a great group of representatives of that sport event and you are an ambassador of that country. You have to be on your best behavior and you have to make sure that everybody that comes in contact with you, have a great memorable experience

12. DO YOU THINK SPORT VOLUNTEERING COULD BE A GOOD OPPORTUNITY TO LEARN ABOUT CULTURAL DIFFERENCES?

3.9% respondents do not think volunteering in sports could be a good opportunity to learn about cultural differences while 10.2% are not fully convinced about it.

The vast majority of 85.9% people see this as an opportunity to get cultural acquainted and more culture sensitive.



13. COULD YOU GIVE US MORE
DETAILS REGARDING YOUR
PREVIOUS ANSWER?



The most frequently used words were people, differences and culture. Among the mentioned aspects, there were described some examples of why volunteering at a sporting event can be a benefit for cultural differences.

Extracts:

- You will meet people from all over the world and you will know better their culture
- Sports is all about teamwork and in team you have people from different cultural backgrounds so you bond and thus learn about each other's cultures
- A lot of people participate there, so you will work with different nationalities
- Because we are in a community, we share a lot of time and experiences
- Sport is a thing which is same in every culture, it is something what can connect people from different nations. When there is at least one thing in common then it is easier to connect people and make cultural exchange between them
- You can get to know a lot of people with different nationalities, and learn how to live together, even for a short time
- Each sport is being done differently in each culture: football, for example. Also citizens of different cultures may react differently to sport events: support them/don't like them/don't care about them. And during sport volunteering you can learn about it
- A volunteer may work in other countries and speak, share and work with other nationalities, beliefs and cultures
- It's good opportunity because you will know more and more about different people of different religion or culture

- We meet people from different cultures but live like one family
- You can meet local people through local sports, means more in depth knowledge and friends about local life
- It eliminates racism and helpful in learning of others cultural values
- I think the way people approach sport and healthy habits depends deeply on culture and traditions
- Most countries have their own sporting events in which everyone would like to participate, an example can be cricket, which is very common in India and is considered almost a national game, although the British brought this tradition
- It could be a great opportunity for it because it makes you go "there" and confront that type of culture and the way people behave
- Best chance to learn about the host country
- You're working with people from different cultures and you're learning differences in work, relation to it
- Since there are many participants from different geographic areas of the world, different cultures can be easily recognized
- Because sport is international event and you can meet people from all of the world
- Since you meet more people and you can communicate and talk

- Sport is a concept that keeps people all together regardless their gender, cultural background or age. I think it unites people so it's a fantastic opportunity
- Every country doesn't have the same favorite sport for example, and not the same way to appreciate it, apprehend it, for example football is life in England while in France it's the top one sport but people are less "ready to do anything" for it
- Learning different language. Cultural differences. Global similarities
- Sport event such a good platform to learn new things and culture about the other countries because here we meet to people from different countries
- Bringing people from different countries together in a sporting event and putting them to work together requires camaraderie and cooperation so that the tasks are carried out in an excellent way. Therefore, knowing other cultures and ways of being will improve activity and personal relationships
- Through readiness programs you can teach about cultural and social affairs
- To learn how sport is practicing or celebrate in other countries. For example, about football there is the EURO of football and thanks to this I learn new countries and how are people from these countries, the difference between my own culture.

- Because of the interaction between different countries people the cultural exchange would be very interesting
 - If volunteers are able to communicate with the sport people they might talk and share about culture if they're from different countries
 - Sport is a concept that keeps people all together regardless their gender, cultural background or age. I think it unites people so it's a fantastic opportunity
 - Because everyone is different and also everyone has different skills and for example: in some cultures football is more important and in others volleyball is more important and so on
- I think that if people from different cultures participate in the event, yes. For example, if the event were of a different culture than that of volunteers as well. But if the event is of the same culture as that of the participants, no
 - Learning about variation of a same game, learning how people interact in a game depending where they are from
 - As you are working with Muslims, Jews, and people from another countries you have to adapt yourself to the talk and the treat
 - At the Rio 2016 I was a volunteer driver and I could know many different people from other countries and many places in Rio de Janeiro

- Given that you could meet anyone from very diverse cultural backgrounds while volunteering, I think that any exchange of information regarding the culture and the way of living of the other person is very possible
- If there is a big event, then the volunteers will be from different locations, different cities or even different countries. So, then, the event would be a good opportunity to learn about other cultures around you
- Usually in the sport event we have the opportunity to know different people from different part of the country and the world. It is very important to know other cultures
- Because you meet new people and meet new life perspectives, lifestyles and it doesn't matter how long is the sport (or another) event, you live together and work with them. It is the best way of learning about new cultures
- I think cultural differences show up when you interact with somebody else, and that happen when you spend tons of time with them. That's how I think these differences can appear, also with the mood of work from each one
- You typically work with people with different backgrounds, ethnicity, cultures, races, abilities, which helps you learn and understand them better

- 1) You have to be exposed to cultural variety through your colleagues or the people involved in that event 2) You have to acknowledge those differences 3) You have to respect those differences 4) You have to adapt to those differences. So yes, through an event that involves people from different cultures, an individual would have the opportunity to see/notice some differences and should develop the skills to respect and adapt to those
- Any type of volunteering can help, as you have to work with people from different cultures and adapt your working style
- Opportunity to get explore other cultures by sharing and working alongside one another
- Usually volunteers, and other staff/athlete/officials, are from a wide range of backgrounds with different ways of doing things and approaches to life. It's a great opportunity to meet people from different cultures and find out about their way of life
- If it's a international event definitely you will handle people from other parts of the world and this might give you a sense of how they think of an specific thing or situation
- Especially when you volunteer in international sport events, you come in context with people (volunteers and athletes) from all over the world

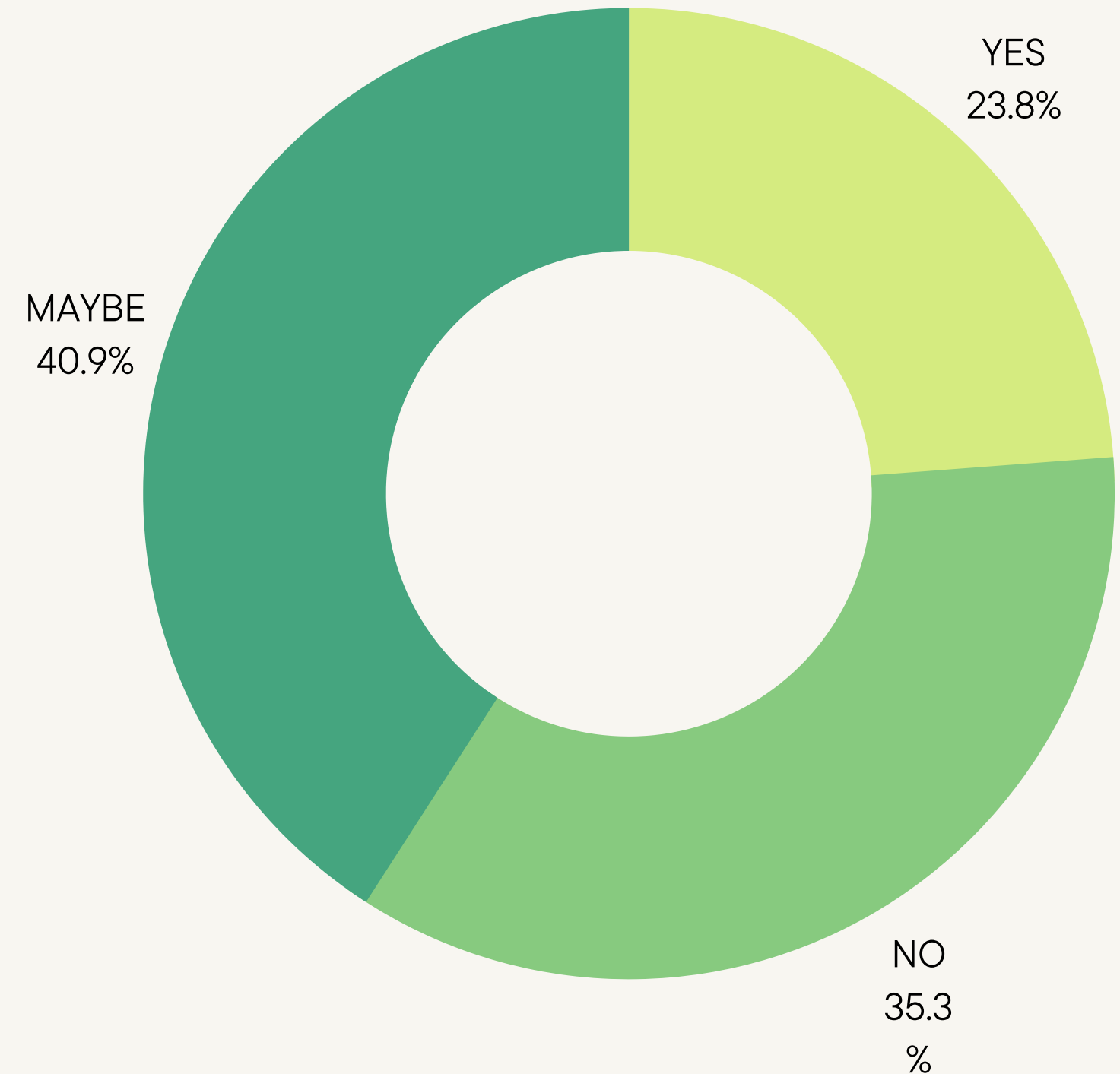
- Sport is a great tool to unite different cultures because at the end of the day what matters is the sport itself
- We live in a global environment and international events gather people from different countries. Such good opportunities to learn about different cultures
- A lot of events have multi cultural athletes and volunteers, by getting to know them you learn about their experiences and the way they live their daily life
- You are likely to be working with people from across the globe, each bringing their own culture and ideas
- International events attract people from all over the world. Customs, food and drink, clothing etc. all need to be taken into account
- Working with persons of different cultural background help oneself in personal development, update opinion and change perspectives
- Volunteering helps people to recognize, respect and perceive other cultures and religions
- At my last volunteering experience I have met 2 French people and we got to talk about what makes us different and what makes us similar and I learned a lot

- I have volunteered internationally as well as in the UK, different countries have different expectations of volunteers as do different sections of that population. Volunteering at both the Rio Paralympics and Olympics in 2016 was an opportunity to immerse myself in both the Brazilian culture(s) and the cultures of the participants and volunteers at the sporting events. I had previously volunteered at London2012.
- When you volunteer, you work with people from very different cultures, sometimes even from different parts of the globe. That and the fun you spend together makes different people be joined together and learn about each other
- Could be because volunteers come from different environments and establish friendly relationships with each other. Consequently, they share experiences and learn things about the others
- You meet people from so many different (cultural) backgrounds and working with them, always allows a small inside view in these cultures. Being open minded and talk to people helps as well
- So many events abroad and at home; volunteers come from all kinds of backgrounds from work to different cultures but as a volunteer you are the same; engaging with others helps to broaden your knowledge and views

14. DO YOU THINK THE LANGUAGE COULD BE AN OBSTACLE TO VOLUNTEER IN A SPORT EVENT?

35.3% of the people responding believe that language could not be an obstacle to volunteer in a sport event, while 40.9% can see it as a potential impediment.

23.8% of people answering think that language could not stop people from volunteering in sport events.



15. COULD YOU GIVE US MORE DETAILS REGARDING YOUR PREVIOUS ANSWER?

Extracts:

- You always find ways to communicate and understand each other
- Sport doesn't need common language that much but of course it is better to have one (explaining the rules, communication between other volunteers)
- Sport is merely not about language, it's all about passion, feelings, emotions
- If people don't understand you and don't speak your language then you're no useful to them at all
- Language is not that important, we can communicate because it's friendly competition and joyful too
- May be there is a language barrier however I think sport is a very positive way to "break" it
- During volunteering, people come from different countries of the world and some of them may not know enough English as they studied Spanish, Italian or some other second foreign language.

- It would be good if a person had some basic knowledge of language but it's not a must
- Sport is an universal language, as long as people know the sport a little bit, the rules
- English is essential to understand everyone. However, you can go to an international volunteer without knowing the language and end up learning
- Language is the main key to play important role in any events
- Sport events are ideally multicultural so there should be enough opportunity for different profiles to participate as volunteers in different areas
- The actions are more important than talking
- You need, there are foreign players and audience
- There are multiple options for volunteers to perform the tasks without a language
- If it's an international event, and a person doesn't know foreign language, then it can be an obstacle
- It depends on what language you speak and how open are you to learn another one
- Even with the language barrier, because sport can speak better than language. With sports it's possible to explain something, with sports exercise without talking so deeply
- Not necessarily being an expert, but the basics is needed to execute volunteering correctly

- There is a need for clear communications when giving and receiving instructions
- It's not the same when you only know one language
- I think language can be an obstacle if volunteers who go to the event don't speak the language requested, whether it's English or the language of the country
- It can be a limiting factor for more detailed explanation but with some simple words and sentence I think you can understand each other
- If you don't speak the event language is difficult to integrate with the rest of the people
- Maybe sometimes it can be more hard to cooperate the others
- It's not that much of a problem but good communication is better
- If you don't know English or local language you can be a volunteer but you will have a hard time
- I think in 'important' positions or more direct with public, if it's not possible speak or being understood by them it can make you feel useless
- You can always use translation apps if it really is necessary, but most people speak English so it shouldn't be any problem
- I volunteered in a sport event with a French person who barely spoke other languages, yet we made a good team and are still friends. They were able to work efficiently regardless of the language

- These days it should be very unlikely for you not to be able to talk with anyone in one language, but even if you can't, there should be positions in that event that don't require so much talking
- If you don't know at least English I think it would be quite hard to communicate with others volunteers or anyone else that comes from a different country
- If most of the volunteers are from the same country then the others could be easily forgotten and they might not understand every time what happens. But if the persons in charge are attentive to the foreign group then it should not be a problem
- Without knowing any of the spoken languages, can be difficult to communicate
- Sometimes it can be. But it depend on the volunteers and their ability to talk and learn the new language
- Yes, because you have to know the language of the country where the event takes place or you need to know an international language, for example English
- For international events, sometimes a foreign language is needed
- There is a risk if you do not know at least one foreign language that you cannot tell the other person what you would like from him
- Some time you don't need to speak to do a job/task done
- It's more important for the volunteers to be responsible than to speak a language

- Being part of a team, you should be able to receive and transmit information effectively with your teams, and you do that using the language
- As a volunteer you connect/interact with different people from different teams, public or even the people who participate in that event, so knowing many languages and also having communication skills is a key advantage
- In international event if you don't have intermediate level of English could be complicated to participate in the organization
- Normally one is give tasks related to ones personal skills
- I think that it is not crucial but it is important to manage different languages to be able to develop a good volunteer experience
- I have volunteered at events where I didn't speak the main language - I didn't let this put me off and luckily most of my team spoke English, so it wasn't a big problem. However someone else I met at this event also didn't speak the main language, but there weren't many English speakers on her team and this was quite isolating
- Most sporting events have more than one language
- I worked with only Portuguese speaking and managed fine you learn communicate

- Many times I wanted to volunteer for international events and they would require a certain level of fluency in their native language (like German, which I don't have)
- Volunteering in a country where English is not quite common can be a challenge
- I think you have to know some basics in foreign language
- As long as you speak English, you'll be alright, specially in other countries. But sometimes the details or way of living can create obstacles, like paperwork or just traffic signs
- You are volunteering internationally when you talk other languages, but volunteers are also needed "at home"
- I know a deaf person who volunteers a lot and can come with the events, but you have to take some extra time for him. The same goes for someone who doesn't speak the required language. But in some roles speaking a certain language is key for the role, so it depends on what you want to do
- If you do not speak the language of the country you volunteer in (most volunteers will be local) or English it will be difficult to fully reap the rewards of the experience. Some roles may require language skills
- Having language skills can definitely be an advantage but many people speak English. Google translate is a valuable tool

- Never stopped me in the past as I only speak English and traveled to four countries outside UK
- It is essential to know other languages. because the interaction with the public/athletes will be more fluid
- Overall, I do think it will be but there may be occasions where the language barrier slows the pace of work
- There are many alternative ways of communication, such body language, international signs and gestures
- Not all volunteers need to speak another language. It depends from the job and the kind of event.
- If you can't communicate, you fell outside
- If you want to be helpful you can be regardless of your language skills. You probably wouldn't get to do the more complex jobs though
- In Brazil my lack of Portuguese wasn't an obstacle as my fellow volunteers liked to practice their English on me. Both Rowing and Wheelchair Tennis have English as their first language. Working for UEFA in Madrid in 2019, English was more useful than Spanish in the accreditation center
- I met a Russian volunteer who only spoke Russian, but she was great in observing the kids and playing with them just by doing. Otherwise we used our mobile phones for translation

- It could be an obstacle as the efficiency of communication is reduced if some of the staff do not know the language. Or if the coordinators have to explain things in two or more languages it could be very time consuming.
- No, because if one person has the right spirit and open mind, anything can be achievable
- English is the main language in global events. So it's crucial to know
- At this kind of event there are a lot of foreigners so volunteers need to speak and understand basic English and the language of the country the sport event is held
- Communication is key
- You should be able to communicate with athletes and other volunteers, so speaking English and/ or the language of the country the event takes places helps a lot
- Because there are many different cultures and languages, so maybe this could be very difficult for the volunteer
- There are other forms of communications
- If you want to communicate with people properly you need to know a language
- I'm going as volunteer in Munich because I can good speak German, but I'm not sure I'll do the same in an other country because I can't speak very well English (I'm French)

- Language is an amazing skill that closes gaps between people and makes us aware of the existence of ways to live beyond what we know
- If you only speak your native language, interaction with others could be difficult or even impossible
- Sometimes it's hard to understand each other because of the language barrier, but if you try, you can still communicate without any problems
- Yes, sometimes your expectations and experiences give a great role of special events and managing the role of volunteers, your ability is good for events
- I was with mountaineering expedition with foreign country but I had a difficult time to communicate though an interpreter. But I managed with a pocket dictionary
- If you are in another country that does not use your first language you may have a tough time understanding one another, so in this situation you must slow your words down so you both can understand each other
- For sure there are roles that won't be blocked by language and that can be fulfilled by such volunteers
- Knowing a different language can help us to work in different countries and areas as a volunteer

- Sometimes there will be a situation where the lack of a second language could be awkward
- In regards to language obstacles, I don't see any problems. There are lots of volunteers with ability to speak more than one language. They are very valuable to all sport events. They usually have the label of all the languages they can speak posted on their uniform so that everybody can see it
- There's a lot of software that can help you to learn basic languages
- Because not all NOC can speak English so maybe we can use body language
- In some specific areas it's not necessary the language
- Generally most countries speak English but knowledge of another language can be very useful even if just to give directions
- There are people who are not fluent or are struggling in speaking in English which is considered as the "universal" language around the world
- Depending on your job during the games it's essential to know a foreign language
- If someone had English as a 2nd language they may be a bit apprehensive. I have been volunteer abroad and was unable to speak German but did manage with English to communicate so I do not think this should be a concern for an individual if they were a bit shy or anxious

16. WHAT WOULD MOTIVATE YOU TO VOLUNTEER
IN A SPORT EVENT?



The most frequently used words were sports, events, people, help, meet, work and experience.

The most common reasons are connected to the experience, meet new people, the sport event itself and enriching the personal development.

Extracts:

- The chance to work in a team with different backgrounds
- Experiences, sportsman spirit, travel
- Feeling of improving myself, learning new things, getting new experiences
- The event, people
- It's kind of a motto to serve humanity for best
- An opportunity to participate myself for free
- The possibility to be part of the event
- Being with people of different cultures
- The intercultural environment and the opportunity to experience it in a fun way
- Growth of the social network, the experience itself, the traveling and cultural discovering as an opportunity
- I have good communication skills and I am good in sports that enable and motivate me
- Because volunteering is good for mental peace
- Work together, enjoy the sport event
- The respect, make friends and sacrifices
- People volunteer for a range of different reasons. Some of these reasons are: making a difference to the community they live in, a chance to make new friends, and building and strengthening new and existing social networks
- Urge to get up the bed and do something
- Being a sports person I do like to volunteering in sports event

- Decent conditions for the event itself and honest selection of volunteers who will become a new team for me
- The whole tournament idea motivates me. There are bunch of people who have the same aim as you and you all go there to help and have fun
- Meeting new people, seeing people happy by playing and sharing the passion for this sport
- Knowing different culture. Interest in that sport. A good location for the sport program
- The idea of having fun with other volunteers and maybe joining the competition/game
- Having more resources to sustain other parts of my life
- Pure joy
- Traveling, sport at its best, connecting with people and professional experience
- Helping, learning about the sport, being active, meeting new people
- I want to be a social worker so it helps
- My passion towards volunteering and sports
- Take step to make healthy society
- The dynamic of the team
- Share moments with people from other countries, improve my English and motivate myself to lead a better lifestyle
- If I'm interested in the sport itself, like football for example
- The adrenaline
- To know more about sports and people and to learn new skills

- If my friends also joining
- I like sport so it's perfect for me
- Being part of the organization and feel like I'm responsible of the wellness of the event
- I love sports and the environment it generates
- Meeting nice people and spending a good time with them
- Lots of people that want to work
- Loving sports and being energetic
- Meet new people and watch the matches
- I would help to cheer up and help into a sport and at the same time have an experience abroad
- The size of the competition
- Wanting to fill up your free time, gain work experience, make friends

- First of all, working with friendly, harmonious and responsible people motivates me. It would be good to talk in a motivating way throughout the event
- I personally was motivated by the fact that I would help out to build such events and also by getting the feeling of working and actually doing something that would help others
- Fun new experience, meeting new people, enjoying competitions
- Opportunities to participate in major event
- Meeting well-known athletes, meeting new people
- I like the sport I went to as a volunteer, I wanted to see exactly how it feels to get involved

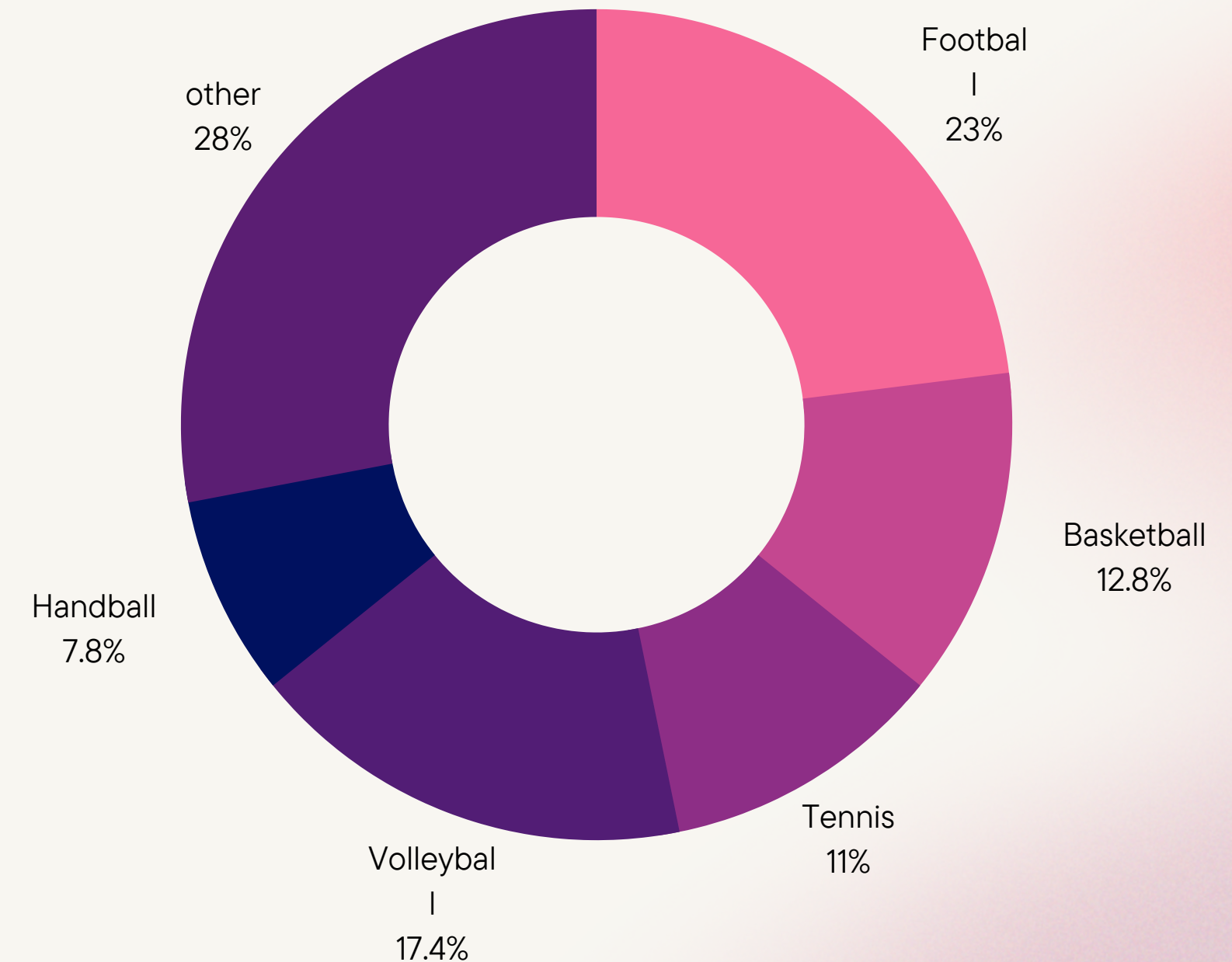
- Doing activities that I like, being closer and helping to organize an event that I truly believe in
- The community that I help and the people who I'm going to work with
- Learn more about the organization of the event
- The possibility to know the insights of a sport event and to do networking and open new doors in the my professional path.
- To use my skills to help & serve others, to learn new skills, to meet new people, to challenge myself, to be a part of something bigger
- Self development
- The buzz
- The event itself, the location and the sports
- The opportunity to be close to the stars of the event - the players - and to meet new people from different countries
- Grow your networking, gain experience, create a job opportunity for the future
- Experience new emotions
- To build up a global vision
- „Exotic“ location, interesting position
- For me it is always an opportunity to speak the languages I know and to learn new expressions
- Having opportunities you wouldn't have as a simple attendee, like meeting the players, going backstage and seeing what you don't see on TV
- Donate my time to sport, as I am an amateur runner and cyclist

- I started my volunteering from Athens 2004 Paralympic Games in swimming. Since 2007 I am a volunteer for Athens Marathon the Authentic. I am at the finish line... I can't describe what I see every year
- I already was a volunteer in the Gymnastic World Championship in Stuttgart 2019 as a physiotherapist. I'd like to be a part of the Olympic Games in Paris 2024 and I think it could help me if I'm doing other volunteering before
- The chance to meet new people and spread my love of sport
- The experience, opportunity to see some of the sports action, gaining new skills, and networking
- Challenging Skills
- The atmosphere, being part of a big event
- Being asked to another Management Role for the Olympics or PanAm Games
- The pleasure of being a volunteer and knowing different places and people
- I am a retired athlete with a disability. I am already motivated. I love and enjoy volunteering for sport events
- Spirit of help each other and knowledge for new opportunity
- The excitement of the event and the satisfaction of being a part of huge team of people who are instrumental in the event running well
- I am really willing to volunteer. But I think, if expenses are shouldered, at least 40% of it, then more people would volunteer

17. IF YOU WOULD HAVE THE CHANCE TO VOLUNTEER IN SPORT EVENT WHICH SPORTS WOULD YOU PREFER?

The most popular identified sport was football with 23% participation followed by volleyball with 17.4%, basketball with 12.8%, tennis with 11% and handball with 7.8%.

On the other hand, 28% of the respondents declared that they could choose another sport to participate as volunteers in a sports event.



18. IS THERE ANYTHING YOU WOULD LIKE TO ADD?

FEEL FREE TO USE THE SPACE HERE

- The sport I would like to volunteer it's not so popular - orienteering
- I would like to participate in organizing sports events with the theme of mini golf or shooting sports
- Volunteering in all sports is the best to be formed
- I am an athletics referee so love volunteering at athletics events
- Just happy to volunteer at any sport other than boxing or combat sports
- Volunteering is a way of life
- The more you see and learn, the happier you become
- I've been a volunteer at Euro2000 and Euro2020, North Sea Beach Rugby, Amsterdam 7s Rugby and years at Ajax Amsterdam. I made a lot of friends from all over the world even by only applying (like for Rio2016). I didn't go, but have met a lot of people, when they visited Amsterdam. It's an experience that will enrich your life.

- Enjoy every moment of volunteering, promote sports, it's a miracle thing
- Hope to know more friends from different countries by joining volunteer program
- I was a volunteer physiotherapist specialist at Rio 2016. Tokyo pandemic 2020 stopped my access. In Paris I hope to be called again
- It is not just one sport event. ALL sport events do have their own magic moments during volunteering (not to forgot events for disabled people like para sport)
- In the volunteering work you have the chance to learn from other people, even outside your social environment
- The best volunteer experience for me is at Athletics and Marathon!
- I have been a volunteer for all sorts of events including athletics, rugby, cricket, sailing and promoting sporting events since 2015
- The greatest obstacle is to afford to go and work as volunteer
- Without volunteers, most sport events would not be possible. So it would be beneficial to give them more assistance, e.g. cheap or even free accommodations, public transport at the venue
- It is difficult to get a chance for senior citizen
- It's the most fun you can have. Do it
- I already volunteered in more than a couple sport events

- Can't wait for Birmingham 2022, Paris 2024 and many more
- I wish and hope to be one of the volunteer in any sports events
- My inscription will depend on what expenses will be paid by myself but I would like to participate
- To help others is to help itself
- Many sports at the same preference level: athletics, football (different categories and kinds), gymnastics, volleyball (normal and beach one)
- I like to volunteer in all sport events
- Happy to support local events as well as the more prestigious ones
- I wish I can join as a volunteer for international sports events

