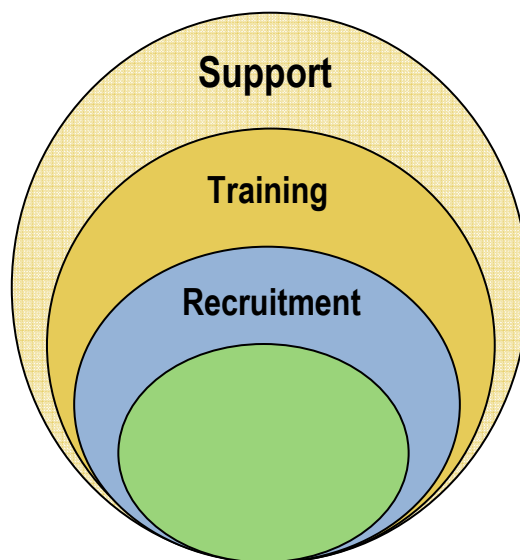


Mapping essential competencies for Culture Guide Volunteers in sparsely populated areas



Survey Report

 **Kulturelle Samråd i Danmark**

Interfolk 

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Applied Methodology

After issuing the questionnaire it was translated into Danish and released. The questionnaire was designed as an online tool on the web (using Google Form) that could be reached via a link sent by mail, but when it created problems for more persons to fill-in online, it was also sent by mail.

Receivers

The questionnaire was sent to all 43 cultural councils in Denmark. They again sent it on to their member associations. Moreover, it was sent to 40 municipalities and 30 national organisations. In the accompanying text the purpose of the survey was explained.

The questionnaire

The questionnaire consisted of 6 parts all with 10 questions and a space for open questions. The questions referred to:

- Clarifying key competence for currently successful culture volunteers
- Clarifying best ways of outreach and engaging of new culture volunteers
- Clarifying best training programme for culture volunteers
- Clarifying needed support from key stakeholders to the volunteers

There was a possibility of adding questions but there was no need for that.

The interviews

The interviews were made with 6 people from a project that The National Association of Voluntary Cultural Councils has in the south of Denmark. The project is about culture volunteers in sparsely populated areas. 5 persons were learners and learning providers and the 6th was the culture administrator in the municipality and he was as such representing the stakeholders.

Learners

Learners' status in the survey

The learners - In total 12 men and 13 women (all Danish) are all members of local associations in the following municipalities: Fanø, Gladsaxe, Guldborgsund, Halsnæs, Høje Taastrup, København, Lemvig, Mariagerfjord, Rødovre, Slagelse, Svendborg, Tønder and Vejen. Besides members of the local cultural councils the learners were members of the following local cultural associations: Foreningen for Permanent Skulptur på Gedser Odde, Gedser foredragskreds, Gedser Fyrstival, Rødovre Lokalhistoriske Forening, Brugergruppen ved Formidlingshuset Marinestationen, Gedser Odde and Gladsaxe Synfoniorkester.

Age of the learners

There are no persons under 40 years, which is not unexpected. Most of the people in the cultural field in Denmark are women, but as the surveys were send to the contact person of the local cultural councils it might have been handed to the members of the boards and here the men are dominating.

Age	Male	Female
40 - 49	1	2
50 - 59	2	4
60 - 69	3	4
70 - 79	3	1
80 - 99	3	2

Educational background

10 of the learners have a higher education, 12 have medium length higher educations, 1 has no education after high school and 2 have no education after elementary school.

Occupation

From the statistics we know that it you'll find more people from the public sector amongst the volunteers – especially in the cultural field, so therefore it is surprising that most of the learners in this survey are in the private sector. But it is not surprising that you will not find any younger people (full time students) among the learners.

Occupation	Male	Female
Private sector	6	5
Public sector	0	2
Civil society (Associations or institutions)	1	1
Full time student	0	0
Out of work (retirement etc)	6	4

1. Clarify key competence for currently successful culture volunteers							
Here we wish to outline the key competences, which a good culture volunteer need to have to be a good culture volunteer in sparsely populated areas.							
The questions asked about key competences: (Indicate to what degree you find the statements about key competences important or relevant for being a successful culture volunteers in sparsely populated communities?)		Very low degree	Low degree	Some degree	High degree	Very high degree	Don't know
1.1	The volunteer needs to have knowledge of the influence of cultural activities in sparsely populated areas.		3	4	9	4	5
1.2	The volunteer needs to have knowledge of the local civil society activities as part of the overall activities in the municipality.	2	4	3	10	5	1
1.3	The volunteer needs to know good practise on how culture volunteering in sparsely populated areas can promote civic participation, community bonding and local identity.			6	9	6	4
1.4	The volunteer needs to have knowledge of the cross-cultural sector of amateur arts, voluntary culture and heritage and their activities in the actual municipality.		2	8	7	5	3
1.5	The volunteer needs to have knowledge of the other sectors of voluntary work in the municipality, such as the social, humanitarian, welfare, and sport associations.		2	6	8	4	5
1.6	The volunteer needs to have enhanced social and communication skills to engage and involve different social groups in the local municipalities.		3	4	12	4	2
1.7	The volunteer needs to have enhanced skills in planning and managing cross-culture activities and events in the local community.		2	5	6	4	8
1.8	The volunteer needs to have knowledge of working with social media and internet communication?		1	2	6	8	8
1.9	The volunteer needs to have good skills in finding extra money by fund-raising, seeking sponsors, etc.	2		2	8	3	10
1.10	The volunteer needs to have knowledge of other local stakeholders that may support and/or be part of the cross-culture activities in the local communities.	3			8	4	10
Open questions: Competences that the learners found important to have to be a successful culture volunteer in sparsely populated areas.							
<p>Openness - Commitment</p> <p>Being: Cooperative, interested, a network-builder, flexible, able to make contact, able to fund raise</p> <p>Having: Fantasy, local knowledge, good ideas, composure, the ability to be inclusion, perseverance, knowledge of the area, visions, engagement in the general cultural local life, many contacts, ability to match specific needs, academic and social engagement, a sense of quality, respect</p> <p>There are not many differences in the answers given by males from the answers given by females, but there is a tendency that women tend to mention social competences like cooperation and inclusion, where several of the men answer the ability to fundraise.</p>							

2. Clarify best ways of outreach and engaging of new culture volunteers

Here we wish to outline good practise for outreach and delivery by culture associations to recruit and engage culture new volunteers in sparsely populated areas.

Assess statements about outreach and recruitment of volunteers		Very low degree	Low degree	Some degree	High degree	Very high degree	Don't know
Indicate to what degree you find the statements about outreach and recruitment of volunteers important or relevant for promoting culture volunteering in sparsely populated communities?							
2.1	The culture organisations need to provide elaborated presentation materials, where the possible tasks as culture volunteer are presented.	2	4	5	5	7	2
2.2	The culture organisations should emphasise that the volunteer tasks is important for the local community and the common good (using an idealistic appeal)		2	4	6	10	3
2.3	The culture organisations should emphasise that the volunteer tasks will strengthen the social network of the volunteer (using a social appeal)			4	9	9	3
2.4	The culture organisations should emphasise that the tasks as volunteer brings personal competence development and an improved CV by offering extra training courses, mentoring, etc (personal career appeal)		3	5	7	8	2
2.5	The best way to recruit culture volunteers is by more traditional announcement means in the local news media and at notice boards in shops, libraries and community centres.	3	3	8	4	4	3
2.6	The best way to recruit culture volunteers is by using the new social media, where key persons from the culture associations use their own social media network.			6	10	6	3
2.7	The best way to recruit culture volunteers is to let the key persons in the local voluntary culture associations use their own contact lists and personal network.		5	8	3	6	3
2.8	No, the best way is to involve other local NGO's in the recruitment, because then we get contacts to new groups which may have an interest to be engaged in the culture work.		3	9	7	4	2
2.9	The culture organisations that try to engage new volunteers should mention a personal contact, which interested volunteers can call by phone or mail.			6	8	6	5
2.10	The culture organisations that try to engage new volunteers should use an online enrolment site at their organisation's website s the first step.		7	4	6	4	4

Open questions: Mention 1 – 3 competences to be a successful culture volunteer in sparsely populated areas?

- Knowledge sharing
- Outreach
- Tell about the importance of the activity
- Inform at meetings
- Social Media
- Events
- Personal contact
- Talk about being a volunteer and give positive statements
- Tell about the value is has for a person to be a volunteer

3. Clarify best training programme for culture volunteers

Here we wish to outline good training programmes for culture volunteers that wish to or already work as volunteers in sparsely populated areas.

Assess statements about training programmes for culture volunteers Indicate to what degree you find the statements about the training programmes for volunteers important or relevant for promoting culture volunteering in sparsely populated communities?		Not at all important	Slightly important	Moderately important	Very important	Extremely important	Don't know
3.1	The volunteers must learn to recognise and assess their key competence profile as culture volunteer (their strength and weaknesses)		4	7	7	3	3
3.2	The volunteers must learn to articulate their possible needs and priorities for extra training events to gain the needed extra competences.		3	5	9	5	3
3.3	The volunteers must understand / have a clear well-argued opinion on the main challenges for our sparsely areas to counter the trend for movement to the bigger cities.		3	7	7	8	
3.4	The volunteers must understand/have wellargued opinion on why the voluntary culture associations and their volunteers make a difference.		3	6	8	7	1
3.5	The volunteers must have knowledge of the positive relations between improved culture activities and promotion of civic participation, community bonding and local identity		4	5	7	9	
3.6	The volunteers must know the main activities of the voluntary culture associations and their interactions with other main stakeholders in the local communities.		2	5	9	9	
3.7	The volunteer needs to have knowledge of the other sectors of voluntary work in the municipality, such as the social, humanitarian, welfare, and sport associations.		3	9	8	5	
3.8	The volunteer needs to have good skills in finding extra money by fund-raising, seeking sponsors, etc.		2	7	5	7	4
3.9	The volunteer needs to have enhanced skills in working with social media and internet communication?		4	4	6	7	4
3.10	The volunteer needs to have enhanced skills as project leaders in planning and managing cross-culture activities and events		3	6	7	5	4

Open questions:

Mention 1 – 3 elements to include in training programmes for culture volunteer in sparsely populated areas?

- Fundraising
- Cooperate with other associations
- Team building
- Positive leadership
- Arranging events
- Planning

4. Clarify needed support from key stakeholders to the volunteers

Here we wish to clarify the needs for different forms of support to the volunteers from the local voluntary culture associations.

Assess statements of key competences		Very low degree	Low degree	Some degree	High degree	Very high degree	Don't know
4.1	The volunteer needs support to complete fund-raising to get support to cost demanding activities.		3	4	8	8	2
4.2	The volunteers needs help to secure the book-keeping, payments and accountant of the activities.		4	5	6	10	
4.3	The volunteer needs support to solve some more practical tasks as rent of venues, making pr-materials, distribution materials, etc.		5	4	9	8	
4.4	The (new) volunteer needs some personal sparring or mentoring from more experienced culture volunteers or managers or consultants from voluntary associations.		3	4	7	10	1
4.5	The volunteer needs help to contact local authorities and get the wanted agreements or support from the municipality		5	7	7	6	1
4.6	The volunteer needs help to contact local culture institutions and to get the wanted agreements about support or collaboration about specific activities.		2	9	6	7	1
4.7	The volunteer needs help to contact the local business and commerce associations, the tourist bureau, or local media and get the wanted support or collaboration.		5	6	4	6	4
4.8	The volunteer needs help to get contacts with similar initiatives in other municipalities to exchange experiences and learn from each other.		6	6	4	6	3
4.9	The volunteer needs help to find and contact the appropriate nationwide experts, speakers and advisers in the field.		3	4	4	7	7
4.10	The volunteer needs help to secure an efficient promotion and dissemination of the results to other stakeholders outside the municipality and to the wider national audiences.		5	4	5	6	5

Open questions:

Mention 1 – 3 needed support from key stakeholders you find important to be a successful culture volunteer in sparsely populated areas?

- More flexibility from officials in relation to initiatives that in originality breaks with the criteria in support programs etc.
- Cooperation
- Support from the cultural department of the municipality
- The strong organization in the cooperation should support the weaker part
- Sparring partner for cooperation with the municipality
- Support from the municipality
- Knowledge sharing
- Sponsorship from local banks, supermarkets, etc.
- Openness and willingness in public institutions to co-creation (schools, museums etc.).
- The local politicians turn up at events that are relevant to them.
- Generally show respect and recognition
- Cooperation
- Openness
- Insight
- Cooperation across municipality and associations
- Building on existing opportunities
- The municipality should support the economy
- Support in contact with the media
- Marketing and fundraising
- Joint meetings
- Role models
- Help for exchange of experience and publicity

Learning providers

The status of the learning providers in the survey

The learning providers - in total 9 men and 16 women (all Danish) are all members of national associations either as employees or board members.

The national organisations represented were: Amatørernes Kunst og Kultur Samråd (AKKS), Kulturhusene i Danmark (KHID), Kulturelle Samråd i Danmark (KSD), Dansk Lokalhistorisk Forening (DLF), Danske Børne- og Ungdomsfilmklubber (DaBUF), Sammenslutningen af Danske Kunstforeninger and Sammenslutningen af Museumsforeninger I Danmark.

Age of the learners

Age	Male	Female
40 - 49	2	4
50 - 59	4	5
60 - 69	2	4
70 - 79		4
80 - 99		

Educational background

15 of the learning providers have a higher education, 8 have medium length higher educations, 1 has no education after high school and 1 is a full time student (trainee).

Occupation

Most of the learning providers are in the civil society, but it is not surprising as the persons asked were employed or board members in national associations.

Occupation	Male	Female
Private sector		
Public sector	2	
Civil society (Associations or institutions)		16
Full time student		
Out of work (retirement etc)		2

1. Clarify key competence for currently successful culture volunteers

Here we wish to outline the key competences, which a good culture volunteer need to have to be a good culture volunteer in sparsely populated areas.

The questions asked about key competences: (Indicate to what degree you find the statements about key competences important or relevant for being a successful culture volunteers in sparsely populated communities?)		Very low degree	Low degree	Some degree	High degree	Very high degree	Don't know
1.1	The volunteer needs to have knowledge of the influence of cultural activities in sparsely populated areas.				25		
1.2	The volunteer needs to have knowledge of the local civil society activities as part of the overall activities in the municipality.				25		
1.3	The volunteer needs to know good practise on how culture volunteering in sparsely populated areas can promote civic participation, community bonding and local identity.			25			
1.4	The volunteer needs to have knowledge of the cross-cultural sector of amateur arts, voluntary culture and heritage and their activities in the actual municipality.				12	13	
1.5	The volunteer needs to have knowledge of the other sectors of voluntary work in the municipality, such as the social, humanitarian, welfare, and sport associations.			12		13	
1.6	The volunteer needs to have enhanced social and communication skills to engage and involve different social groups in the local municipalities.				12	6	7
1.7	The volunteer needs to have enhanced skills in planning and managing cross-culture activities and events in the local community.			7	18		
1.8	The volunteer needs to have knowledge of working with social media and internet communication?		1	6	18		
1.9	The volunteer needs to have good skills in finding extra money by fund-raising, seeking sponsors, etc.			3	22		
1.10	The volunteer needs to have knowledge of other local stakeholders that may support and/or be part of the cross-culture activities in the local communities.			3	22		
Open questions: <i>Competences that the learning providers found important to have to be a successful culture volunteer in sparsely populated areas.</i>							
<ul style="list-style-type: none"> • Time • Network • ardor • Engagement • Perseverance 							

2. Clarify best ways of outreach and engaging of new culture volunteers

Here we wish to outline good practise for outreach and delivery by culture associations to recruit and engage culture new volunteers in sparsely populated areas.

Assess statements about outreach and recruitment of volunteers		Very low degree	Low degree	Some degree	High degree	Very high degree	Don't know
Indicate to what degree you find the statements about outreach and recruitment of volunteers important or relevant for promoting culture volunteering in sparsely populated communities?							
2.1	The culture organisations need to provide elaborated presentation materials, where the possible tasks as culture volunteer are presented.		5	9	5	6	
2.2	The culture organisations should emphasise that the volunteer tasks is important for the local community (using an idealistic appeal)	3			11	11	
2.3	The culture organisations should emphasise that the volunteer tasks will strengthen the social network of the volunteer (using a social appeal)			1	12	12	
2.4	The culture organisations should emphasise that the tasks as volunteer brings personal competence development and an improved CV by offering extra training courses, mentoring, etc (the personal career appeal)		2	2	2	19	
2.5	The best way to recruit culture volunteers is by more traditional announcement means in the local news media and at notice boards in shops, libraries and community centres.		2	3	20		
2.6	The best way to recruit culture volunteers is by using the new social media, where key persons from the associations use own social media network.			20	3	2	
2.7	The best way to recruit culture volunteers is to let the key persons in the local culture associations use their own contact lists and personal network.			2	20	2	1
2.8	No, the best way is to involve other local NGO's in the recruitment, because then we get contacts to new groups which may have an interest to be engaged in the culture work.		2	2	20		1
2.9	The culture organisations that try to engage new volunteers should mention a personal contact, which interested volunteers can call by phone or mail.		1		12	12	
2.10	The culture organisations that try to engage new volunteers should use an online enrolment site at their organisation's website s the first step.		23		1		1

Open questions:

Mention 1 – 3 good ways of outreach learning providers found important to recruit new culture volunteer in sparsely populated areas?

- The baseline must be the volunteer's own interests and skills
- Personal contact
- Good social environment
- Cultural denominator
- Efforts directed toward retirees
- Invite for gatherings, as many know each other in sparsely populated areas
- Outreach

3. Clarify best training programme for culture volunteers							
Here we wish to outline good training programmes for culture volunteers that wish to or already work as volunteers in sparsely populated areas.							
Assess statements about training programmes for culture volunteers Indicate to what degree you find the statements about the training programmes for volunteers important or relevant for promoting culture volunteering in sparsely populated communities?		Not at all important	Slightly important	Moderately important	Very important	Extremely important	Don't know
3.1	The volunteers must learn to recognise and assess their key competence profile as culture volunteer (their strength and weaknesses)		2	20	3		
3.2	The volunteers must learn to articulate their possible needs and priorities for extra training events to gain the needed extra competences.			20	2	3	
3.3	The volunteers must understand / have a clear well-argued opinion on the main challenges for our sparsely areas to counter the trend for movement to the bigger cities.		1	20		4	
3.4	The volunteers must understand/have wellargued opinion on why the voluntary culture associations and their volunteers make a difference.		11	11	2	1	
3.5	The volunteers must have knowledge of the positive relations between improved culture activities and promotion of civic participation, community bonding and local identity		11	11	2	1	
3.6	The volunteers must know the main activities of the voluntary culture associations and their interactions with other main stakeholders in the local communities.			12	12	1	
3.7	The volunteer needs to have knowledge of the other sectors of voluntary work in the municipality, such as the social, humanitarian, welfare, and sport associations.			122	12		1
3.8	The volunteer needs to have good skills in finding extra money by fund-raising, seeking sponsors, etc.			11	1	12	1
3.9	The volunteer needs to have enhanced skills in working with social media and internet communication?			23		1	1
3.10	The volunteer needs to have enhanced skills as project leaders in planning and managing cross-culture activities and events			1	22	1	1
Open questions:							
<i>Mention 1 – 3 elements that learning providers found important to include in training programmes for culture volunteer in sparsely populated areas?</i>							
	<ul style="list-style-type: none"> • The more practical and useful course offer, the better • Knowledge about legal matters - for example, rules about fire safety, building legislation, insurance, hygiene etc. • Good skills in finding extra money by fund-raising, seeking sponsors, etc. • Enhanced skills in working with social media and internet communication • Enhanced skills as project leaders in managing cross-culture activities and events • Fund-raising • Knowledge of accounts 						

4. Clarify needed support from key stakeholders to the volunteers

Here we wish to clarify the needs for different forms of support to the volunteers from the local voluntary culture associations.

Assess statements of key competences		Very low degree	Low degree	Some degree	High degree	Very high degree	Don't know
Indicate to what degree you find the statements about the needed support important or relevant for promoting culture volunteering in sparsely populated communities?							
4.1	The volunteer needs support to complete fund-raising to get support to cost demanding activities.				11	1	
4.2	The volunteers needs help to secure the book-keeping, payments and accountant of the activities.	1			1	1	
4.3	The volunteer needs support to solve some more practical tasks as rent of venues, making pr-materials, distribution materials, etc.		1		1	1	
4.4	The (new) volunteer needs some personal sparring or mentoring from more experienced culture volunteers or managers or consultants from voluntary associations.				11	1	
4.5	The volunteer needs help to contact local authorities and get the wanted agreements or support from the municipality			11		1	
4.6	The volunteer needs help contact local culture institutions and get the agreements about support or collaboration about specific activities.			111			
4.7	The volunteer needs help to contact the local business and commerce associations, the tourist bureau, or local media and get the wanted support or collaboration.			111			
4.8	The volunteer needs help to get contacts with similar initiatives in other municipalities to exchange experiences and learn from each other.			1	11		
4.9	The volunteer needs help to find and contact the appropriate nationwide experts, speakers and advisers in the field.				111		
4.10	The volunteer needs help to secure an efficient promotion and dissemination of the results to other stakeholders outside the municipality and to the wider national audiences.			1	11		

Open questions:

Mention 1 – 3 needed support from the learning providers found important to be a successful culture volunteer in sparsely populated areas?

- It is very important that the municipality support the project
- All experience and directly contact with the relevant authorities and other stakeholders will be beneficial for the volunteers
- Help support for direct contact with authorities and other actors
- Knowing about role models

Stakeholders

The status of the stakeholders in the survey

The stakeholders - in total 8 men and 9 women (all Danish) are but one are employed in municipalities. 1 is a curator at a museum (all Danish museums have volunteers).

The municipalities are: København, Rødovre, Slagelse, Mariagerfjord, Vejen, Lemvig and Guldborgsund. The museum is in Aalborg.

Unfortunately it wasn't possible to get 25 answers from stakeholders.

Age of the learners

Age	Male	Female
40 - 49	2	5
50 - 59	4	3
60 - 69	2	1
70 - 79		
80 - 99		

Educational background

16 of the stakeholders have a higher education, 1 have medium length higher educations.

Occupation

All the stakeholders are employed in the public sector

Occupation	Male	Female
Private sector		
Public sector	8	9
Civil society (Associations or institutions)		
Full time student		
Out of work (retirement etc)		

1. Clarify key competence for currently successful culture volunteers							
Here we wish to outline the key competences, which a good culture volunteer need to have to be a good culture volunteer in sparsely populated areas.							
The questions asked about key competences: (Indicate to what degree you find the statements about key competences important or relevant for being a successful culture volunteers in sparsely populated communities?)		Very low degree	Low degree	Some degree	High degree	Very high degree	Don't know
1.1	The volunteer needs to have knowledge of the influence of cultural activities in sparsely populated areas.	1			13	3	
1.2	The volunteer needs to have knowledge of the local civil society activities as part of the overall activities in the municipality.	1			12	4	
1.3	The volunteer needs to know good practise on how culture volunteering in sparsely populated areas can promote civic participation, community bonding and local identity.	1		1	12	2	
1.4	The volunteer needs to have knowledge of the cross-cultural sector of amateur arts, voluntary culture and heritage and their activities in the actual municipality.	1			8	8	
1.5	The volunteer needs to have knowledge of the other sectors of voluntary work in the municipality, such as the social, humanitarian, welfare, and sport associations.	1		1	7	7	
1.6	The volunteer needs to have enhanced social and communication skills to engage and involve different social groups in the local municipalities.	1			7	9	
1.7	The volunteer needs to have enhanced skills in planning and managing cross-culture activities and events in the local community.	1			7	9	
1.8	The volunteer needs to have knowledge of working with social media and internet communication?				14	1	2
1.9	The volunteer needs to have good skills in finding extra money by fund-raising, seeking sponsors, etc.			7	8	1	1
1.10	The volunteer needs to have knowledge of other local stakeholders that may support and/or be part of the cross-culture activities in the local communities.			1	14	1	1
Open questions <i>Competences that the stakeholders found important to have to be a successful culture volunteer in sparsely populated areas.</i>							
<ul style="list-style-type: none"> • Flexibility • Perspectivation • Fundraising • Sense of quality • Be able to cooperate • Respect • Perseverance • Enterprising 							

2. Clarify best ways of outreach and engaging of new culture volunteers

Here we wish to outline good practise for outreach and delivery by culture associations to recruit and engage culture new volunteers in sparsely populated areas.

Assess statements about outreach and recruitment of volunteers		Very low degree	Low degree	Some degree	High degree	Very high degree	Don't know
Indicate to what degree you find the statements about outreach and recruitment of volunteers important or relevant for promoting culture volunteering in sparsely populated communities?							
2.1	The culture organisations need to provide elaborated presentation materials, where the possible tasks as culture volunteer are presented.		6	5		6	
2.2	The culture organisations should emphasise that the volunteer tasks is important for the local community and the common good (using an idealistic appeal)		1	8		8	
2.3	The culture organisations should emphasise that the volunteer tasks will strengthen the social network of the volunteer (using a social appeal)		1	7	8	1	
2.4	The culture organisations should emphasise that the tasks as volunteer brings personal competence development and an improved CV by offering extra training courses, mentoring, etc (the personal career appeal)		1	8	8		1
2.5	The best way to recruit culture volunteers is by more traditional announcement means in the local news media and at notice boards in shops, libraries and community centres.		8		7	1	1
2.6	The best way to recruit culture volunteers is by using the new social media, where key persons from the culture associations use their own social media network.		1	1	7	8	
2.7	The best way to recruit culture volunteers is to let the key persons in the local voluntary culture associations use their own contact lists and personal network.		1		7	8	1
2.8	No, the best way is to involve other local NGO's in the recruitment, because then we get contacts to new groups which may have an interest to be engaged in the culture work.		7	8	1		1
2.9	The culture organisations that try to engage new volunteers should mention a personal contact, which interested volunteers can call by phone or mail.		1		8	7	1
2.10	The culture organisations that try to engage new volunteers should use an online enrolment site at their organisation's website s the first step.		8		11	1	
Open questions: Mention 1 – 3 good ways of outreach that the stakeholders found important to recruit new culture volunteer in sparsely populated areas?							
	<ul style="list-style-type: none"> • Knowledge of the voluntary area • Build on the volunteers' own interests and skills • Personal contact • Positive social community • Good communication • Wide horizon locally • newspaper coverage 						

3. Clarify best training programme for culture volunteers

Here we wish to outline good training programmes for culture volunteers that wish to or already work as volunteers in sparsely populated areas.

Assess statements about training programmes for culture volunteers Indicate to what degree you find the statements about the training programmes for volunteers important or relevant for promoting culture volunteering in sparsely populated communities?		Not at all important	Slightly important	Moderately important	Very important	Extremely important	Don't know
3.1	The volunteers must learn to recognise and assess their key competence profile as culture volunteer (their strength and weaknesses)		2	20	3		
3.2	The volunteers must learn to articulate their possible needs and priorities for extra training events to gain the needed extra competences.			20	2	3	
3.3	The volunteers must understand / have a clear well-argued opinion on the main challenges for our sparsely areas to counter the trend for movement to the bigger cities.		1	20		4	
3.4	The volunteers must understand/have wellargued opinion on why the voluntary culture associations and their volunteers make a difference.		11	11	2	1	
3.5	The volunteers must have knowledge of the positive relations between improved culture activities and promotion of civic participation, community bonding and local identity		11	11	2	1	
3.6	The volunteers must know the main activities of the voluntary culture associations and their interactions with other main stakeholders in the local communities.			12	12	1	
3.7	The volunteer needs to have knowledge of the other sectors of voluntary work in the municipality, such as the social, humanitarian, welfare, and sport associations.			122	12		1
3.8	The volunteer needs to have good skills in finding extra money by fundraising, seeking sponsors, etc.			11	1	12	1
3.9	The volunteer needs to have enhanced skills in working with social media and internet communication?			23		1	1
3.10	The volunteer needs to have enhanced skills as project leaders in planning and managing cross-culture activities and events			1	22	1	1

Open questions:

Mention 1 – 3 elements the stakeholders found important to include in training programmes for culture volunteer in sparsely populated areas?

- Knowledge of social media and Internet
- Project management
- Fundraising
- Knowledge about legal matters - rules about fire safety, building legislation, KODA, insurance, hygiene.
- Communication
- Organization
- How to follow-up

4. Clarify needed support from key stakeholders to the volunteers

Here we wish to clarify the needs for different forms of support to the volunteers from the local voluntary culture associations.

Assess statements of key competences		Very low degree	Low degree	Some degree	High degree	Very high degree	Don't know
Indicate to what degree you find the statements about the needed support important or relevant for promoting culture volunteering in sparsely populated communities?							
4.1	The volunteer needs support to complete fund-raising to get support to cost demanding activities.				16	1	
4.2	The volunteers needs help to secure the book-keeping, payments and accountant of the activities.	5			6	6	
4.3	The volunteer needs support to solve some more practical tasks as rent of venues, making pr-materials, distribution materials, etc.		5		6	6	
4.4	The (new) volunteer needs some personal sparring or mentoring from more experienced culture volunteers or managers or consultants from voluntary associations.				16	1	
4.5	The volunteer needs help to contact local authorities and get the wanted agreements or support from the municipality			16		1	
4.6	The volunteer needs help contact local culture institutions and get the agreements about support or collaboration about specific activities.			17			
4.7	The volunteer needs help to contact the local business and commerce associations, the tourist bureau, or local media and get the wanted support or collaboration.			17			
4.8	The volunteer needs help to get contacts with similar initiatives in other municipalities to exchange experiences and learn from each other.			1	16		
4.9	The volunteer needs help to find and contact the appropriate nationwide experts, speakers and advisers in the field.				17		
4.10	The volunteer needs help to secure an efficient promotion and dissemination of the results to other stakeholders outside the municipality and to the wider national audiences.			1	16		
Open questions:							
<i>Mention 1 – 3 needed support from key stakeholders found important to be a successful culture volunteer in sparsely populated areas?</i>							
<ul style="list-style-type: none"> • Help support with direct contact with authorities and other actors • It is very important that the municipality support the project • Structured joint meetings • Courses in cooperation, organization and follow-up • The municipality shall support economically 							

Comments to the questionnaire

If you have comments or critics of the questionnaire, or want to explain your answers, you are welcome to write them below

General comments:

- A bit "difficult" to answer.
- Difficult to answer some of the questions. For in the "best world" you should indeed be well informed and prepared, and then have all the answers to the right. But less can do it otherwise it becomes only the "elite" who can participate. Everyone must be able to work voluntarily with whatever they have to offer. And not everyone wants to participate in courses. But it will not appear on the responses.
- Too academic
- I like the open comment boxes. I feel the survey lacks something essential, without quite knowing what. Something with the motivation, how the identity is formed, opportunity to show individual responsibility, integrity ... to learn about leadership and collaboration, project planning ... volunteering is about people's inner feelings, darlings ... qualitative sizes, not quantitative.
- Some questions were difficult to understand
- Could maybe use the category "not relevant".

1. Comments to the questions about key competences of culture volunteers

2. Comments to questions about ways of reach-out and recruitment of culture volunteers

I am unsure whether, in the open questions were/had to prioritize and highlight some of the issues that were already formulated above or whether to add something new.

I therefore have withheld me a little free of the answer

3. Comments to questions about best training offerings for culture volunteers

4. Comments to questions about needed support from the culture associations to the culture volunteers

5. Comments to questions about needed support from other local stakeholders

Interviews

The National Association of Voluntary Cultural Councils is currently working with 3 projects dealing with sparsely populated areas. Therefore it was natural to ask the persons participating in the projects what they think is required when you work with volunteers in order to carry out such a project. In the interviewed group were 3 learners, 2 learning providers and 1 stakeholder.

The respondents

The 3 learners and 2 learning providers are all volunteers in a project called "Cultural Track". The project is taking place in the island of Falster in the south of Denmark. The two learning providers are women aged +55 –and the 3 learners are men of the same age. The stakeholder is culture administrator in the municipality.

Both the three women and the two men are volunteers at the local pumping station, transformed into a museum. In this museum you can see how the many floods in the old days damaged the area and they had to build pumping station. The pumping station is part of the defaulted heritage site and it is this heritage, the volunteers now want to rebuild, so both new residents and tourists want to live on the island. And the residents being already there, all want to stay and have something which can get the community to grow.

In addition, the two women are members of the local cultural council – which together with The National Association of Voluntary Cultural Councils - is the initiator of the project.

Views and perspectives

The 2 learning providers will make sure that the volunteers get the tools needed for the project.

They have all made some thoughts on what it takes to implement such a project.

First of all, they believe that it is important to be locally based and that one would like to do something to the place where one lives. It must continue to be attractive and also to attract new residents. It is therefore important for them that there are volunteers who can get good ideas on how to meet these requirements and that there are one or more persons who are doing enough to embark on the task. It must be one or more people who believe in the idea and who are not afraid to spread it. It is also important for them that it is the persons concerned themselves, who will build up the project and that it is not a project that is dictated from above. This gives you greater ownership of the project.

What subsequently are required for the project to succeed can be things that the volunteers not previously have been in contact with and therefore need to learn more about. It can be recruiting, fundraising, lobbyism etc. Therefore, there was early in the project held a seminar where many of these things were discussed.

First and foremost, you must inform the volunteers about the ideas that individuals have had about the project: What do they consist of, why it is important for residents and since there is heritage, it is important to tell the story behind. Therefore, a local historian was invited to this point. In addition, it is also important that not only are the people that should form the project, it is important that all volunteers are heard. Therefore, creativity is an important thing to be in possession

of. And in this phase are also social skills, respect for the views of others and a democratic setting important.

After lunch (the meal can be an important hub) the participants were distributed in workshops and were divided according to roles in the project and here some presenters told what each part of the project required. Not all volunteers have the needed skills and all knowledge of the project, so it is important; that they all complemented each other's knowledge and could thereby get a good outcome.

The stakeholder, who was the culture administrator in the municipality assessed (based on the experience he had of the volunteers) that the municipality was very interested in the project and would support it financially.