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**VOLUNTEERISM AND YOUTH EMPLOYMENT IN CAMBODIA**



# **VOLUNTEERISM AND YOUTH EMPLOYMENT IN CAMBODIA**



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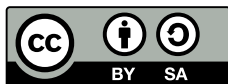
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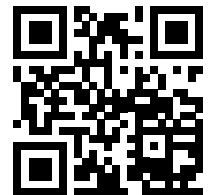
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*We are* inspiration in action

# **VOLUNTEERISM AND YOUTH EMPLOYMENT IN CAMBODIA**

Phnom Penh, 2017



**UN  
VOLUNTEERS**



Olivier Adam  
Executive Coordinator,  
UN Volunteers

## Foreword



Claire Van der Vaeren  
UN Resident Coordinator and  
UNDP Resident Representative  
in Cambodia

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It is our pleasure to present the UNV research on volunteering and youth employment in Cambodia.

Youth and children account for nearly 40 per cent of the world's population. Facing unprecedented challenges, young people are contributing towards building a new global economy and sustainable democracies with their ideas and inspiration, responsibility and creativity, and volunteerism is at the heart of that effort. Around the world, more than one billion people volunteer within and outside their communities. Millions of them are young people acting as agents of change and leading sustainable development initiatives of high impact.

The UNV programme aims to empower young people to engage in global peace and sustainable human development through volunteerism. For many years, UNV has worked with UNDP, UN partners and Member States at national, regional and international levels to create an enabling environment for youth participation.

Volunteering has formed a part of Cambodian culture for centuries. Today, young volunteers are progressively becoming a driving force for development. They play an important role in achieving the goals of the National Policy on Youth Development and National Youth Action Plan 2016 – 2018, as well as the Sustainable Development Goals in Cambodia. While volunteering for social change, they develop their skills and talents, and further feed into a pool of skilled professionals who contribute to sustainable development.

Volunteerism allows them to take part in community and national development processes with a sense of ownership. While building their characters and gaining soft skills that broaden their employment opportunities, young people also engage in entrepreneurship and job creation, adding to the sustainable growth of their communities.

This report highlights the results of a year-long research conducted with the invaluable support, guidance and contributions of more than two hundred organizations and hundreds of individuals from government, civil society, academia and the private sector. In the process, many student volunteers were trained to conduct data collection through in-depth interviews, data entry and analysis.

In this publication, you will find compelling examples of how empowered Cambodian youth make a difference in their communities and evidence of the opportunities volunteerism offers in enhancing youth employability. It presents volunteering models that helped Cambodia recover from the decades of war and contributed to the country's development, some of which can be replicated across the world.

Our gratitude goes out to the organizations and individuals from government, civil society, academia, and the private sector, as well as many volunteers who spent countless hours supporting this research.



Volunteerism is a powerful means of engaging people in tackling development challenges, and it can transform the pace and nature of development. Volunteerism benefits both society at large and the individual volunteers by strengthening trust, solidarity and reciprocity among citizens, and by purposefully creating opportunities for participation.

The United Nations Volunteers (UNV) programme contributes to peace and development through volunteerism worldwide. We work with partners to integrate qualified, highly motivated and well supported UN Volunteers into development programming and promote the value and global recognition of volunteerism.

UNV is active in around 130 countries every year. With Field Presences in over 80 countries, UNV is represented worldwide. UNV is administered by the United Nations Development Programme (UNDP) and reports to the UNDP Executive Board.

United Nations Volunteers, [www.unv.org](http://www.unv.org)



## Foreword

H. E. Tauch Choeun  
Director General for Youth,  
Ministry of Education, Youth and Sport

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I welcome this report on the current state and prospects of volunteerism and youth employment in Cambodia. This important countrywide research was conducted by UNV with support from the General Directorate of Youth of the Ministry of Education, Youth and Sport.

Good information is essential and evidence from the ground can help us to better understand the condition and aspirations of young people as well as the effectiveness of services provided. It also can help our policymakers to assess the impacts of different policies on the lives of young people.

The Royal Government of Cambodia has a strong willingness to see young volunteers at the center of Cambodia's development plans. With the support from UN agencies and other relevant stakeholders, the Ministry has successfully formulated the National Youth Development Policy which was adopted in 2011, and established the National Youth Development Council to facilitate, monitor, evaluate and assist the Government to ensure the effectiveness of youth development efforts.

For many years, the Ministry of Education, Youth and Sport has promoted and facilitated youth volunteering in Cambodia, recognising the importance of volunteerism. Different aspects of volunteerism are well rooted in the traditions of Cambodian people, however most of these efforts are neither documented nor given the recognition they deserve. This publication presents and explains remarkable work done by many volunteer-involving organizations, analysing various models of mobilising and working with volunteers in Cambodia. As a part of this exploration of youth volunteerism, it also focuses on and discusses ways to increase employability of youth through volunteerism.

The research results show how volunteerism plays an important role in the development of Cambodian communities. Our youth are progressively becoming more active, and we now know that volunteering can make a significant contribution in tackling such issues as skills development, entrepreneurship and job creation. This is crucial for Cambodia's future also in the context of ASEAN economic integration and current and future regional initiatives.

In this sense, continuing the momentum of this research process, there should be a rigorous co-ordination of efforts of all stakeholders. The data and evidence produced in this report can be used for further studies that will inform our policymaking and actions aimed at fostering volunteerism, increasing youth employability, and promoting the participation of young people in sustainable development.

The Ministry of Education, Youth and Sports is fully devoted to support initiators of this study and ensure the follow-up and successful implementation of the recommendations containing in this report.

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# Acknowledgements

This report was prepared by a United Nations Volunteers team in Cambodia lead by Hrachia Kazhoyan. Team members Samadee Saray, Visethvatannak Som, Pichmunny Pech, and Keomonyneath Phen contributed to the analytical sections and case studies. Mouyleng Khan from Moulthan Consulting contributed to the policy timeline.

Within the framework of this research, UNV partnered with Cooperation Committee Cambodia (CCC) and Moulthan Consulting. The team would like to express acknowledgement to these and many other organizations and individuals who informed and supported this research. Their contributions have been essential to this publication.

UNV Cambodia would like to recognize the invaluable support provided by H. E. Tauch Choeun, the Director General of the General Directorate of Youth of the Ministry of Education, Youth and Sport of Cambodia and H. E. Chek Lim, the Deputy Director General of the General Directorate of Youth of MoEYS.

This publication would not be possible without the dedication and hard work of the volunteer interviewers Kem Sereyneath, Touch Chamnan, Iv Sokphirum, Thou Morady De-woo, Cheng Ly Kheang, Mak Rothdanin, Nheb Mary, Ou Vathanak Raksmeay, Phan Phadeth, Vin Puthealy, Sours Sakal, Eng Champa, Ngorn Him, Chhon Kimsan, Ton Youneang, Chhem Mala, Cheng Somnang, Heng Bodalin, Ho Puthyka, Lyvann Dina, Nget Sovannbormey, Man Nysa, Ng Peiying, Ra Van, Hour Sangvapich, Chhoun Saravuth, Vat Chhaseanly, Sipha Kanhchany, Ry Vanlida, Khoem Kanika, Lay Sophorn, Soth Thany Ester, Veang Sochhoeth and Nun Phalla.

Finally, we would like to express sincere gratitude to Jenny Shotton for coming to the rescue with copy editing, our colleagues Aneta Mrkvičková and Ichita Komori and Yen Heng from Youth Star Cambodia for their amazing photos. Invaluable inputs and guidance were provided by Rafael Martinez from UNV Headquarters and Perdita Sonntag and Manon Bernier from the UNV Regional Office for Asia and the Pacific. The research team has enjoyed day-to-day support from our colleagues from the UNV Cambodia Field Unit Seija Anttonen, Markara Nuon, Tomáš Drška, Dae-Eun Lee, and Sopheanith Seng.



# Abbreviations

ADB	Asian Development Bank	TVET	Technical and vocational education and training
ASEAN	Association of Southeast Asian Nations	UDHR	Universal Declaration of Human Rights
BFD	Buddhism for Development	UN	United Nations
CAC	Community Action Challenge	UNDP	United Nations Development Programme
CCC	Cooperation Committee for Cambodia	UNTAC	United Nations Transitional Authority in Cambodia
CEDAC	Cambodian Centre for Study and Development in Agriculture	UNV	United Nations Volunteers
CIYA	Cambodian Indigenous Youth Association	UNYAP	United Nations Youth Advisory Panel
CMRD	Cambodia Media and Research for Development Company	UNYTF	United Nations Youth Task Force
CS	Cambodian Scouts	VIO	Volunteer Involving Organizations
CSO	Civil society organization	VolCam	Network of international and local volunteer service agencies and volunteer involving organizations in Cambodia
CYN	Community-based youth network	VSO	Volunteer Services Overseas
DESA	United Nations Department of Economic and Social Affairs	WAC	Watthan Artisans Cambodia
DGTJET	Directorate General of Technical Vocational Education and Training of the Ministry of Labour and Vocational Training	WHO	World Health Organization
DGY	Directorate General of Youth of the Ministry of Education, Youth and Sport	YDI	Youth Development Index
DP	Development partner	YVO	Youth Volunteer Office
IDS	Institute of Development Studies		
ILO	International Labour Organization		
IP	Indigenous people		
ITC	Institute of Technology of Cambodia		
KYA	Khmer Youth Association		
MDH	My Dream Home		
MoEYS	Ministry of Education, Youth and Sport		
MoLVT	Ministry of Labour and Vocational Training		
MSC	Most Significant Change		
NAS	Nak Akphivath Sahakum NGO		
NCPV	National Committee for Promoting Volunteerism		
NEA	National Employment Agency		
NFV	National Forum on Volunteerism		
NIS	National Institute of Statistics, Ministry of Planning of Cambodia		
NPE	National Policy on Employment		
NSDP	National Strategic Development Plan		
NGO	Non-governmental organization		
NYAP	National Youth Action Plan		
NYDC	National Youth Development Council		
NYDP	National Youth Development Policy		
OECD	Organization for Economic Co-operation and Development		
RBA	Human rights-based approach to development		
RCY	Red Cross Youth		
RGC	The Royal Government of Cambodia		
SDG	Sustainable Development Goals		
SNA	United Nations System of National Accounts		
SWTS	School to Work Transition survey		



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# Changing the pace of development

UNV presents the research findings  
at the 6th National Forum on Volunteerism





Workshop at AIESEC Youth Speak Forum



# EXECUTIVE SUMMARY

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## Executive summary

This report summarises the results of research on volunteerism and youth employment, conducted by United Nations Volunteers in Cambodia. Building on a previous study conducted by UNV in partnership with Youth Star Cambodia in 2008, this research aims to explore ways to leverage volunteerism as an essential mechanism for skills development, which would prepare Cambodian youth for both employment and active citizenship in the context of ASEAN integration.

**The Kingdom of Cambodia is the most youthful country in South East Asia** with 52.2 percent of its total population below 25 years of age and 20.6 percent between 15 and 24. While roughly a fifth of Cambodia's population is estimated to live in poverty, reportedly 300,000 young people enter the labor market seeking job opportunities every year.

**Young people are a driving force for peace, democracy, equality, good governance, eradication of poverty and sustainable development,** and volunteerism is way to improve lives and build and strengthen communities. The importance of promoting youth volunteerism in development, as well as inclusive youth employment is underlined in the United Nations Development Assistance Framework (UNDAF) for 2016-2018.

**The Royal Government of Cambodia and other development partners prioritise the needs of the country's youth.** They recognise youth employment as an urgent issue, critical for social and economic stability and growth. Building human capital through skills development is also important in the context of the ASEAN economic integration as this will result in an increasingly competitive job market, where mobility and the ability to adapt to different environment will be crucial.

The government has identified skills development as the country's greatest challenge to trade expansion and emphasized skills as part of Cambodia's Rectangular Strategy for Growth, Employment, Equity and Efficiency. Several national policies were adopted, such as the National Policy on Youth De-

velopment (2011) and the National Employment Policy for 2015-2025. The ambitious objectives of these policies require effective mechanisms for intergovernmental cooperation and greater involvement of civil society and the private sector. Decent work should be promoted through enforcement of labour laws and collective agreements that will help protect young workers in the more disadvantaged sectors.

**Skills shortages make up for some of the most pressing challenges in Cambodia.** Despite steady improvements in access to education, attainment levels remain low and the demand for a qualified workforce continues to rise. Consequently, Cambodia faces a significant formal and soft skills mismatch, to the detriment of both young people and their potential employers. In other words, a human resources deficit has become more pressing despite the robust labour supply.

**Rural-to-urban and outward labour migration for low skilled jobs will subside with more young people living in rural areas becoming engaged in the social life and local development processes in their villages.** Hopefully, they will develop a strong vision for the future of their communities and undertake the responsibility for inclusive development.

**Volunteerism is intrinsic to Cambodian culture.** It is present in Buddhist structures and it is also now part of the policy arena in Cambodia as a result of several years of advocacy work undertaken by UNV in partnership with the Ministry of Education, Youth and Sports, VolCam – the network of international and national volunteer sending and volunteer involving organizations in Cambodia, and other stakeholders.

Traditionally, local volunteers in communities have fulfilled a range of day-to-day duties. For instance, they guarded community forests or served at the commune council. Today, local and international civil society organization (CSO) volunteers are more likely to support events or specific projects. They may raise awareness on environmental and

social issues through advocacy events and seminars, and many volunteers are mobilised in response to emergencies.

**On entering the labour market, young people often lack prior job experience**, and some of them may have skills and talents that are not locally in demand. Therefore, youth volunteers see volunteering as a route to gain relevant experience and obtain a paid job. The research showed that those who have been engaged in volunteer activities managed to get more job opportunities than those who have not.

Some volunteer programmes require the ability to communicate in English, and the language barrier for participation is critical especially for rural youth. However, despite the language barrier, lack of information and other constraints, many of those involved in volunteer programmes consider their work important, and they often spend their own money for transportation and lunch.

**More and more volunteers are beginning to improve their communities.** Local youth groups take part in commune council meetings to address issues which concern them and advocate for their causes. They foster a culture of sharing, establish youth clubs, clean the environment, plant trees in their settlements and promote ways to save energy and water.

Mostly volunteers are working and gaining experience in public and civil society institutions in education, health, environment, agriculture, gender, research, community development, and other spheres. They are involved in charity and awareness raising campaigns. Many of them assist in organizing events, running projects and administrative work. By helping others, they are exposed to experiences which paid work cannot provide. They gain professional, technical, and soft skills (creativity, leadership, critical thinking) that are crucial for employability.

**Skills development is more difficult for rural youth** as they experience a lack or even absence of information and training opportunities. Although volunteering and internships enable youth to further their knowledge and experience, there is more to be done to create an enabling, fair, and inclusive environment for building youth employa-

bility. Fundamentally, the education system should reflect the needs of youth, and occasional and ad hoc employability training should become more consistent and accessible.

In this research, we consider employability both as a capacity to get employment and to create jobs and employ others. Some respondents believe youth can create jobs if they possess soft skills like creativity and leadership, know their community well, and if they have the opportunity to start up a business. Several respondents believe young people can establish a business and create jobs only if they mobilise in a group, or if there is government support in terms of training and investment funds.

To engage in entrepreneurship and job creation, youth need support through education and training, and financial support. The enabling environment should include legal framework for start-ups and accessible information for Cambodian youth.

Strong motivation to achieve their vision for the future of their communities can expand individuals' volunteering opportunities and drive them in developing their professional and soft skills. Highlighting the importance of education, many respondents were of the opinion that the government and NGOs should take a more active role in promoting volunteerism through awareness raising and training and even integrating volunteerism and civic education into the school curriculum. Meanwhile, for youth-initiated projects, attracting the support of local authorities is important. In cases where local officials are not interested, respondents recommended inviting representatives from provincial departments to provide training or opening remarks. This strategy was also mentioned by a high-ranking RGC official, who said that in situations where commune authorities were reluctant to support local initiatives, encouragement from the sub-national level has proved to be effective.

Respondents reported that access to information and opportunities for participation are what Cambodian youth need today. Information sharing enables youth to envision greater opportunities and think outside the box. Awareness raising and access to information will help find ways to eliminate the outdated gender and age discrimination stereotypes and will ultimately allow youth to utilise their full potential.

**Volunteer involving civil society organizations (VIO) provide institutional arrangements for volunteering.** VIOs offer different models for volunteer deployment and use of volunteers in their activities. Many of them were established by volunteers. The survey of VIOs showed that while they tend towards narrower specialisations, their volunteers seem to progressively become more versatile. Volunteers are still involved in running projects and in administrative support, but they have expanded their role as social workers. Now they are clearly engaged in networking, civic participation and human rights issues. This also tallies with the findings of our fieldwork, showing substantial volunteer involvement in local decision making and developing civic participation. Compared to the findings in 2008, this research saw a higher overall share of female volunteers, and a majority of female volunteers in 16 out of 25 provinces.

**Case studies of VIOs show that a key prerequisite of developing volunteerism is building participants' awareness that their contributions are important.** Individuals and groups of volunteers are progressively undertaking responsibility for addressing communal needs. They have been getting a better insight into the development process, however, along with greater freedom to set the agenda, they still need more capacity to plan their activities and work with local authorities and other stakeholders.

VIOs use different ways to mobilise young people, change their attitudes and behaviours and empower them to achieve lasting change in their communities.

This research process concluded with a stakeholder workshop, bringing together sixty delegates from the government, private sector, VIOs and volunteers from different provinces. The participants defined and prioritised driving factors and constraints, and outlined ways towards increased youth employability in Cambodia. Stakeholders concluded that inclusive youth employment, as a way of delivering social and territorial cohesion in Cambodia and providing countrywide sustainable growth, should be based on efficient use of resources and further development of effective cooperation mechanisms among the state, educational institutions, civil society and private sector.

**Being relatively low cost, volunteer programmes have a potential for high and lasting impact in any sector of development.** The Rectangular Strategy of RGC, National Youth Development Policy and other policies and strategies, as well as the Cambodian Sustainable Development Goals have set strong objectives towards which volunteer programmes are actively contributing. Volunteer programmes in Cambodia have made a difference in reducing poverty, eradicating illiteracy, improving health, promoting gender equality, and protecting human rights and the environment. We have seen that volunteering can bring remarkable benefits, but these will only be delivered if volunteerism is integrated in development plans, taking into consideration its nature, complexities, and cultivation costs.

**The recommendations in this report highlight a need for increased efforts to cultivate volunteerism.** Greater investment in human and financial resources is required to create space and opportunities for volunteers, develop their skills, promote their voice, and recognise and value their work. These efforts will ultimately create an enabling environment that will motivate and equip volunteers to better contribute towards the social and economic future of their communities.

**Volunteerism should be included in the civic education curricula.** The research shows that an efficient way to cultivate volunteerism in Cambodia would be through schools. Moral and civic education was included in school curricula in 1994 as part of the National Rehabilitation and Development Programme and introduced in 1996. Since then, the curriculum has been enhanced, yet volunteerism for development at large remains outside of its scope. The curriculum should be enriched by including an active practice of volunteerism and community development. Countrywide, cultivation of volunteerism through civic education can be a means of promoting integration of volunteerism in the youth related national policies and national development strategies.

**Further integration of volunteerism into Cambodia's national development plans is needed.** Today volunteers are often involved in projects, but there is a need to integrate volunteering opportunities into national development planning to help reach long-term national development goals. This process is also important in the context of

ASEAN integration. To guide the “people-centred approach” stated in the ASEAN Charter, volunteerism was identified as one of the priorities under the ASEAN Socio-Cultural Community (ASCC) Blueprint, adopted at the 14th ASEAN Summit in 2009.

**It is important to ensure community participation, including vulnerable groups.** Engagement of local volunteers is vital in ensuring local ownership and sustainability of development programmes in rural areas. Local volunteerism should be supported to ensure community participation from the earliest stages of the project cycle.

**Volunteerism should be promoted and youth employability supported, especially in rural areas.** It is essential to recognise volunteering as a fundamental strategically important element of community development. Therefore, volunteerism needs to be encouraged especially in remote rural areas. In addition, while many information services and technical and vocational education and training (TVET) are accessible for people living in urban areas, limited capacity impedes outreach to rural areas where such services are in high demand. Occasional and ad hoc employability training needs to be more consistent and its development and implementation mechanisms at sub-national level institutions should ensure a steady provision of follow-up information. Monitoring should be conducted consistently to assess the effectiveness of the knowledge and skills obtained during the training.

**Social media provides wide outreach and unique communication tools that are proven to enhance the social benefits of volunteering.**

Effective and targeted use of online social media can help VIOs better inform and manage their volunteers. VIOs can cooperate in developing online platforms for providing volunteers with orientation and training and bring them together to share their knowledge experiences. Media can also help eradicate the outdated stereotypes that prevent participation of women and youth in development.

**Further studies of volunteering and youth employment in Cambodia could be conducted** to gain insight into sub-national differences and the specifics of volunteering in different provinces. A thorough impact and cost/benefit assessment of the contribution of volunteerism to the national economy and wider human development, evolving civil society and overall sustainable development of Cambodia. For instance, a national survey tackling the macro-level benefits of volunteerism would provide a substantial evidence for its recognition and promotion. To inform policy makers, human and financial resources should be allocated to further research volunteerism and youth development in Cambodia.

### **Volunteering, Volunteerism and Voluntary Activity:**

A wide range of activities, including traditional forms of mutual aid and self-help, formal service delivery and other forms of civic participation, undertaken of free will, for the general public good and where monetary reward is not the principal motivating factor.”

*UN Resolution 56/38. Recommendations on  
Support for Volunteering*

# សេចក្តីសង្ខេប

របាយការណ៍នេះសង្ខេបលទ្ធផលនៃកិច្ចការស្រាវជ្រាវអំពីការងារស្ម័គ្រចិត្ត និង មុខរបរនិងការងាររបស់យុវជន ដែលធ្វើឡើងដោយអង្គការអ្នកស្ម័គ្រចិត្តសហប្រជាជាតិប្រចាំប្រទេសកម្ពុជា (UNV) ។ ការងារស្រាវជ្រាវនេះធ្វើបន្តពីការងារស្រាវជ្រាវលើកមុនដែលធ្វើឡើងដោយអង្គការ UNV រួមសហការជាមួយអង្គការយុវតារាងកម្ពុជាក្នុងឆ្នាំ២០០៨ ។ ការងារស្រាវជ្រាវនេះធ្វើឡើងក្នុងគោលបំណងស្វែងរកមធ្យោបាយក្នុងការបំផុសការងារស្ម័គ្រចិត្តដែលជាយន្តការដ៏សំខាន់មួយក្នុងការអភិវឌ្ឍជំនាញ សម្រាប់ឲ្យយុវជនកម្ពុជាក្រៀមខ្លួនក្នុងការទទួលបានការងារ ព្រមទាំងក្លាយជាពលរដ្ឋសកម្មក្នុងបរិបទសមាហរណកម្មអាស៊ាន ។

ព្រះរាជាណាចក្រកម្ពុជាជាប្រទេសដែលមានយុវជនច្រើនជាងគេក្នុងតំបន់អាស៊ីអាគ្នេយ៍ ដោយ៥២,២ភាគរយនៃប្រជាជនសរុបមានអាយុក្រោម ២៥ឆ្នាំ ហើយ២០,៦ភាគរយមានអាយុចន្លោះពី១៥ទៅ២៤ឆ្នាំ ។ ប្រមាណមួយភាគប្រាំនៃប្រជាជនកម្ពុជាសំនៅក្នុងភាពក្រីក្រ ហើយជារៀងរាល់ឆ្នាំមានយុវជនចំនួន៣០០.០០០នាក់ប្រឡូកចូលទីផ្សារការងារដើម្បីស្វែងរកឱកាសការងារ ។

យុវជនគឺជាកម្លាំងចលករដ៏រុញ ឲ្យមានសន្តិភាព ប្រជាធិបតេយ្យភាព សមភាព អភិបាលកិច្ចល្អ ការលុបបំបាត់ភាពក្រីក្រ និងការអភិវឌ្ឍប្រកបដោយចីរភាព ។ ហើយការងារស្ម័គ្រចិត្តគឺជាមធ្យោបាយ ក្នុងការធ្វើឲ្យជីវិតកាន់តែប្រសើរឡើង ព្រមទាំងកសាងនិងពង្រឹងសហគមន៍ផងដែរ ។ សារៈសំខាន់នៃការលើកកម្ពស់ការងារស្ម័គ្រចិត្តរបស់យុវជន និងការចូលរួមក្នុងការអភិវឌ្ឍ រួមទាំងមុខរបរនិងការងាររបស់យុវជនប្រកបដោយបរិយាប័ន្នត្រូវបានសង្កត់ធ្ងន់នៅក្នុងក្របខ័ណ្ឌជំនួយការអភិវឌ្ឍសហប្រជាជាតិ (UNDAF) សម្រាប់ឆ្នាំ២០១៦-២០១៨ ។

រាជរដ្ឋាភិបាលកម្ពុជា និងដៃគូអភិវឌ្ឍន៍ផ្តល់អាទិភាពដល់តម្រូវការរបស់យុវជននៅក្នុងប្រទេស ។ ពួកគេទទួលស្គាល់ថា មុខរបរ និងការងាររបស់យុវជនគឺជាបញ្ហាចាំបាច់ មានសារៈសំខាន់សម្រាប់ស្ថិរភាពនិងការលូតលាស់របស់សង្គមនិងសេដ្ឋកិច្ច ។ ការកសាងធនធានមនុស្សតាមរយៈការអភិវឌ្ឍជំនាញក៏មានសារៈសំខាន់ដែរនៅក្នុងបរិបទសមាហរណកម្មសេដ្ឋកិច្ចអាស៊ាន ដែលនឹងនាំឲ្យមានការកើនឡើងនូវការប្រកួតប្រជែងទីផ្សារការងារពេលដែលបំណាច់ទីនិងសមត្ថភាពក្នុងការសម្របខ្លួនទៅនឹងបរិយាកាសផ្សេងៗគ្នាមានភាពសំខាន់ខ្លាំង ។

រដ្ឋាភិបាលបានកំណត់ថាការអភិវឌ្ឍជំនាញជាបញ្ហាប្រឈមចម្បងរបស់ប្រទេសលើការពង្រីកវិស័យពាណិជ្ជកម្ម ហើយបានសង្កត់ធ្ងន់ថាជំនាញគឺជាផ្នែកមួយនៃយុទ្ធសាស្ត្រចតុកោណរបស់ប្រទេសកម្ពុជាសម្រាប់កំណើន មុខរបរនិងការងារ សមភាពនិងប្រសិទ្ធភាព ។ គោលនយោបាយជាតិជាច្រើនត្រូវបានអនុម័ត មានដូចជាគោលនយោបាយជាតិដើម្បីការអភិវឌ្ឍយុវជន (២០១១) និងគោលនយោបាយជាតិមុខរបរ និងការងារសម្រាប់ឆ្នាំ២០១៥-២០២៥ ។ គោលបំណងដ៏មានមហិច្ឆតាទាំងនេះតម្រូវឲ្យមានយន្តការដែលមានប្រសិទ្ធភាពក្នុងកិច្ចសហប្រតិបត្តិការអន្តរក្រសួង និងការចូលរួមកាន់តែច្រើនពីសំណាក់សង្គមស៊ីវិលរួមទាំងវិស័យឯកជនផងដែរ ។ ការងារសមរម្យគួរតែត្រូវបានលើកកម្ពស់តាមរយៈការពង្រឹងច្បាប់ការងារ និងអនុសញ្ញារួម ដែលនឹងជួយការពារយុវកម្មករនៅក្នុងវិស័យដែលងាយរងគ្រោះផ្សេងៗ ។

ការខ្វះខាតជំនាញក្លាយជាបញ្ហាប្រឈមមួយក្នុងចំណោមបញ្ហាប្រឈមចម្បងៗក្នុងប្រទេសកម្ពុជា ។ ទោះបីជាការទទួលបានការសិក្សាមានការកើនឡើងច្រើនក៏ដោយ ក៏កម្រិតនៃការទទួលយកចំណេះដឹងនៅតែទាបដែរ រីឯតម្រូវការកម្លាំងពលកម្មដែលមានសមត្ថភាពនៅតែបន្តកើនឡើង ។ ជាលទ្ធផល ប្រទេសកម្ពុជាប្រឈមមុខនឹងភាពមិនស៊ីគ្នារវាងជំនាញជាផ្លូវការនិងជំនាញទន់ ដែលនេះបង្កជាគ្រោះថ្នាក់ដល់យុវជន និងនិយោជកដែលមានសក្តានុពលរបស់ពួកគេ ។ ក្នុងន័យផ្សេងទៀត យើងអាចនិយាយបានថាឱនភាពធនធានមនុស្សបានក្លាយទៅជាបញ្ហាប្រឈមមួយបន្ថែមទៀតទោះបីជាមានការផ្គត់ផ្គង់កម្លាំងពលកម្មយ៉ាងខ្លាំងក្លាក៏ដោយ ។

ចំណាកស្រុកកម្លាំងពលកម្មពីជនបទមកទីក្រុងនិងទៅក្រៅប្រទេស ដើម្បី ធ្វើការងារមានជំនាញទាប នឹងថយចុះនៅពេលដែលយុវជនដែលរស់នៅទីជនបទចូលរួមក្នុងកិច្ចការសង្គម និងដំណើរការអភិវឌ្ឍន៍ក្នុងភូមិស្រុក របស់គេ ។ ពួកគេនឹងរៀបចំចក្ខុវិស័យសម្រាប់អនាគតរបស់សហគមន៍គេ និងទទួលខុសត្រូវក្នុងការអភិវឌ្ឍប្រកបដោយបរិយាប័ន្ន ។

ការងារស្ម័គ្រចិត្តបានជ្រួតជ្រាបចូលក្នុងវប្បធម៌របស់ប្រជាជនកម្ពុជា ។ ការងារស្ម័គ្រចិត្តមានវត្តមាននៅក្នុងរចនាសម្ព័ន្ធព្រះពុទ្ធសាសនាហើយឥឡូវនេះក៏បានក្លាយជាគោលនយោបាយក្នុងប្រទេសកម្ពុជាផងដែរ បន្ទាប់ពីមានការតស៊ូមតិអស់ជាច្រើនឆ្នាំពីសំណាក់អង្គការ UNV ដោយមានដៃគូសហការដូចជា ក្រសួងអប់រំ យុវជន និងកីឡា បណ្តាញអង្គការអ្នកស្ម័គ្រចិត្តជាតិ និងអន្តរជាតិនៅកម្ពុជា (VolCam) ព្រមទាំងស្ថាប័នពាក់ព័ន្ធនានា ។

ជាប្រពៃណី នៅក្នុងសហគមន៍នីមួយៗមានអ្នកស្ម័គ្រចិត្តថ្នាក់មូលដ្ឋានបំពេញភារកិច្ចប្រចាំថ្ងៃ ។ ឧទាហរណ៍ជាក់ស្តែង ពួកគេរួមគ្នាយាមល្បាតព្រៃសហគមន៍ ឬក៏ធ្វើការក្នុងក្រុមប្រឹក្សាយុវជនជាតិក្រុមការពារសន្តិសុខភូមិជាដើម ។ សព្វថ្ងៃនេះ អ្នកស្ម័គ្រចិត្តជាតិ និងអន្តរជាតិរបស់អង្គការសង្គម

ស៊ីវិលនានាច្រើនតែធ្វើការងារស្ម័គ្រចិត្តក្នុងព្រឹត្តិការណ៍ កម្មវិធី ឬក៏ក្នុងគម្រោងណាមួយ។ ពួកគេលើកកម្ពស់ការយល់ដឹងអំពីបញ្ហាបរិស្ថាន និងសង្គមតាមរយៈកម្មវិធីនិងសិក្ខាសាលាស្វ័យគំនិតនានា រីឯអ្នកផ្សេងទៀតត្រូវបានកៀរគរដើម្បីឆ្លើយតបទៅនឹងគ្រោះអាសន្នផ្សេងៗ។

នៅពេលដែល ចាប់ផ្តើមចូលប្រឡូកក្នុងទីផ្សារការងារ យុវជនច្រើនតែខ្វះបទពិសោធន៍ ហើយអ្នកខ្លះមានជំនាញ និងទេពកោសល្យដែលមិនត្រូវនឹងតម្រូវការ។ ដូច្នេះ យុវជនស្ម័គ្រចិត្តចាត់ទុកការងារស្ម័គ្រចិត្តជាជំហានមួយឆ្ពោះទៅរកការងារមានប្រាក់កម្រៃ។ ជាក់ស្តែង អ្នកដែលបានចូលរួមក្នុងការងារស្ម័គ្រចិត្តអាចទទួលបានឱកាសការងារច្រើនជាងអ្នកដែលមិនធ្លាប់ចូលរួមការងារស្ម័គ្រចិត្ត។

កម្មវិធីស្ម័គ្រចិត្តខ្លះទាមទារសមត្ថភាពក្នុងការទំនាក់ទំនងជាភាសាអង់គ្លេស ហើយរងនាំភាសាបរទេសគឺជាបញ្ហាប្រឈមសំខាន់ជាពិសេសសម្រាប់យុវជនតាមទីជនបទ។ ទោះជាមាននាំនាំផ្នែកភាសាបរទេស ការខ្វះព័ត៌មាន និងឧបសគ្គផ្សេងៗទៀត អ្នកស្ម័គ្រចិត្តជាច្រើនក៏នៅតែគិតថាការងារពួកគេមានសារៈសំខាន់ ហើយគេសុខចិត្តចំណាយថវិកាផ្ទាល់ខ្លួនសម្រាប់ថ្លៃធ្វើដំណើរនិងអាហារ។

អ្នកស្ម័គ្រចិត្តកាន់តែច្រើនឡើងៗកំពុងតែចាប់ផ្តើមធ្វើឲ្យសហគមន៍របស់ពួកគេកាន់តែប្រសើរឡើង។ ក្រុមយុវជនថ្នាក់មូលដ្ឋានចូលរួមក្នុងកិច្ចប្រជុំក្រុមប្រឹក្សាយុវជនលើកឡើងពីកង្វះ ហើយតស៊ូមតិដើម្បីបុព្វហេតុរបស់ខ្លួន។ ពួកគេជំរុញឲ្យមានការកើនឡើងនូវវប្បធម៌ចែករំលែកពួកគេបង្កើតក្លឹបយុវជនពួកគេសម្រាប់បរិស្ថាន និងដាំដើមឈើនៅជុំវិញផ្ទះព្រមទាំងលើកកម្ពស់ការសន្សំសំចៃការប្រើប្រាស់ថាមពលទឹកភ្លើងផងដែរ។

អ្នកស្ម័គ្រចិត្តកាន់តែច្រើនកំពុងតែធ្វើការ និងទទួលបានបទពិសោធន៍ពី ស្ថាប័នសាធារណៈនិងសង្គមស៊ីវិល ក្នុងផ្នែកអប់រំ សុខភាព បរិស្ថាន កសិកម្ម យេនឌ័រ ស្រាវជ្រាវ អភិវឌ្ឍន៍សហគមន៍ ព្រមទាំងផ្នែកផ្សេងៗទៀត។ ពួកគេចូលរួមក្នុងកម្មវិធីសប្បុរសធម៌ និងយុទ្ធនាការលើកកម្ពស់ ការយល់ដឹងនានា។ អ្នកស្ម័គ្រចិត្តជាច្រើនចូលរួមជួយរៀបចំកម្មវិធី ប្រតិបត្តិការគម្រោង និងការងាររដ្ឋបាល។ នៅពេលដែលកំពុងជួយអ្នកដទៃ ពួកគេទទួលបាននូវបទពិសោធន៍ដែលសម្បូរតែការងារមានប្រាក់កម្រៃមិនអាចផ្តល់ឲ្យបាន។ មិនត្រឹមតែប៉ុណ្ណោះ ពួកគេទទួលបានជំនាញវិជ្ជាជីវៈនិងបច្ចេកទេសយ៉ាងចំណាន ព្រមទាំងជំនាញទន់ (គំនិតច្នៃប្រឌិត ភាពជាអ្នកដឹកនាំ ការគ្រិះរិះពិចារណា) ដែលមានសារៈសំខាន់ បំផុតក្នុងការទទួលបានការងារជាក់លាក់។

ការកសាងជំនាញមានភាពលំបាកបន្តិចសម្រាប់យុវជននៅទីជនបទ ដោយសារតែពួកគេជួបប្រទះការខ្វះខាត ឬមិនទទួលបានសោះនូវព័ត៌មាននិងឱកាសចូលរួមក្នុងការបណ្តុះបណ្តាលណាមួយឡើយ។ ការងារស្ម័គ្រចិត្ត និងកិច្ចហាត់ការធ្វើឲ្យយុវជនបង្កើននូវចំណេះដឹងនិងបទពិសោធន៍របស់ខ្លួន។ យ៉ាងណាមិញ នៅតែមានការងារជាច្រើនដែលត្រូវធ្វើដើម្បីបង្កើតឲ្យមាននូវបរិយាកាសដែលមានភាពយុត្តិធម៌និងបរិយាប័ន្ន ដើម្បីកសាងលទ្ធភាពទទួលបានការងាររបស់យុវជន។ ជាមូលដ្ឋានគ្រឹះប្រព័ន្ធអប់រំគួរតែសង្ហាញឲ្យឃើញពីតម្រូវការរបស់យុវជន។ វគ្គបណ្តុះបណ្តាលអំពីលទ្ធភាពទទួលបានការងារដែលធ្វើឡើង ម្តងម្កាលឬក៏ធ្វើឡើងតាមកាលៈទេសៈណាមួយ គួរធ្វើឡើងឱ្យស្របគ្នា ហើយនិងបង្កើនការចូលរួមឱ្យកាន់តែច្រើន។

យើងយល់ឃើញថាលទ្ធភាពទទួលបានការងារជាសមត្ថភាពទាំងការទទួលបានការងារនិងការបង្កើតឱកាសការងារសម្រាប់អ្នកដទៃ។ អ្នកដែលផ្តល់បទសម្ភាសន៍មួយចំនួនយល់ឃើញថា យុវជនអាចបង្កើតការងារដោយខ្លួនឯងបើសិនជាពួកគេមានជំនាញទន់ដូចជា ការច្នៃប្រឌិតនិងភាពជាអ្នកដឹកនាំ ស្គាល់សហគមន៍របស់គេច្បាស់ ហើយបើសិនជាគេមានឱកាសធ្វើការងារទាំងអស់នេះថែមទៀត។ អ្នកដែលផ្តល់បទសម្ភាសន៍មួយចំនួនទៀតផ្តល់មតិថា យុវជនអាចចាប់ផ្តើមបរិយាកាស ហើយនិងបង្កើតការងារលុះត្រាតែគេប្រមូលគ្នាជាក្រុមមួយ ឬក៏ទាល់តែរដ្ឋាភិបាលជួយគាំទ្រជាការបណ្តុះបណ្តាលនិងវិនិយោគជាមូលនិធិ។

យុវជនត្រូវការការគាំទ្រផ្នែកអប់រំនិងបណ្តុះបណ្តាល ព្រមទាំងការវិនិយោគនិងផ្តល់សិទ្ធិអំណាច ដើម្បីចូលរួមក្នុងសហគ្រិនភាព និងក្នុងការបង្កើតការងារ។ បរិយាកាសបែបនេះទាមទារឲ្យដាក់បញ្ចូលក្នុងក្របខ័ណ្ឌច្បាប់សម្រាប់អាជីវកម្មបង្កើតថ្មី ព្រមទាំងការទទួលបាននូវព័ត៌មានសម្រាប់យុវជនកម្ពុជា។

ការជំរុញទឹកចិត្តយ៉ាងមុតមាំក្នុងការសម្រេចបាននូវចក្ខុវិស័យរបស់ពួកគេអាចពង្រីកឱកាសការងារស្ម័គ្រចិត្តរបស់បុគ្គលនីមួយៗ ហើយថែមទាំងនាំឲ្យគេអភិវឌ្ឍន៍ជំនាញវិជ្ជាជីវៈ និងជំនាញទន់ផងដែរ។ ដោយ បង្ហាញឲ្យឃើញនូវតួនាទីរបស់ការអប់រំ អ្នកដែលផ្តល់បទសម្ភាសន៍ជាច្រើនមានមតិថា រដ្ឋាភិបាលនិងអង្គការក្រៅរដ្ឋាភិបាល (NGOs) គួរតែចូលរួមយ៉ាងសកម្មក្នុងការលើកកម្ពស់ការងារស្ម័គ្រចិត្តដោយបង្កើនការយល់ដឹង ហើយគួរតែបញ្ចូលការងារស្ម័គ្រចិត្តនិង ការអប់រំពេលរដ្ឋទៅក្នុងកម្មវិធីសិក្សាសាលា។ ទន្ទឹមនឹងនេះដែរ សម្រាប់គម្រោងដែលបង្កើតដោយយុវជន ការយកចិត្តទុកដាក់ពីអាជ្ញាធរមូលដ្ឋានគឺជាជំហានដំបូង។ ហើយក្នុងករណីដែលមន្ត្រីមូលដ្ឋានមិនចាប់អារម្មណ៍ អ្នកដែលផ្តល់បទសម្ភាសន៍ផ្តល់យោបល់ថាគួរ តែអញ្ជើញតំណាងពីមន្ទីរខេត្តមកផ្តល់វគ្គបណ្តុះបណ្តាលឬមកបើកកម្មវិធី។ យុទ្ធសាស្ត្រនេះក៏ត្រូវបានលើកឡើងដោយមន្ត្រីជាន់ខ្ពស់របស់រាជរដ្ឋាភិបាលកម្ពុជាផងដែរ។ លោកមានប្រសាសន៍ថា ការជំរុញលើកទឹកចិត្តពីសំណាក់មន្ត្រីប្រតិភូតំណាងថ្នាក់ក្រោមជាតិតិចតួចមានប្រសិទ្ធភាពនៅក្នុងករណីដែលអាជ្ញាធរថ្នាក់ឃុំស្ទាក់ស្ទើរក្នុងការគាំទ្រនូវកិច្ចផ្តួចផ្តើមរបស់ប្រជាជនមូលដ្ឋាន។

អ្នកដែលផ្តល់បទសម្ភាសន៍និយាយថា ការទទួលបានព័ត៌មាននិង ឱកាសក្នុងការចូលរួមគឺជាអ្វីដែលយុវជនកម្ពុជាត្រូវការក្នុងពេលបច្ចុប្បន្ននេះ ។ ការចែករំលែកព័ត៌មានធ្វើឲ្យយុវជនមើលឃើញនូវឱកាសជាច្រើន ហើយថែមទាំងអាចគិតពីគ្រូមួយផ្សេងទៀត ។ ការលើកកម្ពស់ការយល់ដឹង និងការទទួលបានព័ត៌មាននឹងជួយជាមធ្យោបាយក្នុងការលុបបំបាត់ផ្នត់គំនិតដែលហួសសម័យអំពីយេនឌ័រនិងភាពជាមនុស្សពេញវ័យនិយម ហើយវានឹងអនុញ្ញាតឲ្យយុវជនប្រើប្រាស់សក្តានុពលរបស់ខ្លួនយ៉ាងពេញលេញ ។

អង្គការពាក់ព័ន្ធនឹងអ្នកស្ម័គ្រចិត្តនេះផ្តល់នូវបែបផែនផ្សេងៗក្នុងការទទួលយកអ្នកស្ម័គ្រចិត្តមកធ្វើការ និងឲ្យពួកគេចូលរួមក្នុងសកម្មភាពនានា ។ ភាគច្រើនអង្គការទាំងអស់នេះបង្កើតឡើងដោយអ្នកស្ម័គ្រចិត្ត ។ កម្រងសំនួរអំពីអង្គការពាក់ព័ន្ធនឹងអ្នកស្ម័គ្រចិត្ត (VIOs) បង្ហាញឲ្យឃើញថា ក្នុងខណៈដែលអង្គការនីមួយៗមានទំនោរឆ្ពោះទៅរកជំនាញជាក់លាក់ អ្នកស្ម័គ្រចិត្តរបស់គេហាក់បីដូចជាមានជំនាញកាន់តែ ច្រើន ឡើងៗ ។ ទោះជាអ្នកស្ម័គ្រចិត្តនៅតែបន្តជួយការងារប្រតិបត្តិការគម្រោងនិងការងាររដ្ឋបាលក៏ពួកគេអាចបន្ថែមនូវតួនាទីជាអ្នកធ្វើការងារ សង្គមបានទៀត ដែរ ។ បច្ចុប្បន្ន ពួកគេចូលរួមយ៉ាងពេញទំហឹងក្នុងការកសាងបណ្តាញ ការចូលរួមរបស់ពលរដ្ឋ និងបញ្ហាសិទ្ធិមនុស្ស ។ មតិនេះក៏ស្របតាមលទ្ធផល នៃកិច្ចស្រាវជ្រាវរបស់ពួកយើង ដែលបង្ហាញថាមានការចូលរួមយ៉ាងច្រើនពីសំណាក់អ្នកស្ម័គ្រចិត្តក្នុងការសម្រេចចិត្តថ្នាក់មូលដ្ឋាន និងការអភិវឌ្ឍ នៃការចូលរួមរបស់ពលរដ្ឋ ។ បើប្រៀបធៀបនឹងការស្រាវជ្រាវកាលពីឆ្នាំ២០០៨ លើកនេះយើងឃើញថាចំនួនសរុប អ្នកស្ម័គ្រចិត្តជាស្ត្រីច្រើនជាង មុនមាននៅខេត្តចំនួន១៦ធៀបនឹង២៥ខេត្តក្រុងក្នុងផ្ទៃប្រទេស ។

ក្នុងករណីសិក្សារបស់អង្គការពាក់ព័ន្ធនឹងអ្នកស្ម័គ្រចិត្តបង្ហាញឲ្យឃើញថា កិច្ចការចម្បងក្នុងការអភិវឌ្ឍការងារស្ម័គ្រចិត្តគឺកសាងលើកកម្ពស់ការ យល់ដឹងរបស់អ្នកចូលរួម ឲ្យគេដឹងថាការរួមចំណែករបស់ពួកគេពិតជាមានសារៈសំខាន់ ។ បុគ្គលនិងក្រុមអ្នកស្ម័គ្រចិត្តកំពុងតែទទួលយកនូវ ទំនួលខុសត្រូវក្នុងការដោះស្រាយតម្រូវការឃុំ ។ ពួកគេកំពុងទទួលបាននូវការយល់ដឹងទូលំទូលាយជាងមុន ប៉ុន្តែទោះជាមានសិទ្ធិសេរីភាព ក្នុង ការរៀបចំរបៀបវារៈក៏ដោយ ក៏ពួកគេនៅតែត្រូវការបង្កើនសមត្ថភាពក្នុងការរៀបចំផែនការសកម្មភាព រួមទាំងការធ្វើការជាមួយអាជ្ញាធរថ្នាក់ មូលដ្ឋាន និងអ្នកពាក់ព័ន្ធដទៃទៀតដែរ ។

អង្គការពាក់ព័ន្ធនឹងអ្នកស្ម័គ្រចិត្តប្រើប្រាស់វិធីសាស្ត្រផ្សេងៗក្នុងការប្រមូលផ្តុំយុវជនមករួមគ្នាផ្លាស់ប្តូរឥរិយាបថនិងអាកប្បកិរិយា ហើយថែមទាំង ផ្តល់សិទ្ធិអំណាចដល់យុវជនក្នុងការសម្រេចបាននូវការផ្លាស់ប្តូរយុវអង្គក្នុងសហគមន៍របស់គេ ។ ជាចុងក្រោយយើងអាចសង្ខេបបានថា ការងារស្ម័គ្រចិត្តមានសារៈសំខាន់ណាស់ក្នុងការកសាងទំនុកចិត្តនៅក្នុងសហគមន៍ ព្រមទាំងបានបង្កើនដំណើរការនៃការអភិវឌ្ឍ ប្រកបដោយ បរិយាប័ន្ននៅប្រទេសកម្ពុជា ។

កិច្ចការស្រាវជ្រាវនេះត្រូវបានបញ្ចប់ដោយមានការរៀបចំនូវសិក្ខាសាលាជាមួយអ្នកពាក់ព័ន្ធដោយមានការចូលរួមពីគណៈប្រតិភូចំនួន៦០នាក់ ពីរាជរដ្ឋាភិបាល វិស័យឯកជន អង្គការពាក់ព័ន្ធនឹងអ្នកស្ម័គ្រចិត្ត និងអ្នកស្ម័គ្រចិត្តផ្ទាល់មកពីបណ្តាខេត្តនានា ។ ពួកគេបានកំណត់ និងចាត់ អាទិភាពនូវកត្តាជុំវិញ ២សក្តានុពល និងបានគូសវាស់វិធីសាស្ត្រឆ្ពោះទៅរកការបង្កើនលទ្ធភាពទទួលបានការងាររបស់យុវជននៅក្នុងប្រទេសកម្ពុជា ។ អ្នកចូលរួមក្នុងសិក្ខាសាលានេះបានសង្ខេបជាចុងក្រោយថា មុខរបរនិងការងាររបស់យុវជនប្រកបដោយបរិយាប័ន្ន ដែលជាមធ្យោបាយមួយ ក្នុង ការផ្តល់នូវការផ្សារភ្ជាប់រវាងសង្គមនិងទឹកដីនៅក្នុងប្រទេសកម្ពុជានិងការផ្តល់នូវកំណើនជានិរន្តរភាពទូទាំងផ្ទៃប្រទេស គួរតែអាស្រ័យទៅលើការ ប្រើប្រាស់ធនធានឲ្យមានប្រសិទ្ធភាពនិងអភិវឌ្ឍន៍បន្ថែមទៀតនៃកិច្ចសហប្រតិបត្តិការរវាងយន្តការដែលមានប្រសិទ្ធភាពរបស់ស្ថាប័នរដ្ឋ ស្ថាប័ន អប់រំ សង្គមស៊ីវិល និងវិស័យឯកជន ។

ដោយសារតែមិនត្រូវការចំណាយថវិកាច្រើន ការងារស្ម័គ្រចិត្តមានឥទ្ធិពលខ្លាំងនិងយូរអង្វែងក្នុងវិស័យអភិវឌ្ឍន៍នានា ។ យុទ្ធសាស្ត្រចតុកោណ របស់រាជរដ្ឋាភិបាលកម្ពុជា គោលនយោបាយជាតិសម្រាប់ការអភិវឌ្ឍយុវជន និងគោលនយោបាយយុទ្ធសាស្ត្រផ្សេងទៀត ព្រមទាំងគោលដៅ អភិវឌ្ឍន៍ប្រកបដោយចីរភាពរបស់ប្រទេសកម្ពុជាបានកំណត់គោលបំណងជាក់លាក់ថាតើកម្មវិធីស្ម័គ្រចិត្តមួយណាដែលចូលរួមចំណែកយ៉ាង សកម្ម ។ កម្មវិធីស្ម័គ្រចិត្តក្នុងប្រទេសកម្ពុជាបានធ្វើឲ្យមានការផ្លាស់ប្តូរលើការកាត់បន្ថយភាពក្រីក្រ លុបបំបាត់អនត្តរកម្ម ធ្វើឲ្យវិស័យសុខាភិបាល ប្រសើរឡើងលើកកម្ពស់សមភាពយេនឌ័រ ការពារសិទ្ធិមនុស្ស និងផ្នែកបរិស្ថាន ។ កម្មវិធីស្ម័គ្រចិត្តក្នុងប្រទេសកម្ពុជាបានធ្វើឲ្យមាន ការផ្លាស់ប្តូរ លើការកាត់បន្ថយភាពក្រីក្រ លុបបំបាត់អនត្តរកម្ម ធ្វើ ឲ្យវិស័យសុខាភិបាលប្រសើរឡើង លើកកម្ពស់សមភាពយេនឌ័រ ការពារសិទ្ធិមនុស្ស និង ផ្នែកបរិស្ថាន ។ យើងបានឃើញថាការងារស្ម័គ្រចិត្តអាច ពាំនាំនូវអត្ថប្រយោជន៍គួរឲ្យកត់សំគាល់ ដរាបណាមានការប្តេជ្ញា ក្នុងលក្ខខណ្ឌជាគោល នយោបាយដែលរួមបញ្ចូលការងារស្ម័គ្រចិត្តទៅក្នុងផែនការអភិវឌ្ឍន៍ ដោយមានការពិចារណាទៅលើបែបផែនរបស់វា ភាពស្មុគស្មាញ និងតម្លៃ ដើម្បីកសាងការងារនេះ ។

អនុសាសន៍នៅក្នុងរបាយការណ៍នេះសង្កត់ធ្ងន់ទៅលើតម្រូវការដើម្បីបង្កើនសមត្ថភាពក្នុងការកសាងបណ្តុះបណ្តាលអ្នកស្ម័គ្រចិត្ត ។ ការវិនិយោគ លើធនធានមនុស្សនិងធនធានហិរញ្ញវត្ថុត្រូវការជាចាំបាច់ក្នុងការបង្កើតទីតាំងនិងឱកាសសម្រាប់អ្នកស្ម័គ្រចិត្តដើម្បីអភិវឌ្ឍន៍ជំនាញ លើកកម្ពស់ ការបញ្ចេញមតិ ទទួលស្គាល់និងឲ្យតម្លៃការងារ របស់គេ ។ កិច្ចខិតខំប្រឹងប្រែងនេះនឹងបង្កើតនូវបរិយាកាសដែលអាច ជម្រុញទឹកចិត្តយុវជនក្នុង ការទទួលយកនូវទំនួលខុសត្រូវនៃអនាគតសង្គម និងសេដ្ឋកិច្ចសហគមន៍របស់គេ ។ ការងារស្ម័គ្រចិត្តគួរតែដាក់បញ្ចូលទៅក្នុងកម្មវិធីសិក្សាអប់រំពលរដ្ឋ ។ ការសិក្សាស្រាវជ្រាវនេះបង្ហាញឲ្យឃើញថាមធ្យោបាយដែលមានប្រសិទ្ធភាព បំផុតក្នុងការកសាងបណ្តុះបណ្តាលការងារស្ម័គ្រចិត្តក្នុងប្រទេសកម្ពុជាគឺមានតែតាមរយៈស្ថាប័នអប់រំប៉ុណ្ណោះ ។ ការអប់រំពលរដ្ឋនិងសីលធម៌

បានដាក់បញ្ចូលក្នុងកម្មវិធីសិក្សាសាលាកាលពីឆ្នាំ១៩៩៤ ដែលជាផ្នែកមួយនៃកម្មវិធីអភិវឌ្ឍន៍ស្ថានភាពសហគមន៍ ហើយត្រូវបានណែនាំក្នុងឆ្នាំ ១៩៩៦។ តាំងពីពេលនោះមក កម្មវិធីត្រូវបានពង្រឹង ប៉ុន្តែការងារស្ម័គ្រចិត្តសម្រាប់ការអភិវឌ្ឍក្នុងលក្ខណៈទូលំទូលាយនៅតែនៅឆ្ងាយពីចង្អោម នេះ។ កម្មវិធីសិក្សាសាលាត្រូវតែបង្កើនដោយបញ្ចូលនូវការអនុវត្តយ៉ាងសកម្មចំពោះការងារស្ម័គ្រចិត្តនិងការអភិវឌ្ឍសហគមន៍។ ការកសាងបណ្តុះបណ្តាលអ្នកស្ម័គ្រចិត្តក្នុងការអប់រំពេលវេលាសេរីអាចជាការបោះជំហានក្នុងការដាក់បញ្ចូលការងារស្ម័គ្រចិត្តទៅក្នុងគោលនយោបាយនានា ដែលទាក់ទងទៅនឹងយុវជន និងយុទ្ធសាស្ត្រក្នុងការអភិវឌ្ឍ។


ការរួមបញ្ចូលការងារស្ម័គ្រចិត្តបន្ថែមទៅក្នុងផែនការអភិវឌ្ឍន៍ជាតិត្រូវតែមានជាចាំបាច់។ បច្ចុប្បន្ននេះអ្នកស្ម័គ្រចិត្តច្រើនតែចូលរួមក្នុងការងារ គម្រោងដោយផ្ទាល់ ប៉ុន្តែក៏ត្រូវបានរួមបញ្ចូលឱកាសការងារស្ម័គ្រចិត្តទៅក្នុងការធ្វើផែនការអភិវឌ្ឍន៍ជាតិដើម្បីជួយ សម្រេចបាននូវគោលដៅអភិវឌ្ឍន៍ជាតិរយៈពេលវែងផងដែរ។ ដំណើរការនេះក៏មានសារៈសំខាន់ផងដែរក្នុងបរិបទសមាហរណកម្មអាស៊ាន។ ដូចនេះ ដើម្បីនាំផ្លូវ “វិធីសាស្ត្រផ្ដោតលើប្រជាជន” ដែលបង្ហាញនៅក្នុងធម្មនុញ្ញអាស៊ាន ការងារស្ម័គ្រចិត្តត្រូវបានកំណត់ជាអាទិភាពមួយនៅក្រោម ASEAN Socio-Cultural Community (ASCC) Blueprint ដែលអនុម័តក្នុងកិច្ចប្រជុំ ASEAN Summit ទី១៤ កាលពីឆ្នាំ២០០៩។

ការធានាឱ្យបាននូវការចូលរួមរបស់សហគមន៍និងក្រុមងាយរងគ្រោះពិតជាមានសារៈសំខាន់ណាស់។ ការចូលរួមរបស់អ្នកស្ម័គ្រចិត្ត ពិតជាសំខាន់ក្នុងការធានាឱ្យបាននូវភាពជាម្ចាស់នៅថ្នាក់មូលដ្ឋាន និងនិរន្តរភាពនៃកម្មវិធីអភិវឌ្ឍន៍ក្នុងទីជនបទ។ ការងារស្ម័គ្រចិត្តក្នុងស្រុកគួរតែត្រូវបានផ្តល់ការគាំទ្រដើម្បីធានាឱ្យបាននូវការចូលរួមរបស់អ្នកទទួលបានផលតាំងពីដើមទំរប់គម្រោងមកម្ល៉េះ។

ការងារស្ម័គ្រចិត្តត្រូវតែត្រូវបានផ្តល់សិទ្ធិអំណាច ហើយលទ្ធភាពទទួលបានការងារគួរតែទទួលបានការគាំទ្រ ជាពិសេសនៅតាមទីជនបទ។ វាពិតជាមានសារៈសំខាន់ណាស់ក្នុងការទទួលស្គាល់ថាការងារស្ម័គ្រចិត្តជាផ្នែកមួយនៃមូលដ្ឋានគ្រឹះ ហើយជាធាតុសំខាន់ក្នុងយុទ្ធសាស្ត្រនៃការអភិវឌ្ឍសហគមន៍។ ដូច្នេះ ការងារស្ម័គ្រចិត្តចាំបាច់ត្រូវតែលើកទឹកចិត្តនិងផ្តល់សិទ្ធិអំណាច ជាពិសេសនៅតាមទីជនបទ។ លើសពីនេះទៅទៀតក្នុងពេលដែលប្រជាជនរស់នៅទីក្រុងទទួលបាននូវព័ត៌មានអំពីសេវាកម្មនិងការអប់រំបណ្តុះបណ្តាលបច្ចេកទេសនិងវិជ្ជាជីវៈជាច្រើនសមត្ថភាពរបស់ពួកគេនៅមានកម្រិតក្នុងការចែកចាយព័ត៌មាននេះទៅទីជនបទដែលសេវាកម្មនេះមានតម្រូវការខ្ពស់។ វគ្គបណ្តុះបណ្តាលអំពីលទ្ធភាពទទួលបានការងារដែលធ្វើឡើងម្តងម្កាលឬក៏ធ្វើឡើងតាមកាលៈទេសៈណាមួយគួរតែមានសភាពស្របគ្នា។ រីឯយន្តការនានាគួរតែត្រូវបានអភិវឌ្ឍន៍រួចដាក់ឱ្យប្រើប្រាស់ក្នុងស្ថាប័នថ្នាក់ក្រោមជាតិដើម្បីធានាថាព័ត៌មានត្រូវបានផ្តល់ជូនជាទៀងទាត់។ ការពិនិត្យតាមដានគួរតែធ្វើឡើងដើម្បីវាយតម្លៃពីប្រសិទ្ធភាពនៃចំណេះដឹងនិងជំនាញដែលទទួលបានពីការបណ្តុះបណ្តាល។

បណ្តាញទំនាក់ទំនងសង្គមផ្តល់នូវការផ្សព្វផ្សាយធំទូលាយ និងជាមធ្យោបាយទំនាក់ទំនងតែមួយគត់ដែលបង្ហាញថាបានជួយបង្កើនការស្ម័គ្រចិត្តដើម្បីអត្ថប្រយោជន៍សង្គម។ ការប្រើប្រាស់បណ្តាញទំនាក់ទំនងសង្គមមានប្រសិទ្ធភាពអាចជួយអង្គការពាក់ព័ន្ធនឹងអ្នកស្ម័គ្រចិត្តផ្តល់ព័ត៌មាននិងគ្រប់គ្រងអ្នកស្ម័គ្រចិត្តរបស់គេ។ អង្គការពាក់ព័ន្ធនឹងអ្នកស្ម័គ្រចិត្តសហការក្នុងការបង្កើតនូវវេទិកាលើប្រព័ន្ធអ៊ីនធឺណិតសម្រាប់ផ្តល់នូវការតម្រង់ទិសនិងការបណ្តុះបណ្តាលដល់អ្នកស្ម័គ្រចិត្ត ហើយនាំពួកគេមកជុំគ្នាដើម្បីចែករំលែកចំណេះដឹងនិងបទពិសោធន៍។ ប្រព័ន្ធផ្សព្វផ្សាយក៏អាចជួយលុបបំបាត់ផ្នត់គំនិតហួសសម័យដែលរារាំងការចូលរួមរបស់ស្ត្រីនិងយុវជនក្នុងការអភិវឌ្ឍផងដែរ។

ការសិក្សាស្រាវជ្រាវបន្ថែមទៀតអំពីការងារស្ម័គ្រចិត្ត និងមុខរបរ និងការងាររបស់យុវជនក្នុងប្រទេសកម្ពុជាអាចធ្វើឡើងឱ្យស៊ីជម្រៅនិងជាក់លាក់ពីភាពខុសគ្នារវាងការងារស្ម័គ្រចិត្តនៅថ្នាក់ក្រោមជាតិនិងតាមខេត្តផ្សេងៗ។ ការវាយតម្លៃផលប៉ះពាល់ដោយហ្មត់ចត់ និងការចំណាយជាមួយនឹងអត្ថប្រយោជន៍បានមកពីការចូលរួមរបស់ការងារស្ម័គ្រចិត្តទៅក្នុងសេដ្ឋកិច្ចជាតិ និងការអភិវឌ្ឍធនធានមនុស្សឱ្យទូលំទូលាយជាងមុនការវិវត្តន៍របស់សង្គមស៊ីវិល និងការអភិវឌ្ឍប្រកបដោយនិរន្តរភាព ជារួមនៃប្រទេសកម្ពុជា។ ឧទាហរណ៍ជាក់ស្តែង ការស្ទង់មតិថ្នាក់ជាតិមួយដែលលើកឡើងអំពីអត្ថប្រយោជន៍កម្រិតម៉ាក្រូនៃការងារស្ម័គ្រចិត្តអាចផ្តល់នូវភស្តុតាងជាក់លាក់ក្នុងការទទួលស្គាល់និងលើកកម្ពស់។ ដើម្បីជូនដំណឹង ដល់ក្រុមអ្នកបង្កើតច្បាប់ធនធានមនុស្ស និងថវិកា គួរតែរៀបចំសម្រាប់ការស្រាវជ្រាវបន្ថែមទៀតអំពីការងារស្ម័គ្រចិត្ត និងការអភិវឌ្ឍយុវជនក្នុងប្រទេសកម្ពុជា។

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- របាយការណ៍នេះចែកជាបីផ្នែក។ ផ្នែកទីមួយបង្ហាញពីវិធីសាស្ត្រ និងនីតិវិធី យ៉ាងលំអិត។
- ផ្នែកទីពីរបង្ហាញពីរបកគំហើញរបស់ការសិក្សាស្រាវជ្រាវ ដោយមានបួនផ្នែកតូចៗដូចខាងក្រោម៖
១. កាលកំណត់នៃគោលនយោបាយនិងស្ថាប័ន
  ២. ការងារស្ម័គ្រចិត្ត និង មុខរបរនិងការងាររបស់យុវជន
  ៣. ការសិក្សានិងកំណត់អង្គការស្ថាប័នពាក់ព័ន្ធជាមួយអ្នកស្ម័គ្រចិត្ត
  ៤. ករណីសិក្សា
- ផ្នែកចុងក្រោយដែលជាផ្នែកទីបីបង្ហាញពីកិច្ចសង្ខេបនៃសេចក្តីបញ្ចប់ និងអនុសាសន៍នានា។

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# Introduction

This decade has been marked by a slowdown in global growth and rise in unemployment especially amongst young people. An analysis of this situation by the International Labour Organization (ILO, 2016) specifies such causes as the decline in long-term capital investment with a subsequent drop in total productivity growth rates and uneven distribution of gains from growth. Ultimately, this leads to high unemployment, especially among young populations, while achieving the goal of decent work for all is progressively becoming more challenging (p. 11). Maintaining that “the jump in joblessness has fuelled concerns of the creation of a lost generation,” the Financial Times cites the Director-General of ILO Guy Rider, saying that youth unemployment is “a socially unacceptable situation and, to a certain degree, a danger to our society.”<sup>1</sup>

Against this backdrop of volatile conditions in the global economy, inclusive democracy comes into play as a form of social organization which reintegrates society with economy, polity, and nature<sup>2</sup> (Fotopoulos, 2005; Freeman, 2002). Also, the link between fundamental freedoms and poverty has brought the concepts of local rights-based development as a key solution of how the economic growth can benefit human development (Ranis et al, 2000). Inclusive local development places emphasis on participation of women, youth, elderly, persons with disabilities and other marginalised groups. It builds on the idea that all citizens of the community, as individuals or in groups or organizations, can participate in the planning, implementation, and monitoring of the development process, meaning that their rights are respected in addressing their needs (Kernem, 2004). The local development process is directly related to principles of good governance as a way of creating and sustaining an environment for inclusive and responsive political processes. Thus, UN experts on public administration define governance as the mechanisms, processes, and institutions through which citizens and groups articulate their interests, exercise their legal rights, meet their obligations, and mediate their differences (UN CEPA, 2006).

<sup>1</sup> See <https://www.ft.com/content/e5354b22-f693-11e1-9dff-00144fe-abdc0>

<sup>2</sup> <http://www.inclusivedemocracy.org>

## Young people disadvantaged with higher unemployment rates

The low open unemployment<sup>3</sup> rate of 2.7 percent in Cambodia<sup>4</sup> is characteristic of large rural developing economies where qualitative aspects of work are not compounded into statistics. Studies of underemployment and deficits of decent work reveal other aspects of the situation; it is evident that young people are systematically more likely to be unemployed than adults – up to three times more so in Cambodia (NIS & ILO, 2013). Coupled with an already large share of vulnerable employment (81.2 percent)<sup>5</sup> and shortcomings in the structure and functions of the country’s labour market, these challenges constitute a major constraint to socio-economic development. As a result, rural-to-urban migration in search for better paid jobs is increasing, as is formal and informal external migration. Therefore, the creation of alternative rural livelihood opportunities for young people has become crucial.<sup>6</sup>

Many young people are leaving their communities looking for jobs in towns and abroad. Lacking skills, many of them are compelled to take risky jobs. Despite the ongoing efforts of the Royal Government of Cambodia (RGC) to protect, train and place the youth in the existing labour market, young people, especially in rural areas, continue to engage in the worst forms of child labour as victims of human trafficking.<sup>7</sup>

<sup>3</sup> Open unemployment is a condition in which people are willing and able to work, but have no work to do.

<sup>4</sup> See Education Congress Report for 2015, (MoEYS, 2015).

<sup>5</sup> ILO measured vulnerable employment as the sum of own account workers and unpaid family workers.

<sup>6</sup> The relatively low productivity levels in Cambodia stem from the agriculture sector, which absorbs about 77% of all workers and produces about 36% of the GDP. The challenge is two-fold: (i) to diversify the economy away from its traditional agriculture base by providing productive employment opportunities and (ii) to modernize the agricultural sector in order to provide higher returns to labour to young people that would remain employed in agriculture.

<sup>7</sup> <https://www.dol.gov/agencies/ilab/resources/reports/child-labor/cambodia>

Decent work is productive work for women and men in conditions of freedom, equality, security and human dignity. It involves opportunities for work that deliver a fair income; provide security in the workplace and social protection for workers and their families. It offers better prospects for personal development which also encourage social integration; give people the freedom to express their concerns, to organize and to participate in decisions that affect their lives; and guarantee equal opportunities and treatment for all.

*ILO: Decent Work*, <http://www.ilo.org/global/topics/decent-work>

## Education, skill development and employability

According to UNDP (2014), Cambodia endeavours to increase the competitiveness of its labour force and manage the overflow of undereducated and unskilled labour that might otherwise be excluded from decent employment. Also, the government tries to enhance the benefits of economic growth in the context of the ASEAN integration. However, the country has been trapped in a cycle of systematic underinvestment in education and skills building at both the macro and micro levels. At the macro level, the growth of low value-added sectors like construction or manufacturing requires a low-skill workforce. As demonstrated by global human development measures<sup>1</sup>, this is reflected at the household or micro level by the decision not to invest in human capital. Thus, under-investments at both macro and micro levels cause an aggregate reduction in human capital stock.

Cambodia's higher education institutions supply a relatively large number of graduates in accounting, finance, and management (50 percent of all bachelor students in 2010), compared to civil engineering (1.5 percent of students), and science and technology (0.1 percent of students). Although agriculture and off-farm rural activities are Cambodia's main industries in need of improvement, only 2.3 percent of students are studying related

disciplines. According to recent youth surveys, students neither understand the skills demanded by employers, nor possess access to reliable information on study and career opportunities (Brix, 2012).

Due to high rates of drop-outs at lower-secondary education levels owing to socio-economic factors, the lower-secondary completion rate of young Cambodians remains at 40.3 percent and the upper-secondary gross enrolment rate remains low at 25.3 percent<sup>2</sup>. Secondary education and technical and vocational education and training (TVET) face low attendance mainly caused by an underestimation of their value. Less than one-half of students complete their secondary education. The reasons for non-attendance and dropouts are mainly financial – half of those not attending lower-secondary education, and two-thirds of those not attending upper-secondary education report main causes as poverty, requirements to get income urgently and household chores (Brix, 2012). This presents a challenge to enhance Cambodia's human capital that is required for transition towards a more modern industrial economy. In addition, the growing numbers of young people in need of quality education and the evident lack of appropriate skills compound these issues.

<sup>1</sup> Expected years of schooling dropped from 9.8 to 4.4 in 2014; MPI Child Education deprivation headcount increasing of 1 percent in 2014 (UNDP, 2014).

<sup>2</sup> UNDP report on Human Capital Dynamics (UNDP, 2014).

Thus, skills shortages make up for some of the most pressing challenges in Cambodia. Despite steady improvements in access to education, attainment levels remain low and the demand for a qualified workforce continues to rise. Consequently, Cambodia faces a significant skills mismatch, to the detriment of both young people and their potential employers. In other words, a human resources deficit has become more pressing despite the robust labour supply.

## Volunteerism and development

Young people are a driving force for peace, democracy, equality, good governance, eradication of poverty, and sustainable development. Volunteerism is way to both improve lives and build and strengthen communities. The importance of youth volunteerism and participation in development, as well as inclusive youth employment is underlined in the United Nations Development Assistance Framework (UNDAF) for 2016-2018. Two of the three outcomes reflect those expectations:

**Outcome #1.** By 2018, people living in Cambodia, in particular youth, women and vulnerable groups, are enabled to actively participate in and benefit equitably from growth and development that is sustainable and does not compromise the well-being, natural and cultural resources of future generations.

**Outcome #2.** By 2018, more people, especially vulnerable, poor and marginalised groups, are equitably benefiting from and contributing to affordable, sustainable and quality social services and protection, and have gained enhanced skills to achieve and contribute to social and human development.

Volunteerism is at the heart of inclusive development. It provides an opportunity to take part in, and in many cases to lead, local development processes. Studies (Burns et al, 2015; CIVICUS et al, 2008) have underlined that volunteering is often the first step for individuals to commit to development and ensures their long-term involvement.

Volunteerism is intrinsic to Cambodian culture: it is present in Buddhist structures and in many community based organizations (CBO). These CBOs are formed by villagers for mutual help. Usually they are inspired by Buddhist teachings which encourage people to “save themselves through their own efforts” (Aschmoneit in Misiewicz, 2005). Volunteerism is also now part of the policy arena in Cambodia as a result of several years of advocacy

work undertaken by UNV in partnership with the Ministry of Education, Youth and Sports, VolCam, a network of international and national volunteer sending and volunteer involving organizations in Cambodia, and other stakeholders.

The National Policy on Cambodian Youth Development was endorsed by the Council of Ministers on 24 June 2011, in which Strategy 5.10 is devoted to the promotion of volunteerism. A Youth Action Plan has been designed to provide the strategic path through which the National Policy on Cambodia Youth Development will be implemented. This plan currently focuses on four priorities, including volunteerism.

Volunteering is therefore a well-established concept in the country which is increasingly recognised by policy makers and development partners. Yet, some misperceptions about volunteerism prevail, especially within the older generation. In addition, although volunteers have contributed in many ways to peace and development in Cambodia only limited attempts have been made to evaluate or quantify the contribution of volunteering, in particular considering the youth perspective. This is in part because of limited resources available to measure the impacts of volunteer action and is also due to the still limited awareness of the significance of volunteer action.

RGC and other development partners, including the UN agencies prioritise the needs of the country's large youth population. The Kingdom of Cambodia is the most youthful country in South East Asia with 52.2 percent of its total population below 25 years of age and 20.6 percent between 15 and 24<sup>1</sup>. While roughly a fifth of Cambodia's population is estimated to live in poverty, reportedly 300,000 young people enter the labor market seeking for job opportunities every year.

Considering the national importance for Cambodia to build human capital through skills development, the ASEAN economic integration is a key test. This initiative to eliminate barriers to the free movement of goods, services, capital and labour across the region will result in an increasingly competitive job market where mobility and the ability to adapt to different environments will be crucial.

<sup>1</sup> UN Department of Economic and Social Affairs, World Population Prospects: The 2015 Revision, <https://esa.un.org/unpd/wpp>

Previous studies indicate that there is a mismatch between the market needs and the skills developed through traditional educational institutions in the country, exacerbated by high dropout rates. This research was initiated to explore ways to leverage volunteerism as an essential mechanism for skills development, which would prepare Cambodian youth for employment and active citizenship in the context of ASEAN integration.

Acquiring skills that are transferable to the labor market will improve the access of youth to employment opportunities also in Cambodia, in particular in the context of ASEAN economic integration.

The RGC (2009a) has emphasised skills as part of Cambodia's Rectangular Strategy for Growth, Employment, Equity and Efficiency. With the opening of the ASEAN Economic Community (AEC 2015) and the free flow of skilled labor in targeted trades, there is a need to capitalize on Cambodia's youthful population and on the demographic dividend. Its window of opportunity will only remain open for a limited time. Also, raising the skills of the work force is identified as the country's greatest challenge to trade expansion (RGC, 2014b).

Youth Star volunteer teaching in Kampong Thom



Decent work is a key tool to overcome insecurities caused by a lack of choice and access to opportunities which lead to disempowerment. Decent work includes rights, social protection, employment, and the promotion of social dialogue, applied in an integrated manner.

*Ernst, C. et al., 2012*



The report consists of three parts. The first part presents the methodological framework and description of proceedings. The second part shows the results of the study. It comprises the four following sections:

- I. Timeline of policies and institutions
- II. Volunteerism and youth employment
- III. Mapping volunteer involving organizations
- IV. Case studies

Finally, the third part presents a summary of conclusions and recommendations.

**Developing skills**  
**352 students trained**  
**in 14 training sessions**  
**in 10 provinces**



# METHODOLOGY

Methodology



## Objectives and research questions

This research builds on a volunteerism and development study conducted by Youth Star Cambodia in cooperation with UNV in 2008. The previous research aimed to better understand the volunteering environment in Cambodia in order to promote national volunteerism on a larger scale. That 2008 research was entitled *Volunteerism: Harnessing the Potential to Develop Cambodia* (Brown 2008). In its turn, it was based on two earlier studies, *Resurgence of Volunteerism in Cambodia*, published by UNV in 2002, and *Youth, Volunteering and Social Capital in Cambodia*, published by Youth Star in 2005 (Mysliwiec, 2005).

The purpose of this current study, which began in February 2016, is to document the changes in the volunteering sector in Cambodia since 2008, with a particular focus on youth volunteering and to explore the linkages between volunteerism and skills development for increased youth employability in Cambodia.

Specifically, the objectives of this study aim to:

- provide relevant information about volunteerism and youth employment in Cambodia

- develop evidence-based recommendations for concrete steps to overcome constraints and enhance opportunities and capacities for inclusive employment of youth

- strengthen the VolCam network of organizations working with volunteers and enhance the capacity of Cambodian students in conducting surveys – in collecting, processing and analysing data.

To meet these objectives, the following five research questions were posed:

**Q1.** What are the past, current and future trends of youth volunteerism in Cambodia?

**Q2.** What drives the social and economic participation of young people in their communities and what should be done to enhance their motivation for civic engagement?

**Q3.** What are the opportunities and constraints for youth employment?

**Q4.** What skills are needed for young people to create jobs and enhance their employability?

**Q5.** What has been done and what can be done at the institutional and policy levels to promote youth entrepreneurship and ensure the inclusive employment of youth in Cambodia?



## Limitations and recommendations for further research

Several limitations identified during the 2008 research have a bearing on the current study. Our findings mostly concerned volunteerism in the civil society sector and while efforts were made to include traditional or informal volunteering, these types of volunteering were not explored in detail. Although we include two case studies of volunteer involving social enterprises, we did not extend our research to volunteering in the private sector in general, or through other types of entities such as the government or universities.

For the quantitative part of the 2008 research, the questionnaire used for mapping volunteer involving organizations was designed to be user friendly and easy to fill in. However, according to Eleanor Brown, because it was sent out by email, responses were often unclear or incomplete, and the researchers could not check the accuracy of statements consistently. Some data requested, like the age and sex of volunteers, were not readily available to respondents, because volunteers were often project based and their details were not collected. Also, while strong efforts were made to explain the wide application of the definition of “volunteer” before the questionnaire was administered, respondents often had understood the word in a narrow sense e.g. as an unpaid office intern or assistant, not reflecting the wide range of terms applied to volunteers in the community (Brown 2008, p. 12).

Learning from these lessons, this time we contacted by phone all the email and online questionnaire respondents that provided inaccurate or incomplete data. This enabled us to correct and complete our database.

Other limitations in the current mapping survey, such as an apparent lack of responses from volunteer involving organizations, need to be acknowledged. Another constraint was that the databases and questionnaires from the 2008 mapping survey were lost, and only the report was available. Because of this, we have reconstructed the basic questionnaires of the 2008 study with some modifications to include additional elements. Significant structural improvements, however, were left out to

streamline the comparison with the results of the previous study. Some areas that would have benefited from more thorough examination have not been pursued. Instead, we addressed these issues in the more in-depth, qualitative part of our work.

Limitations of this current research are also related to informants’ impact bias i.e. their tendency to overestimate the lasting effect of their actions. Therefore, efforts were made to counter perceptions, and we triangulated such data with other in-depth interviews and focus group discussions.

We did not tackle unequal development across provinces. The research might have benefited from inclusion of a larger number of rural and urban communities and a more wide-scale comparative analysis of volunteering and local employment across Cambodian provinces. Nevertheless, we believe that the information received from the samples during both quantitative (countrywide) and qualitative data collection (from 18 out of 25 provinces of Cambodia) allowed for accurate results and conclusions regarding both objects of our study – volunteerism and youth employment in Cambodia.

The current methodology was built on the previous 2008 research. It could be further developed and applied on a larger scale in following years with a view to provide a more complete picture of the existing models and practices, changes and trends in volunteerism and youth employment in Cambodia. If expanded to neighbouring countries within ASEAN, a more comprehensive analysis of the regional dynamics and best practices in enhancing youth employability would be useful.

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# Domains and dimensions of the study

As this research is a comparative study, we include a brief overview of the 2008 research process and findings. The 2008 research comprised two components. Firstly, it mapped organizations working with and through volunteers to gain an insight to the geography and sectors in which volunteers were working, the types of support that volunteers received and how they addressed youth and gender issues. In its second component, the study produced case studies of five programmes – two of them were aimed at rural development and poverty alleviation, two others were youth-focussed and one was on peace and development.

The main research tools of that study included focus group discussions with youth, women and mixed groups to explore, among other issues, indigenous explanations of volunteers. People in focus group discussions were asked “Who works for communal well-being in your village?” and the responses were divided into those who were volunteers and those who were not. Other methods included profiling volunteers and in-depth interviews with local villagers and key informants – the ministers of education, women’s affairs and the interior – to assess how volunteers could link to national development. A questionnaire was also administered to organizations that had initiated a volunteer programme. In a nutshell, the findings of that study were the following:

“Traditional” volunteerism has been essential to the formation of communities and to their access to resources such as education. In addition, several trends have led to increased opportunities for volunteers (including youth) to contribute to national development. First, there appears to have been a shift in the ways that NGOs work. International NGOs are working more in partnership with local NGOs, which are in turn initiating local grass-roots associations. These often rely entirely on village volunteers. Similarly, the government’s recent decentralisation and de-concentration have opened democratic spaces in villages. These have the potential to engage with and support local associations and volunteer efforts. Second, there is an emerging rural-urban gap in access to information and education. This is particularly the case with youth.

Brown, 2008

The traditional understandings which regard volunteer work as a way of helping one another was left beyond the framework of the current study. In this research, the focus has been widened and in addition to exploring the current state and trends in volunteerism, we also studied the situation with youth employment in Cambodia. We analysed the past, present and prospects of volunteerism and youth employment, covering the three domains of

1. national policies, strategies and actions
2. volunteer involving CSOs
3. public understanding and attitudes towards volunteerism and youth employment.

## National policies, strategies and actions

Several national policies have recently been adopted, such as the National Policy on Youth Development and the National Policy on Employment for 2015-2025. In this dimension of the study, the general public awareness of these policies and their implementation in different communities has been explored, as well as the situation in respect to equal opportunities with a particular focus on gender equality.

In this dimension of the study, we explored the policies, strategies and actions of RGC in volunteerism and youth employment. We conducted inquiry with MoYES, the Ministry of Labour and Vocational Training and the National Employment Agency (NEA), analysed the documents and developed a consolidated timeline in partnership with Moulthan Consulting.

## Volunteer Involving Organizations

In this part of our study, we surveyed unpaid voluntary work with or through volunteer involving CSOs (VIO). In total, we contacted more than 400 CSOs by phone and email and 334 of them responded to our mapping survey. Only 182 (54.5 percent) of the respondent CSOs were VIOs; 72.5 percent of the respondent VIOs were local organizations and 27.5 percent were international. More than a half of the respondent VIOs were interviewed by our partner – Cooperation Committee for Cambodia (CCC).

## Attitudes towards volunteerism and youth employment

We surveyed public opinion and attitudes towards volunteerism and youth employment through in-depth interviews and focus group discussions. In studying VIOs and exploring public attitudes, we have adopted a three-dimensional approach. These three dimensions encompass contextual, social and personal factors. The contextual dimension is comprised of the volunteering and employment environment and opportunities. The social dimension deals with motivation and commitment, and the personal dimension is that of capacity e.g. attitudes, skills, etc.

These factors are not independent from each other and their interplay provides an additional dimension to study. For instance, apathy and lack of motivation can diminish the scope of opportunities (McArthur, 2011, Dunn, 1977), while it has also been shown that capacity or skills development can strengthen motivation and widen employment opportunities (OECD, 2014).

### *Context: Volunteering space and employment opportunities*

Every year, almost 300,000 young people enter the job market in Cambodia. A lack of local employment opportunities and job insecurity are disempowering young Cambodians. The low quality of education and lack of vocational training limit skills which are needed to find a decent job; these factors force youth to seek employment in the low-skilled labour market in big cities and abroad.<sup>1</sup>

Employment opportunities can be perceived as laws and policies in place, as well as cultural and traditional understandings of available choices. Additional factors for consideration are whether the policies actually work on the ground and if their implementation differs in urban and rural settlements and in different provinces, particularly, in remote underserved communities. This intra-country dimension was considered when developing data collection strategies.

To define the scope of opportunities, we reviewed policy documents, interviewed key RGC officials, volunteers, local government officials and compa-

ny managers, and analysed the collected evidence following the conceptual framework for supporting the process of human development.

### *Capacity: Building human capital*

Slow economic and labour market development and increasing unemployment contribute to income inequality. This situation is marked by low skill employment efforts of Cambodian youth. It is a particular issue in remote villages where those managing to find employment, face volatility and instability stemming from low-wage work. Thus, developing the skills of young people, building human capital and economic potential is a route to address this situation.

### *Motivation: Desire for change*

Volunteers are motivated by a range of social factors. Many of those who volunteer in civil society activity want to help others and are driven by a desire for social change. A motivated volunteer can lead, train and motivate others.

These aspects related to motivation and capacity have been discussed as part of the in-depth interviews and focus groups conducted with international, local, and indigenous volunteers.

### *Stakeholder Workshop*

In the final stage of our study, we held a stakeholder workshop, organized in collaboration with MoEYS. Among the 60 participants were high level officials from the Ministry of Labour and Vocational Training, and the National Employment Agency, representatives of the private sector and the third sector, as well as young volunteer interviewers from eight provinces and Phnom Penh and active respondents of our surveys and group discussions.

This consultative workshop helped to identify and prioritise driving factors and constraints of volunteerism and youth employment. It assisted in outlining pathways for inclusive youth employment and ways to deliver social and territorial cohesion in Cambodia with a view to support sustainable growth, based on efficient use of local resources. The event was an important step to further develop effective cooperation mechanisms amongst the RGC, educational institutions, civil society and private sector.

<sup>1</sup> According to UN DESA, 150,000 people migrated from Cambodia in 2015. See <https://esa.un.org/unpd/wpp>.

# Research instruments

This study involved a review of existing documents in conjunction with carrying out surveys, interviews and focus groups, during which both quantitative and qualitative data were collected and processed.

Quantitative research was conducted to map volunteer involving organizations.

Purposive sampling of respondents was used for the semi-structured in-depth interviews with volunteers, local officials and company managers and for focus group discussions with local, international, and indigenous volunteers.

The questionnaires of the previous research were reconstructed and pre-tested prior to field use. Guides for in-depth interviews and focus group discussions were developed and made available for download (see Annex).

We took much effort to trace the original questionnaires and datasets from the 2008 study but were unable to locate them. To ensure the longevity of the data acquired during this study and preservation of our research instruments for further studies, we created a website and used online communication resources and data collection instruments as well as NVivo software<sup>1</sup>.

These materials and links can be found on the UNV Cambodia website.



[www.unvcaambodia.org](http://www.unvcaambodia.org)

## Code Tree

### 1. Opportunities

- 1.1. Volunteering opportunities
  - 1.1.1. Number of volunteers
- 1.2. Volunteering activities
  - 1.2.1. Local volunteers
  - 1.2.2. Changing life in community
- 1.3. Job opportunities
- 1.4. Constraints

### 2. Motivation

- 2.1. General motivating factors
  - 2.1.1. Drive for change
  - 2.1.2. Motivating factors
- 2.2. Drive for change
- 2.3. Community support
- 2.4. Volunteering benefits

### 3. Capacity

- 3.1. Skills
  - 3.1.1. Available skills
  - 3.1.2. Needed skills
  - 3.1.3. Education/training needed
  - 3.1.4. Volunteering responsibilities
- 3.2. Experience
- 3.3. Entrepreneurship
  - 3.3.1. Start-ups, business types
  - 3.3.2. Job creation
- 3.4. Employment/job hunt
- 3.5. Support type
- 3.6. Training provided

### 4. Cross-cutting

- 4.1. Employment
- 4.2. Gender
- 4.3. Participation
- 4.4. Volunteering (definition)
- 4.5. Communication & networking
- 4.6. ViOs
- 4.7. Ways to empower

<sup>1</sup> NVivo is a computer software package produced by QSR International and designed for deep levels of qualitative analysis on small or large volumes of unstructured data, including rich text-based and multimedia information. For more information, see: <http://www.qsrinternational.com/product>

# Terminology: definitions and concepts

Many youth employment related studies were reviewed as part of our desk research, most of which are listed in the bibliography section of this report. A large number of these studies focussed on problems such as the skills gap and other obstacles in youth employment to find better ways of preparing youth for entering the labour market.<sup>1</sup> Researchers noted that many young people are leaving their communities looking for jobs in towns. These young migrants lack skills; many of them are compelled to take poor quality and even indecent jobs. Moreover, despite ongoing efforts of the RGC, young Cambodians, who are victims of human trafficking, continue to be exploited in the worst forms of child labour.<sup>2</sup>

A traditional approach considers youth as a valuable resource for economy development and explores ways of protecting, training and placing youth in the existing labour market. In this study, in addition to that, we consider youth as a driving force for the development of Cambodia. We explore ways of supporting young people in social and economic engagement in their communities, in enhancing existing economic opportunities and creating new jobs by empowering them and strengthening their capacities for initiating and implementing community building actions.

To that end, our methodology build on the two fundamental frameworks, those of positive youth

<sup>1</sup> For instance, in their joint report titled “Cambodia: Addressing the skills gap”, the Asian Development Bank and ILO (2015) state that Cambodia must work to close the skills gap between its labour force and the domestic job market. “Attaining sustainable growth, however, will require further economic diversification and intensification of existing activities that will rely on an expansion of the current skills supply” (p. 51). Meanwhile, the National Policy on Employment 2015-2025 (NPE, 2015) was adopted with an aim to increase appropriate employment opportunities for the Cambodian people, enhance the productivity of their work, promote skill and human resource development as well as strengthen the management of the labour market in response to the socio-economic development needs and the changes in economic landscapes in the country and in the world. At the regional level, the ASEAN leaders have outlined three sets of skills for young people in Southeast Asia to be successful. They are urging youth to embrace innovation, critical thinking and problem-solving skills to succeed in a rapidly changing world.

<sup>2</sup> According to US Department of Labour, children in Cambodia continue to engage in the worst forms of child labour as victims of human trafficking. For more information, see 2014 Findings on the Worst Forms of Child Labour: Cambodia, <https://www.dol.gov/agencies/ilab/resources/reports/child-labor/cambodia>.

development and the human rights-based approach to development.

The positive youth development framework is:

“an intentional, pro-social approach that engages youth within their communities, schools, organizations, peer groups, and families in a manner that is productive and constructive; recognises, utilises, and enhances youths’ strengths; and promotes positive outcomes for young people by providing opportunities, fostering positive relationships, and furnishing the support needed to build on their leadership strengths.”<sup>3</sup>

This framework views young people as “resources” who have much to offer rather than as “problems” that need to be treated or fixed, and offers youth the chance to develop positive relationships and connection with adults, peers and the larger community.

Following this framework, and in reaching out and involving youth from remote villages in all stages of the research, we also tried to adhere to a rights-based approach to development. Adopted by UN agencies, a common understanding of the human rights-based approach to development (RBA) cooperation and programming recognises people as key actors in their own development, rather than passive recipients of commodities and services.<sup>4</sup> This conceptual framework for supporting the process of human development presumes that societies function well when the rights and freedoms of all their members are fully respected and when they can participate in development processes. The RBA is about empowering rights holders to know and exercise their rights, and enhancing the accountability and ability of duty bearers – the individuals and institutions responsible for respecting, protecting and fulfilling human rights.

This approach presumes change at multiple levels. From the mind-sets, attitudes and behaviours of individual citizens, to the institutional level, with transformation of institutions and

<sup>3</sup> See <http://youth.gov/youth-topics/positive-youth-development>.

<sup>4</sup> See <http://hrbportal.org>.

social “rules of the game”, all the way up to policy level and the creation of an environment which supports new approaches, institutions and the evolution of legislation which can work on the ground. Following the human rights framework, we closely cooperated with local government officials in the process of data collection.

A number of other concepts and theories underpin this approach. One of them is the Participatory Methodology for Assessing the Contribution of Volunteering to Development (or “V-Methodology”). This was designed to gather evidence on the contribution of volunteering using qualitative research by volunteers and managers. Its key questions are:

- What contribution does volunteering make to development? What are the key results?
- How does volunteering achieve these results? What is the added value of volunteering? What factors help or hinder the volunteering contribution?
- What lessons can be learned from volunteering and how can they be used to enhance development planning?
- Elements used: Most Significant Change (MSC), Outcome Mapping.

## Definitions

The following definitions of volunteerism, youth, economic activity, and motivation were used in developing the research methodology.

### Youth

For statistical purposes, the UN defines youth as those persons between the ages of 15 and 24 years (DESA 2013), without prejudice to other definitions by Member States. This means that the definition of youth can change with circumstances, especially with demographic, financial, economic, and socio-cultural changes. Thus, in Cambodia, according to the National Policy on Youth Development (2011), youth is defined as between 15 to 30 years.

UNV works with youth between the ages of 18 to 29.

While, in some cases we interviewed 15-year old youth, to be consistent with the 2008 research, we collected and analysed our data segregated in similar age groups.



Training interviewers at UNDP Cambodia

## Volunteerism

In the UN Resolution 56/38, “Recommendations on Support for Volunteering”, volunteerism or voluntary activity is defined as:

*A wide range of activities, including traditional forms of mutual aid and self-help, formal service delivery and other forms of civic participation, undertaken of free will, for the general public good and where monetary reward is not the principal motivating factor.*

Some challenges in defining volunteer work are noted in ILO’s Manual on the Measurement of the Volunteer Work (2011). Evidently, volunteering has different connotations in different parts of the world – in some countries “obligatory” volunteerism has been practiced and in other societies, where helping each other is a cultural norm, people cannot easily distinguish their acts of volunteering – they consider that behaviour as a normal part of life in their community. Although volunteers are not paid for their work, some of their expenses, such as meals or transportation may be covered, and it is important to differentiate this provision of subsistence from actual remuneration (p. 11).

There are many definitions of volunteerism in use by different organizations and researchers around the world. The 2008 research conducted by UNV in partnership with Youth Star NGO adapted the definition used by Australian Volunteers International, as being “someone who:

- works for the benefit of the community and the volunteer
- works of their own free will
- is not mainly motivated by payment
- may receive support (financial or otherwise) but not a salary
- works in the not-for-profit sector
- is not full-time staff of an organization” (Brown, 2008, p. 11).

Various definitions of volunteerism used in different research tools share several common elements crystallising around the notions that it involves unpaid service or activity undertaken for the benefit of the community or the environment, but not for close relatives or those living in the same household. Building on this, the ILO Technical Experts Group propose defining volunteer work as “unpaid non-compulsory work; that is, time individuals give without pay to activities performed either through an organization or directly for others outside their own household” (ILO, 2011: 13).

## Motivation

There are many studies on volunteer motivation (Ehrichs, 2000; see also Freire, 1970; Watts, 2002) and practical guides with recommendations on how to motivate and recognise the work of volunteers (MSU, 2002; Merrill, 2005). In this study, we considered volunteer motivation in terms of an individual’s need and reasons for volunteering or wanting to become a volunteer.

## Economic activity

To measure the economically active population, the 13th International Conference of Labour Statisticians (ICLS) in 1982 adopted the notion of “economic activity”. Set forth by the United Nations System of National Accounts (SNA), this was defined in terms of the production of goods and services. Specifically, the economically active (“usually active” or “currently active”) population is defined as comprising all persons of either sex who provide the supply of labour during a specified time reference period, as employed or as unemployed, to produce economic goods and services, where the concept of economic production is established with respect to the SNA (UN, 2007, p. 180).

Thus, persons are considered economically active if they contribute to or are available to contribute to the production of goods and services. The use of a definition of economic activity based on the SNA serves to ensure that concepts used in employment and production statistics are consistent, thus facilitating the joint analysis of the two bodies of data.

## Theories of volunteerism

Motivation to volunteer is well researched (Willson, 2000). The views on motivation differ according to the symbolic (sociological) or functional (psychological) approaches. From the symbolic point of view,

*Motivational accounts are considered part of a larger set of cultural understandings, that is, as an expression of certain values and beliefs. They are embedded in a culture of volunteering that emphasises selfless and compassionate acts... This approach reflects the social constructionist nature of motives*

(Wilson, 2000: 218).

In their article “Navigating Theories of Volunteering”, Hustinx, Cnaan, and Handy (2010) analyse challenges faced by the attempts to develop a unified theory of volunteering. According to them, first, volunteering is a complex phenomenon with absorptive boundaries – it spans a wide variety of disparate activities, organizations, and sectors.

Studies of volunteering typically focus on unique and discrete sub-sets of volunteers who perform diverse tasks ranging from sitting on governance boards to stuffing envelopes. In addition, volunteering continues to be a social construct with multiple definitions; and what is understood as volunteering is a matter of public perception (p. 410).

Second, different disciplines assign different meanings and functions to volunteering; and third, existing theoretical accounts are biased toward covering the “laws of volunteering” and have a strong empirical surplus, trying to explain the occurrence or non-occurrence of the phenomenon.

From the sociologists and political scientists view volunteering as an expression of core societal principles of solidarity, social cohesion, democracy.

Many different concepts and models were proposed by economists. The “investment model” focuses on exchange of benefits, suggesting that the training and skills acquired by volunteers enhance their human capital. Roy and Ziemek (2000) provide a systematic review of the different aspects of the economic paradigm in their article *On the Economics of Volunteering*.

Musick and Wilson claim that while those who are asked are more likely to volunteer, not everyone is as likely to be asked. In their recruitment strategies, non-profit organizations tend to target people with high “participation potential”, which clearly relates to the resource-approach to volunteering. Moreover, these theories tend to reduce volunteering to “a simple unidimensional category” (in Hustinx et al, 2010, p. 19).

The functional approach, which is more prevalent in research, treats motives as an expression of pre-existing needs and dispositions, thus preceding the action instead of being constructed through (inter)action. While social psychologists refer to a “functional match” in terms of volunteering as serving certain psychological needs and reflecting personality traits (Clary et al., 1998), rational-choice

theorists argue that volunteers weigh costs and benefits of their participation and will not participate unless they are able to identify selective (material) incentives of the choice situation.

Perhaps this interest of economists is caused by the fact that from the economic viewpoint, volunteerism, mostly understood as “unpaid work”, is a paradox. As economists assume that human behaviour is self-interested and rational, volunteers attract them by appearing “irrational” and undertaking activities with costs exceeding their benefits.

The rational economic theory suggests that for an individual to undertake any volunteering activity the benefits must be greater than the costs incurred for that activity. Some of these explanations are based on Batson’s empathy-altruism theory (Batson et al., 1981). Other interpretations directly tackle an individual’s private and public benefits arising from their volunteering activity.

Handy et al. (2009), maintain that the “private benefits” model presumes that volunteers receive private benefits. These may include enhanced social status and reputation, improved potential earnings capability, social interaction or a sense of satisfaction from working for a cause one supports, and good feelings – a “warm glow”. The “public goods” model assumes that individuals donate their time to increase the provision and quality of public goods and services that they value as members of the society. By applying a rational choice approach, we assume that the sum of private and public benefits should outweigh the costs to the volunteer. Thus, the rational economic model for the individual  $i$  to undertake a volunteer activity can be represented by the following inequality:

$$B_{i\text{private}} + B_{i\text{public}} > C_{i\text{private}}$$

Or, an individual will undertake a volunteer activity provided that the net costs ( $C$ ) incurred – private costs minus private benefits ( $B$ ) are less than the individual’s valuation of the public benefit associated with volunteering:

$$C_{i\text{private}} - B_{i\text{private}} < B_{i\text{public}}$$

Consequently, the higher the net cost of volunteering, the higher must be the individual’s valuation of the public benefit of the volunteering (Handy et al., 2009, p.48).

While research on motivation usually embraces both symbolic and functional reasons for volunteering, the rational choice perspective explicitly focuses on the benefits that volunteers derive in return for their efforts. (p. 16). Across a great diversity of contexts and populations, scholars have consistently found motivation to volunteer to be a complex interplay that is both altruistic and self-interested in nature, and to overcome these challenges, Hustinx, Cnaan and Handy propose a hybrid framework that builds on these three layers of complexity (Table 1).

Key predictors of volunteer participation are identified through empirical analysis and subsequently used as theoretical building blocks by means of more generic terms such as cultural capital, social resources or dominant status. Although such concepts are indispensable in understanding the underlying dynamics of volunteering, they correspond closely to the empirical observations made.

In general, theories of volunteerism suggest that people can be mobilised to partake in the development of their communities. When they volunteer, civic cohesion and social capital increase, and the grassroots civic participation makes the essential contribution to building democratic societies from the bottom up.

**Table 1. A hybrid conceptual framework of volunteering**

Layers of complexity	Theoretical building blocks	Key frameworks and approaches
<i>The problem of definition</i>	What do we study?	<ul style="list-style-type: none"> <li>- Defining what volunteering is not</li> <li>- Defining what volunteering is</li> <li>- Volunteering as a social construct</li> </ul>
<i>The problem of multidisciplinary</i>	Why do we study it?	<ul style="list-style-type: none"> <li>- Economists: impure altruism</li> <li>- Sociologists: social cohesion and welfare</li> <li>- Psychologists: pro-social personality</li> <li>- Political scientists: citizenship and democracy</li> </ul>
<i>The problem of theory as multi-dimensional</i>	<p>Theory as explanation:</p> <ul style="list-style-type: none"> <li>- Why do people volunteer</li> <li>- Determinants of volunteering</li> </ul> <p>Theory as a narrative:</p> <ul style="list-style-type: none"> <li>- How do people volunteer</li> <li>- The context of volunteering</li> <li>- Volunteering and social change</li> </ul> <p>Theory as enlightenment</p> <ul style="list-style-type: none"> <li>- Critical perspectives</li> </ul>	<ul style="list-style-type: none"> <li>- Motivations and benefits</li> <li>- Dominant status model</li> <li>- Resource model</li> <li>- Theories of cross-national variation in volunteering</li> <li>- Styles of volunteering</li> <li>- The volunteer process</li> <li>- Volunteer ecology</li> <li>- Volunteer management</li> <li>- The changing institutional and biographical embedding of volunteering</li> <li>- Issues of social inequality</li> <li>- Negative consequences of volunteering</li> <li>- Unmet expectations</li> <li>- Hidden ideologies</li> </ul>

Source: Hustinx, Cnaan, and Handy (2010, p. 413)

# Proceedings

The mind map below (Figure 1) presents the implementation process. It is divided into four overlapping stages; inception, the research process itself, stakeholder workshop, and publication and dissemination. Some of these processes were implemented repeatedly or in parallel with others. For instance, we collected and analysed data throughout the entire implementation process. Therefore, this can be considered a logical model of the project by visualising sequential links of its components, rather than an attempt to put our actions in a chronological order.

## A. Inception

- **Literature review.** An intensive literature review was conducted. There have been many studies conducted both on volunteerism and youth employment in Cambodia and in the wider region. As this study aims to understand the volunteering environment in Cambodia in order to promote national volunteerism on a larger scale, two main domains of volunteerism

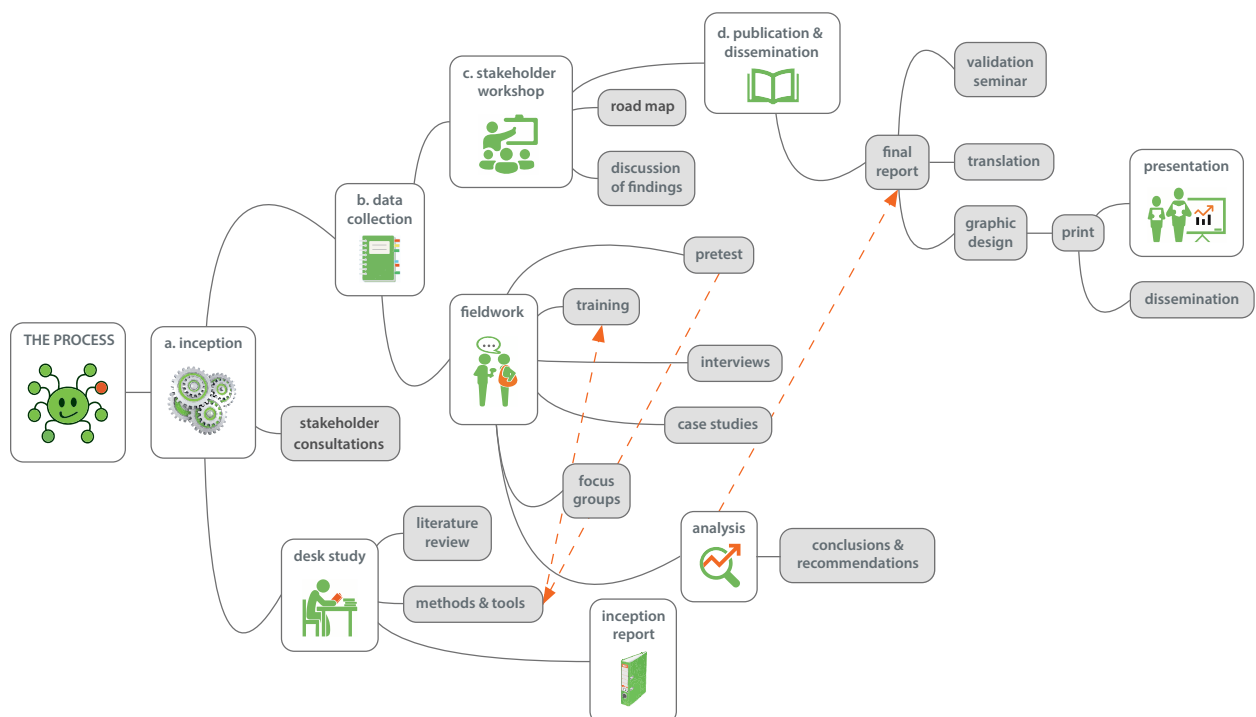
and youth employment were explored. Applicable concepts were operationalised to design the approach and research instruments.

- **Consultations with stakeholders:** During the inception phase, the team met with government officials and representatives of more than 20 organizations to discuss information needs and ways of cooperation in conducting the study. Another purpose of those meetings was to map local research capacities. The [www.unvcambodia.org](http://www.unvcambodia.org) domain was registered and a website was built to share the research instruments, advertise and link to the online surveys, channel the data collected throughout the provinces, and store and share the reports and other documents.

- **Conceptualisation.** This stage included the formulation of the research problem and the research questions, as well as the operationalisation of the concepts, reconstruction and modification of the basic questionnaires of the previous research.

- **Research design and planning:** The methodology of this study included purposive sampling for

Figure 1. Mindmap of research proceedings



respondents of the semi-structured in-depth interviews and focus group discussions. We developed detailed guides for conducting in-depth interviews and focus group discussions (see Annex).

### B. Data collection and analysis

In almost all stages, the project was implemented using volunteer work of Cambodian students as interviewers, data entry/processing operators and analysts. In 2016, we collected qualitative and quantitative data through:

- **an online survey** (over 300 responses)
- **face-to-face in-depth interviews** with volunteers, officials, and organization managers
- **focus group discussions** with local, international, and indigenous volunteers
- **telephone and email interviews, online surveys, and case studies** with volunteer involving organizations (VIO) and the VolCam network.

More than half the data we used in mapping VIOs in Cambodia was obtained for us by the Cooperation Committee for Cambodia.



[www.ccc-cambodia.org](http://www.ccc-cambodia.org)

The policy timelines were developed in partnership with Moulthan Consulting. For transcription of interviews and focus group discussions conducted in Khmer, we contracted the Cambodia Media and Research for Development company (CMRD), <http://cmrd.com.kh>.

This phase of the project included the following activities:

- **Training and pre-test:** The interviewers were trained and questionnaires were pretested prior to fielding.

- **Field work:** Interviews with volunteers, local and central government officials, managers of local CSOs and businesses were conducted, as well as focus group discussions with the stakeholders.

- **Case studies** were carried out based on the information collected.

- **Data entry and analysis:** To answer the research questions, a theoretical interpretation and comparative analysis of the findings with the 2008 and other studies was carried out.

- **Conclusions and recommendations** were developed.

### C. Stakeholder workshop

- Presentation and discussion of the highlights of the findings was held during a one-day stakeholder workshop with 60 participants, and

- Pathways for youth employment were developed as a result of two sessions of work and presentations made by four working groups in each session.

### D. Publication and dissemination

- Validation seminar held to present and discuss the final report

- Layout, graphic design, translation of the summary into Khmer and other publication related works completed

- Report published, presented publicly and disseminated. An electronic version made available for download via the UNV Cambodia website.



**301** responses to online survey with volunteers from **18** provinces

**100** interviews with volunteers, local officials, company managers in **15** provinces

**10** focus groups discussions:

7 with Khmer volunteers

2 with international volunteers

1 with indigenous volunteers

**334** NGOs contacted and **182** ViOs interviewed by phone, email and online.

Supporting policy dialogue

for a better future



# POLICIES AND INSTITUTIONS

**Cambodia is developing effective policies and institutions for promoting volunteerism and youth employment**

Policies &  
institutions



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# Timeline of policies and institutions

This section of the research was conducted through meetings and interviews with high ranking officials from the Ministry of Education Youth and Sport (MoEYS), Ministry of Labour and Vocational Training (MoLVT) and the National Employment Agency (NEA). This work has provided insights into the policies and legal framework that regulate volunteerism and youth employment in Cambodia. As a result, a consolidated timeline of RGC policies, strategies and actions has been compiled. We conducted this work in partnership with Moulthan Consulting.

## Background

After two decades of civil war, genocide and foreign intervention, the Comprehensive Cambodian Peace Agreement commonly referred to as the Paris Agreement was signed in October 1991 and the national reconciliation started.<sup>1</sup> In 1991-1993, the reconstruction process was guided by the United Nations Advance Mission in Cambodia (October 1991 - March 1992) followed by the Transitional Authority in Cambodia (UNTAC). UNTAC was the first peacekeeping operation, in which the UN took over the administration of a sovereign state.<sup>2</sup> Responsible for promoting and safeguarding human rights, UNTAC influenced the political culture, had its own radio station and jail, organized and ran the first national election in May 1993 and established the transitional government based on power-sharing provisions of the Paris Agreement.

Until 2003, when the third national election was held, the political situation in Cambodia was chaotic. However, since 2004, the situation has settled down and become more stable over time.

## Policies and institutional change

As noted by one of our key informants, policies in Cambodia, like in many other countries, are often outlined by a political party prior to a national election, and then formulated and adopted as

national policies when they are in power.<sup>3</sup> The implementation of policies is then handed down to the relevant institutions. While studying the applicable policies and their implementation, we also explored the linkages between policy implementation and institutional establishments in three thematic areas of youth, volunteerism, and employment.

## Youth

Since 2004, youth related issues have been predominantly under the jurisdiction of MoEYS. The Department of Youth was established on 23 March 1998 by the sub-decree No. 21. In 2008, due to demographic changes and recognising the importance of youth development, MoEYS established the Directorate General of Youth (DGY) with two departments, namely, the Department of Youth and the Department of Youth Centres (MoEYS, 2009 #6).

According to the sub-decree No. 170 of 28 October 2008, DGY's mandate is to:

- Facilitate and manage youth and child related issues within the ministry framework and in the country.
- Communicate with national and international institutions on youth development, prepare the national youth policy and national youth action plan.
- Coordinate with national institutions and international stakeholders to effectively operationalise both departments and to implement the national youth policy together with other relevant stakeholders.
- Manage youth and child related issues within the ministry framework and in the country by promoting education for youth and children about children's rights, women's rights, human rights, gender, democracy, law, and Khmer customs and traditions etc.
- Coordinate with civil society, international NGOs, United Nations agencies working on youth and children issues.

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<sup>1</sup> See <http://peacemaker.un.org/cambodiaparisagreement91>.

<sup>2</sup> <http://www.un.org/en/peacekeeping/missions/past/untac.htm>

<sup>3</sup> Interview with H.E. Hong Choeun, Director General of the National Employment Agency on 13 March 2017.

- Build staff capacity for planning, problem-solving, documentation, etc.

Supported by UNESCO and other stakeholders, DGY formulated the National Youth Development Policy (NYDP) which was adopted in 2011. The NYDP pursues the following goals (RGC, 2011, p. 4):

- Provide youth with access to education and vocational training with quality and equality.
- Encourage youth to have initiative, creativity, innovation and entrepreneurship.
- Promote gender equality among youth and give opportunity and rights to women.
- Develop youth to enable them to have aptitude, knowledge, skills, morality, spirit of peace loving, national loyalty, self-confidence, dignity, leadership and broad understanding of society.
- Provide opportunity for youth to express opinions and to make decision concerning community and national development.

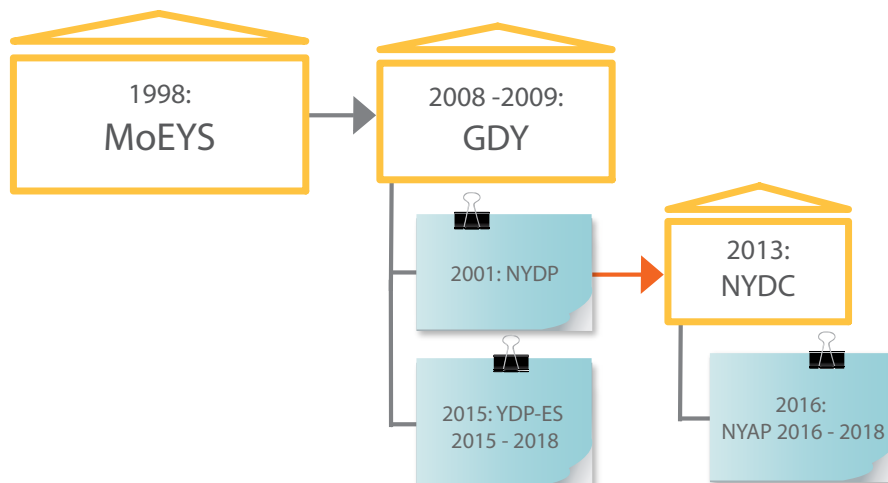
- Call on all concerned sectors such as ministries, institutions, development partners, civil societies, communities and parents or guardians to join youth development.

The policy calls for a holistic approach across all sectors, “to work together to improve youth’s capacity and provide them with opportunity to develop their potential in education, employment, health and decision making, and participation in development”.

Arising from the vision of NYDP, the National Youth Development Council (NYDC) was established in 2013. Its responsibilities are to facilitate, monitor, evaluate and assist RGC to ensure the effectiveness of youth development efforts.

To operationalise the NYDP, the National Youth Action Plan (NYAP) 2016-2018 was prepared and endorsed by NYDC in 2016. In addition to NYAP, DGY also prepared the Youth Development Programme in Education Sector for 2015-2018.

Diagram1. Institutional setup and policy implementation



## Volunteerism

Volunteerism is well rooted in Cambodian culture and is addressed in several policy documents. According to the NYDP, promoting volunteerism is considered as a key strategy (5.10) for youth development. The NYAP 2016-2018 also sets volunteerism as a priority strategy.

Promotion of volunteerism in Cambodia has been greatly supported by RGC, development partners

(DP) and international and local organizations, such as UNV, Volunteer Services Overseas (VSO) and other volunteer involving organizations (VIO). In terms of government support, promoting volunteerism lies under the mandate of DGY. Within DGY, sits the Department of Youth Centres under which operates the Youth Volunteer Office (YVO). YVO is mandated to promote volunteerism in Cambodia.

## Key Milestones for NYAP Implementation

### 1. National Youth Development Council

The NYDC is preparing legal documents to establish an inter-ministerial committee on youth development. It is expected that, at the sub-national level, provincial youth development councils will be established, which will later establish municipal/district youth development councils and commune /Sangkat youth development councils.

These institutional establishments are expected to better coordinate, implement and monitor youth development programmes.

### 2. Directorate General of Youth

The 8<sup>th</sup> Senior Officials Meeting on Youth endorsed the development of the ASEAN Youth Development Index (YDI), which aims at assessing the effectiveness of policies and programmes concerning youth in ASEAN and to support member states in planning effective youth interventions towards establishing the ASEAN Community. Indonesia shall serve as the lead country in the process of development of the ASEAN YDI. A task force shall be formed with representatives from other ASEAN Member States.

Meanwhile, Cambodia has formed a task force to develop the Cambodian YDI.<sup>1</sup>

<sup>1</sup> YDI measures the progress of youth across five domains of education, employment, health and well-being, civic engagement and political participation. See: <http://thecommonwealth.org/youthdevelopmentindex>.

The activities of YVO include:

- Organizing the National Forum on Volunteerism and celebrations of International Volunteer Day on 5 December (in partnership with NGOs and DPs)
- Organizing the volunteerism study tour
- Creating and maintaining the Youth Volunteer Network
- Organizing national workshops on volunteerism.

In 2008, the previous research found limited information on state-sanctioned volunteerism. Mass mobilisations of “volunteers” were used for national reconstruction during 1980s. Later, the government mobilised volunteers as part of national reconstruction and nation building, under a socialist ideology (Slocumb in Brown, 2008). Also, there was a mass recruitment of students to teach in rural areas under the RGC’s programme to eradicate illiteracy (MoEYS, 2000).

The previous research highlighted widespread government-sponsored volunteerism and concluded that along with traditional and civil society-initiated volunteerism, the government-sanctioned volunteerism was still essential to development. Today, although the Red Cross Youth (RCY), Cambodian Scouts (CS) and Union of Youth Federations of Cambodia claim to be independent civil society organizations, they are closely related to RGC in their operations and are significantly supported from the state budget. Thus, RCY and CS are institutionalised into the public education institutions nationwide, and managed by the school management. Similarly, UYFC structures are greatly supported by both national and sub-national administration in terms of management (Pak, 2016).

The establishment in 2011 of the National Committee for Promoting Volunteerism (NCPV) is a significant institutional change in the nine years since the previous research. This platform gathers representatives of governmental and non-governmental

partners as well as United Nations agencies and is chaired by the Director General of the DGY. The NCPV meets regularly and organizes public events, such as the annual National Forum on Volunteerism. UNV Cambodia facilitates and supports the work of the National Committee and VolCam. They jointly coordinate advocacy activities to promote volunteerism in the country through annual celebration of the International Volunteer Day, organization of the National Forum on Volunteerism and other joint actions.

The National Forum on Volunteerism brings together volunteers from the provinces and from Phnom Penh, high-ranking government officials, representatives of civil society and the private sector. The forum discusses the current state and issues of volunteerism and celebrates the importance of voluntary action and the difference it makes to the development of Cambodia.

## Employment

Two RGC institutions are primarily responsible for employment in Cambodia, the Ministry of Labour and Vocational Training (MoLVT) and the National Employment Agency (NEA). MoLVT was established in 2005 after the third national election. MoLVT was mandated to manage the employment sector and technical vocational education and training in Cambodia.

The two key macro-policies formulated by MoLVT directly related to youth employment are the National Employment Policy (NEP) and the Labour Migration Policy (LMP). The National Employment Policy seeks to promote employment and skills especially among youth, using three pillars of increasing decent and productive employment opportunities, enhancing skills and human resource development, and enhancing labour market governance.

LMP focuses on labour migration of Cambodians to other countries and outlines three policy areas of labour migration management, protection and empowerment of migrant workers, and harnessing labour migration for development.

With regard to skill development through technical vocational education and training (TVET), the Directorate General of Technical Vocational Education and Training (DGTVE) of MoLVT plays a crucial role in managing TVET in Cambodia. According to Prakas No. 66 on the organization and functioning of DGTVE, DGTVE is mandated to:

- Formulate TVET policy, manage TVET education.
- Implement apprenticeships in compliance with Labour Law.
- Compile and manage domestic and international labour market information.
- Develop the TVET Curriculum and ensure the standard and quality of TVET education.

Diagram 2. Institutional setup and policy implementation (Employment)

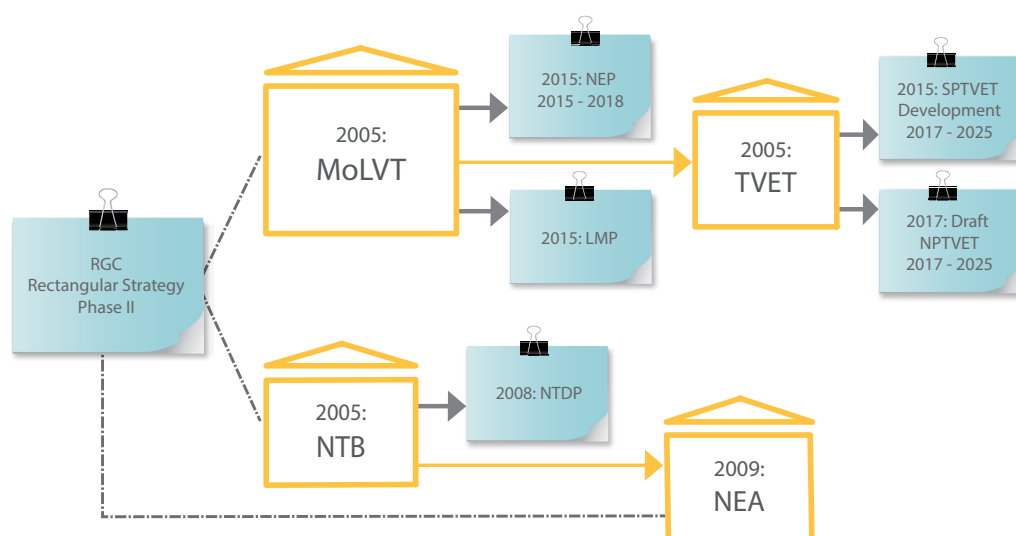


Table 2. Consolidated timeframe of policies and institutions

	Timeline:	1990 - 2004	2005 - 2009	2010 - 2016
	Legal documents	1996: Royal Kram on the promulgation of the Law on the establishment of Ministry of Education Youth and Sport (MoEYS)  1998: Sub-decree No. 21, 23 March 1998 on the organization and functioning of MoEYS	2008: Sub-decree No. 170, 28 October 2008 on the separation of the General Directorate of Youth (GDY) from the General Directorate of Youth and Sport.  2009: Prakas No. 1824 dated 19 May 2009 on the organization and functioning of GDY.	2013: Royal decree of 13 February 2013 on functioning of the National Youth Development Council (NYDC)  2013: Sub-decree No. 66, 18 February 2013 on the organization and functioning of the General Secretariat of the NYDC  2015: Prakas No. 235, 17 February 2015 on the implementation of youth development programme in education sector 2015 - 2018
MoEYS	Policies, Strategies, Action Plans	N/A	N/A	2011: National Youth Development Policy  2015: Youth Development Programme in education sector 2015 - 2018  2016: National Youth Action Plan 2016-2018
	Institutions	1998: MoEYS	2009: GDY	2014: National Youth Development Council  2014: General Secretariat of NYDC
MoLVT	Legal documents		2005: Royal Kram of 17 January 2005 on the promulgation of the Law on the establishment of the Ministry of Labour and Vocational Training (MoLVT)  2005: Sub-decree No. 52, 1 April 2005 on organization and functioning of MoLVT	2014: Sub decree No. 283, 14 November 2014 on the organization and functioning of the MoLVT  2015: Prakas No. 066 on the organization and functioning of General Directorate of Technical Vocational Education and Training (DGTVET)
	Policies, Strategies, Action Plans	N/A	2008: National TVET Development Plan	2015: Labour Migration Policy  2015: National Employment Policy 2015-2025  2015: Strategic Plan on technical vocational education and training development 2014-2018  2017: Draft national policy on technical vocational education and training 2017-2025
	Institutions		2005: MoLVT  2005: National Training Board	2015: DGTVET
	Legal documents		2009: Sub-decree no. 67 RNK. BK, 27 April 2009 on the establishment of the National Employment Agency	
	Political context:	Cambodia was recovering from conflict and political crisis. National elections were held in 1993 and 1998.	National elections in 2005 and 2009	National election in 2013

Several essential documents related to TVET are now in place, including the National TVET Development Plan and the Strategic Plan on TVET development for 2014-2018. Recently, DGTVET also drafted the National Policy on TVET 2017-2025 and this is expected to be finalized by the end of 2017.

Another essential institution, the National Employment Agency (NEA), is a key actor in implementing these policies and plans. According to sub-decree No. 67 on the establishment and functioning of NEA, NEA is a special operating agency under the jurisdiction of the National Training Board (NTB)

and DGTVET. It provides assistance in coordination and provision of labour information in the Kingdom of Cambodia and is mandated to carry out the following roles and tasks:

- Coordinate and establish information services in the areas of labour, employment and TVET
- Deliver information services to job seekers employees, employers, skill training providers and the public
- Conduct research and develop labour market information system to keep in pace with the current and future socio-economic development.



- The RGC has shown a firm willingness to develop youth as one of Cambodia's strongest assets. This political will is reflected in the formulation of relevant policies, establishment of key institutions and other mechanisms for supporting volunteerism and youth development. Key policies, such as the National Employment Policy, Draft National Policy on TVET and National Policy on Youth Development in Cambodia are well aligned with RCG's umbrella policies, such as the Industrial Development Policy and the Rectangular Strategy Phase III. However, these ambitious objectives require more effective mechanisms for intergovernmental cooperation and momentous involvement of civil society and the private sector.
- The current structure and mechanisms for promoting volunteerism and youth employment seem to be sufficient; however, the effectiveness and efficiency of the policy implementation is yet to be explored. The immediate step is not to expand or create new institutions but to strengthen the existing mechanisms. For instance, the National Employment Agency has been providing information and employment services to Cambodia citizens, yet its coverage is still limited. While most of these services are accessible to people living in urban areas, there remains limited capacity to reach out to rural areas where such services are in high demand.
- In comparison to other countries in the region, specifically those within ASEAN member states, Cambodia still lags in terms of youth development. According to the Commonwealth Global Youth Development Index (YDI), in 2016 Cambodia ranked 136 out of 183 countries, slightly better only than Indonesia ranked 139. Cambodia's position is expected to improve when its youth development policy becomes fully operational.

Everyone has the right to work

Everyone has the right to education



# CONCEPTS VS. PERCEPTIONS

Everyone has the right to education. Education shall be free, at least in the elementary and fundamental stages. Elementary education shall be compulsory. Technical and professional education shall be made generally available and higher education shall be equally accessible to all on the basis of merit.

Education shall be directed to the full development of the human personality and to the strengthening of respect for human rights and fundamental freedoms.

*Universal Declaration of Humans Rights, Article 26*

Everyone has the right to work, to free choice of employment, to just and favourable conditions of work and to protection against unemployment.

*Universal Declaration of Humans Rights, Article 23*



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# Volunteerism and employment

Cambodia has a rich history of volunteering, both formal and informal, and the value of volunteering is becoming more widely recognised. It is clear that the notion of volunteering has become widespread in recent years due to its contribution to CSO-related grassroots activities. Yet, there are many people who hold essential roles within rural Cambodian communities whose work conforms to the definition of a volunteer. These reciprocal social exchanges within communities can be seen as forms of “traditional volunteerism”.

State-sponsored volunteerism emerged with the restoration of a stable government in the 1980s (involving students, women’s groups, and outreach health workers) and since the UN intervention in the early 1990s various forms of volunteerism have flourished, mainly expressed through civil society movements and through the work of hundreds of local and international NGOs.

Today many young people consider volunteer activities as a pathway to employment. This belief has arisen because on entering the labour market many of them lack prior job experience and some of them may have skills and talents not in demand.

In Cambodia, according to the Mekong Economic Research Network (MERN), low levels of education, skills-mismatch and the limited role of technical vocational education and training are the main challenges in youth employment (MERN, 2015, p.3). Many young people with poor or low-quality education are not adequately equipped with the necessary skills to operate productively in the workplace.

Given the ongoing impact of the global financial crisis, which still affects many economies, addressing youth unemployment remains a high priority... in the current volatile economic context, if youth are able to find employment, it is often short-term contracts that offer minimal or no benefits, little job security and lack of opportunity to upskill. Youth also suffer from a lack of access to credit, which severely restricts any entrepreneurship opportunities (Commonwealth, 2016).

Meanwhile, there is an obvious need to be protected from risk and uncertainty. According to Ernst, Hagemeyer, Marcadent, and Oelz (2012), there is sufficient evidence that unfulfilled protection causes higher exposure to poverty and exclusion from access to health, education, productive activities, and the increased prevalence of child and forced labour. They conclude that the consequences of unfulfilled protection “strongly undermine people’s opportunities to develop their capabilities, take charge of their own lives, escape the worst forms of exploitation, and build a better future for their children” (p. 7).

According to ADB (2015), when entering the workforce, Cambodian youth face a significant lack of decent jobs: “Consequently, a large share (approximately two in five) find themselves in vulnerable employment as own-account workers or contributing family workers, and around one in five are in informal employment”.

Recent studies were analysed in terms of enhancing youth employability. Among them were the standard school to work transition surveys (SWTS) carried out by ILO in more than 30 countries since 2012. In Cambodia SWTS were conducted through the National Institute of Statistics of the Ministry of Planning in 2012, 2014, and 2015 (NIS & ILO, 2015). The following recommendations were made:

1. Higher educational attainment provides for better labour market entry and easier labour market transition. Early ages of transition are worrisome in the country, therefore investment in education should be stepped up, especially in rural areas, and target those who cannot afford to attend.

2. Youth employability can be enhanced by:

- providing core skills to unskilled youth with low levels of formal education
- involving employers in identification of skills standards and training needs
- linking training and work following good examples in the region, and
- advocating for quality education, vocational training and lifelong learning.

3. Very few young people use formal means of finding work, so the role of institutions and agencies that deal with employment/unemployment issues should be enhanced.

4. Improving access to finances for youth and training young entrepreneurs could raise their productivity.

5. Decent work in the agriculture sector and among elementary occupations should be promoted through enforcement of labour laws and collective agreements that will help protect young workers in the more disadvantaged sectors.

Another youth employment related report was published by Pact Cambodia in 2008. It was in line with the 2008 UN General Assembly's resolution 45/2 calling for the full participation of young people and their organizations in development policies and emphasised the role of civil society organizations in the formulation of a national youth policy by sharing information with researchers, organizing advocacy for the youth policy and facilitating active youth participation in the policy process.

Youth employment has been widely recognised as an urgent issue, critical for social and economic stability and growth. According to the World Bank, young people face particular difficulties in entering the labour market and they are more affected by economic fluctuations (Biavaschi et al. 2012: 3). Meanwhile, according to the annual UN Human Development Report (2015) the persistence of dangerous and humiliating forms of work remain a major challenge for Cambodia's development.

The ILO have called for immediate, targeted and renewed action to tackle what they term "the youth employment crisis" (ILO 2012). At their 101st International Labour Conference, a Resolution was adopted which contained a set of tested measures in the areas of macro-economic policies, employability, labour market policies, youth entrepreneurship and rights. It emphasised the need for balance, coherence and complementarity across the policy measures.

As 15-29-year-old youth comprise around 43 percent of the working age population in Cambodia, the labour force is still characterised by low education and skills. It is difficult for young people to find decent work due to the dominance of the informal sector in the labour market. Although youth informal employment has declined over the last decade, 41 percent of youth were employed informally in 2014, mainly in agriculture...

Increased labour demand in urban sectors, lack of employment opportunities in rural areas and poor returns from agricultural production accelerate rural-to-urban labour migration. Thus, youth employment tends to shift from agriculture to service and industry. As a result, the 300,000 young Cambodians, who are entering the labour market annually now face higher unemployment rates in urban than in rural areas...

Youth find it hard to integrate into the labour market due to limited education and training, the lack of job-search abilities and of proper links between education and the labour market...In this context, increased attention towards skills development, decent work opportunities and sustainable growth can enable a suitable labour market environment for youth, and reduce their vulnerability to hazardous working conditions.

*OECD, Key Issues affecting Youth in Cambodia,*

<http://www.oecd.org/dev/inclusivesocietiesanddevelopment/youth-issues-in-cambodia.htm>

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# Youth's participation in social and economic life

According to the OECD:

Cambodia's youth participates actively in community-oriented activities: In 2008, up to 43 percent of young people aged below 25 were involved in volunteerism. In contrast, youth voices are hardly reflected in the country's (youth) policies and programmes, neither at the local nor at the national level. The main barrier towards meaningful participation is a lack of recognition of youth, caused by an age and knowledge hierarchy within the society. Moreover, civic engagement and political involvement are widely associated with risks, which leads to a lack of support and encouragement from parents and communities. There is a widespread lack of community services for youth because recreational activities are viewed as a waste of time. Several youth-focused NGOs provide programmes and services related to education, civic engagement and citizenship... Increased understanding of the importance of youth participation among basic social institutions such as family, school, and community, can enable young Cambodians to participate in the social, political and economic spheres.<sup>1</sup>

Challenges for youth participation in some communities can be attributed to adultism in its internalised, institutionalised, cultural, and other forms (Young & Sazama, 2006; Zeldin et al., 2000). Meanwhile, according to our respondents, volunteering responsibilities vary – volunteers are running projects, working in research, administration, education, agriculture, environment, gender and health.

The following forms of democratic participation at the local level were mentioned by our respondents: community meetings, public discussions, seminars, and forums. However, in rural areas, only a small number of youth joined these activities. In villages where these events rarely take place, opportunities for participation are even more restricted.

Willingness to learn is another driving force for participation. Those who lack education are often afraid to talk and cannot develop their potential. Only those who are motivated and are working on their capacity to learn are able to participate in the development process. Through their engagement they can cultivate their vision of the future and see development progress within their communities.

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<sup>1</sup> <http://www.oecd.org/dev/inclusivesocietiesanddevelopment/youth-in-cambodia.htm>

## Modus vivendi

According to our discussions with participants and interview respondents, many parents, especially those in rural areas, cannot afford the upkeep for their children to attend university in the towns. Therefore, only the most “clever” children are chosen to be sent for higher education, while migration pressures force many of their “stronger” siblings to leave on a quest for low skilled jobs. This leaves behind the rest of the children to do farming and follow their parents’ path with few if any chances to follow their own dreams.

This arrangement has dominated in Cambodia for decades. It has been reinforced by the few who have succeeded in gaining a livelihood in a big city or abroad and would occasionally return to their home village, showcasing fancy cars and other acquired “wealth”. Those lucky “role models” are still inspiring youth to leave their villages and take any job in pursuit of the means to support their family and in anticipation of a better life in a big city or in a neighbouring country.

This modus vivendi will change with more young people living in rural areas becoming engaged in social life and local development processes in their villages. They will develop a vision for the future of their communities and undertake the responsibility for inclusive development.

## Volunteering opportunities

Generally, there are many volunteer opportunities in Cambodia. These include volunteering through VIOs, through schools and with the government via the Red Cross, Cambodian Scouts, UYFC, Samdech Techo Volunteer Youth Doctor Association<sup>2</sup>, as well as through Youth Ambassador Volunteering and other volunteer associations formed by foreign embassies. Despite these endeavours, one of the frequent responses in rural areas to our request to describe existing local volunteer opportunities was, “It doesn’t seem like there are many organizations

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<sup>2</sup> The full honorary title of the Prime Minister of Cambodia Hun Sen is Samdech Akeak Moha Sena Padey Techo Hun Sen.

running locally here that could turn up and open their doors in my community saying, 'Would you like to participate in this programme?'"

For some other respondents, this seems to be the case not only in remote settlements. "Many of my friends keep asking me how I get involved in volunteer work," wrote a 19-year-old female volunteer, emphasising the limited access to information and apathy of her friends living in Phnom Penh. Other respondents claimed that VIOs have too many requirements and tasks to fulfil. Their application process is difficult, and some people give up easily during their first attempt to apply.

Many respondents mentioned nepotism as one of the main problems in getting a job in general.

Some volunteer programmes require the ability to communicate in English. This language barrier is critical, especially for rural youth. Despite the constraints, many of those involved in volunteer programmes consider their work important and they often spend their own money for transportation and lunch.

Traditionally, there are local volunteers in communities fulfilling duties on a day-to-day basis. For instance, they guard community forests or serve at the commune council as village safeguards. Today, local and international CSO volunteers are more event or project based. They raise awareness on environmental and social issues through various advocacy events and seminars, and many volunteers are mobilised in response to emergencies.

### Examples of volunteering opportunities provided by stakeholders

#### Government:

- teaching literacy and English
- emergency response

#### Community:

- organizing community festival or religious ceremonies at pagodas
- commune health centre volunteers to distribute medicines, assist blood donation, help mobilise children for vaccination, etc.
- awareness raising on civic registration, including on the importance of birth and marriage registration
- emergency response

#### School:

- fundraising campaigns for the poor
- study clubs, extracurricular activities, mobile libraries, etc.
- assistance in organizing events

#### Civic action group:

- community development

#### VIO:

- projects fostering democracy and protection of human rights, prevention of domestic violence, etc.

In response to our question about the number of local volunteers in their community, most respondents claimed there are not very many. The number fluctuated, ranging in the main from 3 to 18, and respondents knew many of their local volunteers personally. However, not all respondents viewed volunteering as positive – four out of 300 respondents of our online survey and 100 interviewees thought that it was a waste of time.

All respondents confirmed they know at least one volunteer in their community. Many of them mentioned that more and more high school students are progressively getting involved in volunteer activities. As local employers observed, youth are very enthusiastic in helping others, and indigenous participants of one of our focus group discussions reflected on expanding volunteering opportunities for indigenous youth in the northern provinces.

Table 3. Sectors and types of respondents' volunteer work

**Education and training:**

teacher/trainer  
 promoting human rights gender and equality  
 training leadership, life skills, and entrepreneurship  
 preventing domestic violence, drug abuse, child labour  
 training pregnant women  
 teaching poor children  
 training on hygiene and sanitation  
 caregiving to orphans and persons with disabilities  
 technical training in agriculture  
 training in hygiene and sanitation  
 legal consulting  
 outreach and awareness raising  
 prevention of illegal migration  
 logistic arrangements for training and conferences  
 youth club  
 organizing mobile libraries  
 role play and performance

**Services/small business:**

tour guide  
 orientation and translation for foreign volunteers  
 boutique hotel  
 handicraft  
 phone/computer repair  
 car/machinery repair  
 grocery store  
 tailor  
 wedding services  
 beauty salon, barber shop

**Public services:**

data collection, incl. for the national census  
 election registration  
 police  
 commune office staff  
 public health  
 civil servants, community focal persons for healthcare  
 librarian  
 blood donation  
 road traffic control  
 distributing meals to soldiers at the border  
 road repairing

**Environment:**

wild life conservation  
 forestry  
 cleaning the town

**Economy:**

finance  
 micro-finance and business development

**Labourers:**

garment workers  
 construction workers  
 agricultural workers: crop and livestock farming

Among types of volunteering opportunities, respondents frequently mentioned teaching, environment protection and healthcare. Some respondents also listed fundraising, water and sanitation, and agriculture. We found organizational management, gender, science, credit and disability issues were mentioned less frequently (see Table 3). This picture bears some resemblance with the map of VIO activities we developed under the quantitative part of our study.

A 28-year-old Siem Reap resident shared that volunteer work enabled him to network with individuals and institutions, and to come up with business ideas, “Beginning with volunteer work, now I have an organization, and I keep the volunteer spirit in my organization.”

“I started as a volunteer and moved from one role to another, now I became the vice president of one of the major volunteer involving associations,” said a 19-year-old Phnom Penh resident. Respondents from the provinces mentioned that some parents must change their old stereotypes and give up their prejudices to allow their children to start volunteer work at a young age. Still, because of a lack of trust and awareness and the domination of age discrimination stereotypes, some of our respondents thought that youth cannot do anything to change the status quo in their community.

Nevertheless, many respondents mentioned that volunteer work is a way to change life within the community. More and more volunteers are beginning to improve their communities; local youth groups take part in commune council meetings to address issues of concern and advocate for their causes. They foster a culture of sharing. Some respondents have already seen big changes produced by awareness raising within their communities. They think local volunteers need help and guidance on facilitating public discussions and should develop their advocacy skills to be more effective in awareness raising.

A young respondent from a village in Kandal province said there is no need to wait for solutions from the authorities, as normally that takes time. Community members can get together and start their project and everyone can contribute or share the costs. This was the case in his community, where residents contributed money and labour to fix the

drainage system to prevent flooding in their houses and traffic interruptions in their village.

Some respondents highlighted volunteering as a main way to face local challenges and develop their communities. As commune council meetings are open to the public, some youth groups use this space to present their projects to the local authorities. Of course, this involves a complex procedure – many letters need to be sent and the commune office may disagree at first, but, if the project team is persistent, they can convince their community to go ahead. When community members see the changes, they learn they can solve some local problems themselves. This also encourages local authorities to be more open to new ideas suggested by youth. However, this process takes time, and youth can begin solving problems only when they have understood their community’s issues well.

When talking about volunteering benefits, our respondents mentioned improving soft skills or personal development. Communication and teamwork skills were highlighted as important for getting scholarships and career opportunities. Some respondents said that volunteers benefit by meeting new people and building networks. Very few people claimed incentives e.g. allowance, insurance etc. among volunteering benefits. A small number of respondents saw freedom of speech, trustful citizen-authority relations, understanding of local issues and recognition within their community as benefits of volunteering.

*Volunteers encourage villagers to love their community  
22-year-old male respondent from Kandal*

## Employment opportunities

Although concerned with the limited employment prospects, many of our respondents thought of volunteering as a stepping stone to obtain a paid job.

*I felt more confident when I applied for a paid job with my volunteer certificates.*

*Kouch Sreymean, 20-year-old female respondent from Phnom Penh*

Each province has specific job opportunities. For instance, in Siem Reap, many opportunities exist in the tourism industry, such as working as a tour guide, in hotel services etc. In remote rural areas, especially where indigenous communities live, teachers are in high demand because not many are willing to work in these settlements that are far away.

Our respondents in Kampot reported that the government offers technical and vocational training programmes in the province, but not many people are interested. Most young residents prefer immediate employment such as work in a garment factory. In this sense, residing in a community with a lot of ongoing economic activities is an advantage. Many different job opportunities are available for young people, and they can develop and try out their business ideas. At the same time, they can observe and learn from people, work as interns, and develop professionally.

However, such places are few in number in Cambodia. Those who live in villages have fewer, if any, job opportunities, in addition to growing crops and helping their families farm. There is also a lack of trading skills and knowledge of the market – some farmers don't know where to sell their agricultural products and await middleman to come and collect their products for much lower prices.

Farmers rarely form a group or association to work together on agricultural production. Creation of a microenterprise, even to employ themselves, is rarely seen, and businesses established in those sporadic cases are very simple and volatile. Thus, having such limited chances to get decent work and a lack of training and professional development opportunities combined with a need for immediate income, rural youth give in to migration pressures.

## Bridging the skills gap: Competencies available and required

In their joint report titled “Cambodia: Addressing the skills gap”, the Asian Development Bank (ADB) and the ILO state that Cambodia must work to close the skills gap between its labour force and the domestic job market. Based on a previous report from 2014, ADB concludes that “Attaining sustainable growth, however, will require further economic diversification and intensification of existing activities that will rely on an expansion of the current skills supply” (ADB & ILO, 2015: 51).

Several steps are currently being taken to address youth unemployment in Cambodia.. These include Klahan9, a three-month training course on enriching youth employment (EYEP), and other programmes aiming to prepare young people for their future career path and to help them get a job.

Although education is assessed to have a significant impact on youth employment, the ILO's Labour Market Transitions of Young Women and Men in Cambodia (2015) study, conducted jointly with the National Institute of Statistics, found that:

*higher unemployment rates among the most educated youth implies a mismatch between education and skills demand in the labour market (NIS & ILO, 2015, p. 3).*

## Experience

According to survey and interview respondents, most volunteers are working and gaining experience in public and civil society institutions in different fields, such as education, health, environment, agriculture, gender, research and community development. They are involved in charity and awareness raising campaigns. Many of them assist in organizing events, running projects and administrative work.

The fact that many respondents have been doing volunteer work for more than 4 years after they graduated tells that volunteering is not an alternative, but the only choice for many fresh graduates.

By helping others, volunteers get a kind of experience which paid work cannot provide. It positively changes their mindset and understanding of their capacity to change.

I think some people volunteer in order to get what they cannot get from paid work

*A female international volunteer, focus group discussion participant*

..it provides me experiences that cannot be taught at school, I've learnt how to be solution-oriented and be flexible when dealing with problem while working, I've learnt to deal with different types of people whom I have to work with, and I've also built a network and made friends.

*Buntoun Monyrath, 19-year-old female online survey respondent*

Volunteers from outside of a community become experienced in the process of adaptive community-building (providing services and transferring knowledge and skills to local people) and coordinating or assisting in the organizational development process. However, we observed that only a small number of volunteers were initiators of social projects or activities.

### *Skills: need for education and continuous learning*

New volunteers need training. Several respondents recalled that as first time volunteers they were "a bit lost sometimes", not knowing what to do and how to start the work. This is not the case in international and experienced local organizations, where orientation training is included in the welcome package for new volunteers.

Many respondents were of the opinion that professional, technical as well as soft skills (creativity, leadership, critical thinking) are crucial for employability. Some respondents mentioned that training is needed not only for youth – older people, especially community leaders also need to build soft skills and knowledge, especially effective leadership skills. From a list of available skills, light technical skills in the fields of service provision, business and agriculture were identified as requiring further development to reach the labour market requirements. Skills development is more difficult for rural youth as they experience a significant lack, or even total absence, of information and training opportunities.

Massive demand for new skills has occurred alongside modern jobs and new businesses. Many young people do not want to follow their family's livelihood route. As one international volunteer mentioned in our group discussion, many provincial students did not want to just farm as their parents had before, but were unsure what else they could do. Some of these students thought they would be unable to do anything in addition to farming even upon graduation, as university would not provide them with employment prospects or necessary skills to pursue another occupation.

Currently, short-term training is mainly provided in the provinces, for example, for farmers on diversification of crops or use of technology. However, for many young people poverty is the main constraint to gaining new skills and they cannot afford to join training. Instead factory work provides an immediate route to earn money, and a way out of this vicious cycle. Thus, facing a trade-off between going to low-skill work and getting or developing skills, many young people are compelled to join the low-skill labour force. If there is no factory nearby, many young people choose to migrate. Thus, according to a Village Chief in Moug Ruessei District of Battambang, 80 percent of youth in his commune migrate to Thailand seeking employment.

While the government is offering short-term training courses, youth think that working in factories is more easier and they can get money immediately. For example, in previous training in Kampot, some youth were more concerned about commuting from their village than thinking about getting skills.

*Angkor Chey Commune Councillor, Kampot province  
04-11-M1-Ig-Angkorchey- Kompot*

Volunteering and internships enable youth to further their knowledge and experience. Yet, there is more to be done to create an enabling, fair and inclusive environment for building youth employability. Fundamentally, the education system should reflect the needs of youth. Occasional and ad hoc employability training should become more consistent, a steady flow of follow-up information should be provided and monitoring conducted to ensure the effective use of obtained skills.

**Soft skills or personal development: leadership, problem solving, time management, event management, people management, organizational management, public speaking, creativity, flexibility, independence, confidence, responsibility**

### *Entrepreneurship and employability*

Youth employability has two sides – it can be considered as an ability to find a job as well as young people's capacity to create jobs and employ others. Correspondingly, the development of employability is also linked to the idea of entrepreneurship. However, according to our respondents, most Cambodian youth cannot engage in entrepreneurship – they do not have the experience, relevant skills and knowledge. Poor leadership and management skills and a lack of strategic thinking, teamwork, and problem-solving skills, combined with an inimical business environment are the main constraints for starting-up small enterprises.

Respondents reported that existing youth-run businesses mostly operate for profit, but there are young people who consider undertaking a social role and establishing social enterprises. In any case, many respondents believe that volunteerism is one of the driving forces for successful entrepreneurship.

*The owners of Butterfly Tours were former volunteers in an organization. After three years of volunteering, they decided to initiate something their own. Then they created Butterfly Tours, which is offering tourist services around Battambang province. Now they are very successful and working on the expansion of their business.*

*23-year-old male respondent from Prek Preah Sdach, Battambang province*

Common types of businesses run in provinces today include trade – typically merchandising and manufacturing – handicrafts, and services, mostly carrying out repairs. As the agriculture sector dominates within the provinces, those businesses are to a certain extent interrelated with agriculture or have agriculture as their driving force.

Some of our respondents think that many people in Cambodia do not believe youth have prospects to establish new types of business. The reason given was that they think no significant further improvement of agricultural activity is possible. A general observation is that there is a need to build more trust in local products and people should be encouraged to consume local products to promote local production. Respondents also observed that due to poor management and a lack of creativity, many existing businesses are likely to fail every now and then. Meanwhile, other respondents think that youth are progressively using technology and online businesses, for example, to establish start-ups and step into the world of business.

### *Job Creation*

Some respondents were of opinion that youth can create jobs if they possess soft skills like creativity and leadership, know their community well, and if they have the opportunity. Several respondents said that young people can start up a business and create jobs only if they mobilise in a group, or if there is government support in terms of training and investment funds. Others mentioned such obstacles as lack of family encouragement, experience, and financial and moral independence.

### *Types of start-up businesses*

Opening a café or restaurant was most commonly mentioned as a possible start-up. This was followed by farming, running a grocery store, handicraft shop, salon, clothing shop, vehicle maintenance and repairs, a driving school, brick-and-mortar business and online shops, selling clothes and shoes, handicrafts, and food and beverages. The

least preferred start-ups were a bookshop, accessory store (home, construction and agricultural tools), bakery, tour agency, publishing house, micro-finance, phone shop, production of drinking water, laundry, software development, mobile applications, graphic design, sport club, pharmacy, rice mill, gas station, jewellery shop, and services like event organizing, delivery, photography, babysitting, car rental, guest house and business consulting.

Our respondents considered the following types of business start-ups feasible in their communities:

- Coffee shop or restaurant
- Farming
- Handicrafts: weaving, kitchen materials, furniture, baskets, clothes
- Car wash and repair
- Training/school: computer, languages, kindergarten
- Trade: food and beverage, rice, and fertiliser
- Printing: books, promotional materials like t-shirts
- Technology: creating apps, graphic design, and animation
- Finance: farmer loans and currency exchange
- Healthcare, pharmacy.

To engage in entrepreneurship and job creation, youth need support in education and training, investment and empowerment. In addition, an enabling environment is required – this includes the legal framework for start-ups and accessibility of information for Cambodian youth. RGC, development partners, and financial institutions are key actors in providing these skills and developing the environment for inclusive local development. Meanwhile, some respondents believe that Cambodian youth still depend on family as a major source of investment and encouragement.

Generally, volunteering can make a difference at the level of individual development. Many respondents think volunteerism builds a strong foundation for employability. People who have been engaged in volunteer activities managed to get more job opportunities than those who have not.

A lack of good education restrains employability. There was a common opinion that household economy pushes youth to migrate, but it is just one factor within an assortment of migration pressures. Lacking decent employment opportunities with suitable income at home, youth are compelled to migrate and work using their physical strength.

Right now, respondents do not see many improvements in the existing job market in Cambodia. It is difficult to develop themselves, because many young people lack vision, knowledge, and willingness to undertake the responsibility for the future of their communities.



Interviews with a local government official, volunteers and youth club members in Prey Veng

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# Motivation

Strong motivation to achieve personal goals can expand individuals' volunteering opportunities and drive them to develop their professional and soft skills. In most of the cases we came across, volunteering was self-driven, however, many respondents said young people in Cambodia prefer thinking of short-term gains rather than the long-term benefits. Thus, some students aim for higher grades and don't want to spend time on volunteer work. A few respondents said they did volunteer work because it was required by their university in the process of writing their thesis or their fourth-year study report.

Others recalled being discouraged by parents and teachers who didn't understand the importance of volunteerism. One respondent confessed that she was told by her teacher that volunteerism is a useless activity and she will have less time to study if she gets involved in that work. Nonetheless, many other respondents think that university provides mostly theory and much less of the practical experience needed to land a job. They are convinced that volunteer activities and internships will help them gain professional knowledge and skills and they know their volunteering experience will be recognised in recruitment processes. Therefore, it is important to inform not only youth but also parents and teachers about the benefits of volunteer work. They should know that, if properly managed, volunteer work does not affect school activities. Instead it offers a range of benefits, which include learning about responsibility and time management.

## Knowledge is power

Highlighting the role of education, many respondents were of the opinion that the government and NGOs should take a more active role in promoting volunteerism through awareness raising and training – even integrating volunteerism and civic education into the school curriculum. There is a strong need for short courses on leadership and planning such as “How to improve our communities” and “How to change the lives of the people.” The skills acquired with this basic education and

support from previous volunteers, friends and school teachers would later help young volunteers when they take part in the development and participatory planning of their own local projects.<sup>1</sup>

Many others mentioned a need to encourage youth to participate by providing certificates of recognition for time spent on social work and to reimburse meals and gasoline used while volunteering. Youth can be empowered to participate in social events and contribute time to local projects through encouragement from prominent people, high-ranking officials and their communities. With so many interests and distractions today, young people are not interested in things unrelated to them, so in order to attract young participants the cause should be important for them.

For youth-initiated projects, attracting local authorities is important. In fact, some experienced volunteers mentioned building trust with elders and engaging local authorities as a key prerequisite for any local initiative to succeed.<sup>2</sup> In case local officials are not interested, our respondents recommended inviting representatives from provincial departments to provide training or opening remarks. This strategy was also mentioned by a high-ranking RGC official, who said that in cases where commune authorities were reluctant to support local initiatives, encouragement from the sub-national level has proved to be effective.

To engage more youth, respondents proposed to use social media<sup>3</sup>, organize contests and showcase best practices and outcomes of successful volunteer activities.

Our respondents told us that while many young people today waste large amounts of time on video games, gambling, hanging out etc. without

<sup>1</sup> While conducting this research, we travelled to ten provinces and conducted 13 training sessions that included a short presentation of the theory of community development, which was received with interest and triggered a lively discussion with our training participants.

<sup>2</sup> This recurring opinion is noteworthy also as evidence of how thoroughly the conceptual framework of human rights approach to development is understood at the grassroots level in Cambodia.

<sup>3</sup> Use of social media has become a very popular daily activity in Cambodia, and it is becoming increasingly widespread in the provinces (Phong et al., 2016).

thinking of what to do for their country, pressing social issues motivate others to make changes in their community, such as cleaning the city, repairing roads, preserving the environment and preventing migration or “brain drain”. They not only participate themselves, but provide others with an opportunity to take part in the development of their community by raising their concerns about existing problems. Thus, through the provision of knowledge, young leaders create a chance to take part in improving the quality of life and the living standards in their community.

## Drive for change

Motivation to volunteer comes with curiosity, a desire to explore new things, willingness to challenge oneself and move out of a comfort zone, to learn to do something – contribute to change instead of complaining. Some volunteers are driven by their wish to better understand life in rural areas or to share their experience and learning through the practical application of a theory learned in school. Others are motivated by a need to gain self-confidence in talking and self-expression and to develop soft, professional and language skills for future employment, to make new friends and build a network, and, ultimately, by their vision for the future of their community and country.

*I want to see how is it to change the world working as a volunteer*

*Ek Khemra, 22-year-old male respondent from Kratie*

Many respondents said that their community likes volunteers because they do things for free that benefit the villagers. Understanding the importance of volunteer work, community members support and get involved in the local initiatives.

*When I talked to someone and I said 'neak smak chet', which means volunteer, they were happy to hear that I am a volunteer, they said: “Thank you for coming to help our country.”*

*An international female volunteer*

## Gender and inclusive development

According to the respondents of surveys and interviews, in different parts of Cambodia participation of men and women in development is determined by their educational background, interest, family duties and their character. In comparison with the previous research, we found that traditional barriers for women's participation have decreased and progressively more women are working outside their households, while maintaining their households.

Some respondents (both young men and women) claimed that women have more potential for employability than men because of their soft powers and “sense for doing things”, and because women tend to value and see the benefit of volunteering better than men. Meanwhile, other respondents highlighted that there are still people in villages who follow archaic stereotypes and believe women should not work outside their households. In rural areas, in terms of employability, people living with disabilities are even more vulnerable. Therefore, there is still a need for awareness raising and support for efforts to foster a culture of inclusive development.

Although opinions differ on the gender breakdown of volunteers, a greater number of respondents believe girls are more involved than boys, because they take more responsibility and are more patient.



**Respondents said that access to information and the opportunity to participate is what Cambodian youth need today. Information sharing enables youth to see more opportunities and think outside the box. Awareness raising and access to information will help find ways to eliminate the outdated gender and age discrimination stereotypes and will ultimately allow youth to utilise their full potential.**



## Sustainable Development Goals supported:



1 NO POVERTY



4 QUALITY EDUCATION



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



# VOLUNTEER INVOLVING ORGANIZATIONS

VIOs: mapping  
& case studies

10 REDUCED  
INEQUALITIES



11 SUSTAINABLE CITIES  
AND COMMUNITIES



16 PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS



17 PARTNERSHIPS  
FOR THE GOALS



# Mapping volunteer involving organizations

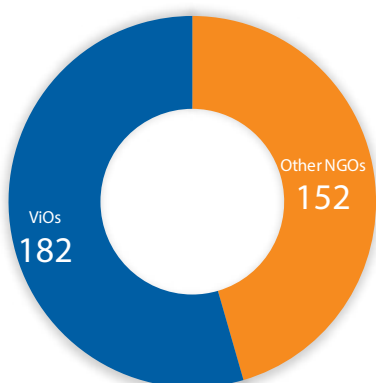
Volunteer involving civil society organizations provide institutional arrangements for involving volunteers. They offer different models for volunteer deployment and use of volunteers in their activities.

In this part of our research, we surveyed unpaid voluntary work with or through volunteer involving civil society organizations (VIO). In total, 334 CSOs responded to our mapping survey, of which only 182 (54.5 percent) were VIOs. 72.5 percent of respondent VIOs were local organizations and 27.5 percent were international.

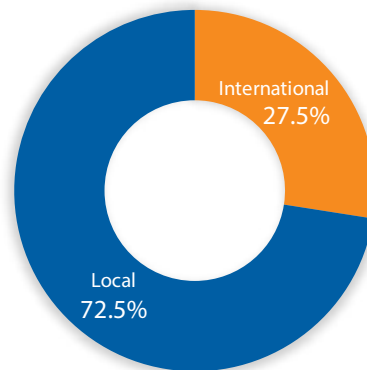
There are limitations in this part of our study to be acknowledged, such as an apparent lack of responses from VIOs. Another constraint was that we reconstructed the basic questionnaires of the 2008 study with some modifications to include additional elements. Significant structural improvements, however, were left out to streamline the comparison with the previous results (Brown 2008). Therefore, some areas that would have benefited from more thorough examination have not been pursued. We addressed these limitations in the more in-depth, qualitative part of our work.

## *VIOs in provinces*

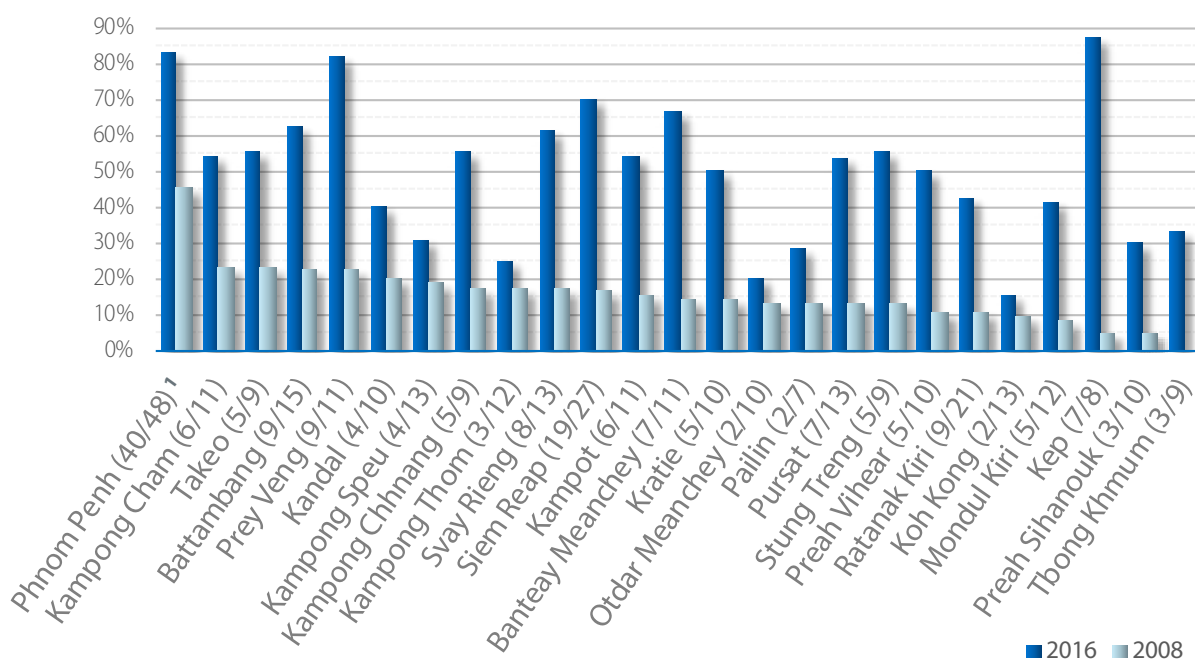
Graph 3 shows the percentage of VIOs in provinces where our respondents said their volunteers worked. It does not provide the actual numbers of volunteers in each province. The 317 respondents of the 2008 survey said they worked with 23,997 volunteers (75 per VIO in average). Back then, the highest percentage of VIOs were Phnom Penh based with many interns and volunteer project assistants. This time we have found less VIOs – many NGOs without volunteers claimed to have them in the past. Yet, the share of VIOs across all provinces has increased significantly, as well as the number of volunteers. Now, there are VIOs with hundreds and even thousands of volunteers in Cambodia, such as the Phnom Penh-based Union of Youth Federations with 71,509 volunteers (44,856 of them are male and 26,653 are female) and the Light of Hope organization from Kampong Thom with its 41,569 volunteers, of whom 19,963 are male and 21,606 are female. These data are not reflected in the graphs, they were excluded in the analysis as outliers.



Graph 1. VIOs vs. other NGOs



Graph 2. Local vs. international VIOs

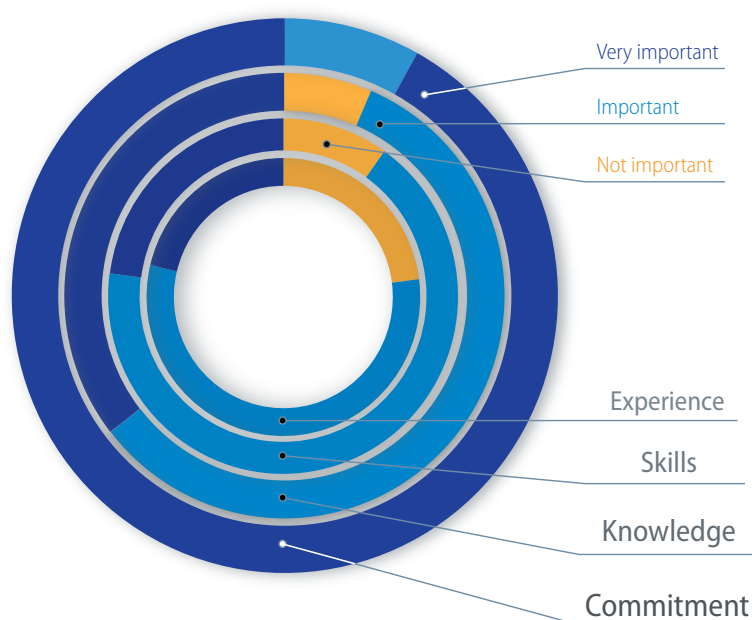


Graph 3. Percentage of VIOs in provinces

### Recruitment

In recruiting volunteers, VIOs are mostly concerned with their commitment. Knowledge comes second and prior experience is the least important criterion (Graph 4). This means that, as opposed to businesses or other organizations practicing highly competitive recruitment, VIOs open their doors for those with limited or no prior work experience. This door of opportunity provides further evidence for the value of volunteering for career building. Indeed, if applicants' prior experience is significantly less important for VIOs than their commitment, then, given proper recognition of that volunteering experience by the next employers, volunteerism is a clear pathway to employment.

The equal opportunities principle when hiring male and female volunteers is always considered by 85 percent of responders, while almost 7 percent of the mapping survey respondents rarely consider this principle. Just as in 2008, only 50 percent of respondents said they had a policy to ensure equal representation of men and women.



Graph 4. Selection criteria

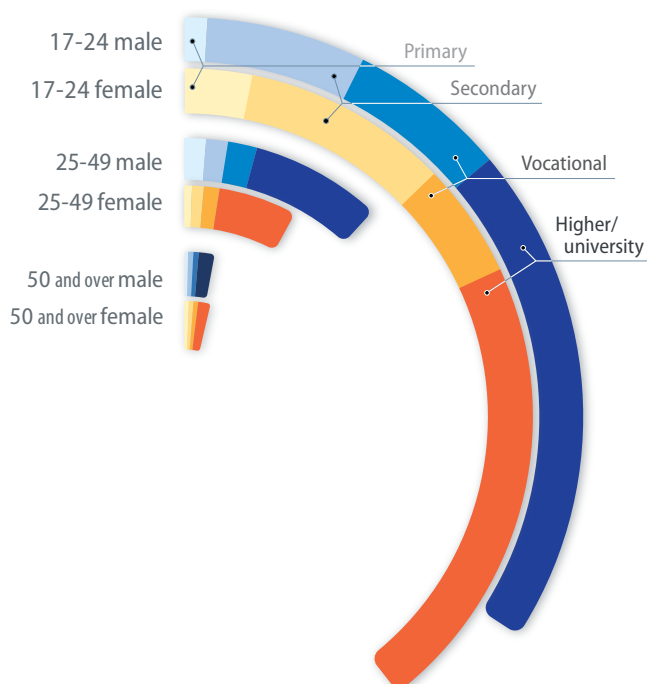
<sup>1</sup> Number of VIOs among respondent NGOs. This information is unavailable in the 2008 report.

## Gender

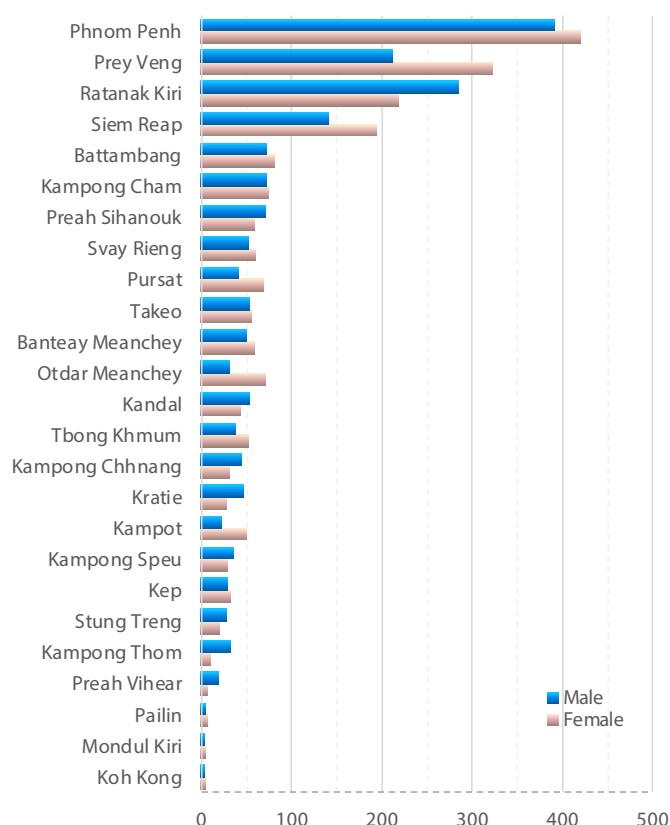
In total, our respondents identified 3,824 civil society volunteers: 1,999 of whom (52.3 percent) were female and 1,826 (47.8 percent) were male. The previous 2008 study found that male volunteers were more active and concluded that female involvement was harder due to household commitments. This time, however, we see a higher overall share of females volunteering. 16 out of 25 provinces have a majority of female volunteers, specifically, in Prey Veng, where women comprised 60.5 percent, Pursat (62.7 percent), Otdar Meanchey (69.6%), Kampot (69%), and Siem Reap (57.9%). This indicates that, together with their household commitments, volunteering and civic participation has become as important for women as they are for men.

## Education

We looked at education attainment of volunteers, broken down by gender and age (17-24, 25-49, and 50 and over). For all these age groups, volunteers with university education have the highest share. There are more female volunteers in the young generation of 17-24 and in the cohort of 50 and over. The Graph 6 shows that among 25-49-year-old volunteers only 40 percent are female.



Graph 6. Age and education

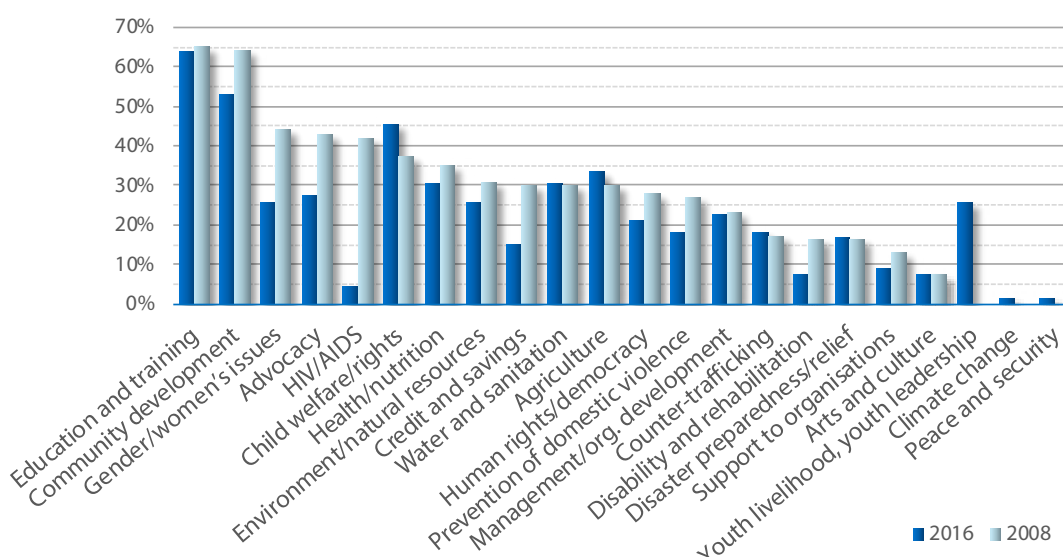


Graph 5. Gender of volunteers in respondent VIOs

## VIO operations

Graph 7 compares the percentage of VIOs in the areas of their work with the findings of the 2008 research. At the request of respondents, we added Youth Livelihood, Youth Leadership and two other new areas in our questionnaire: Climate Change and Peace and Security.

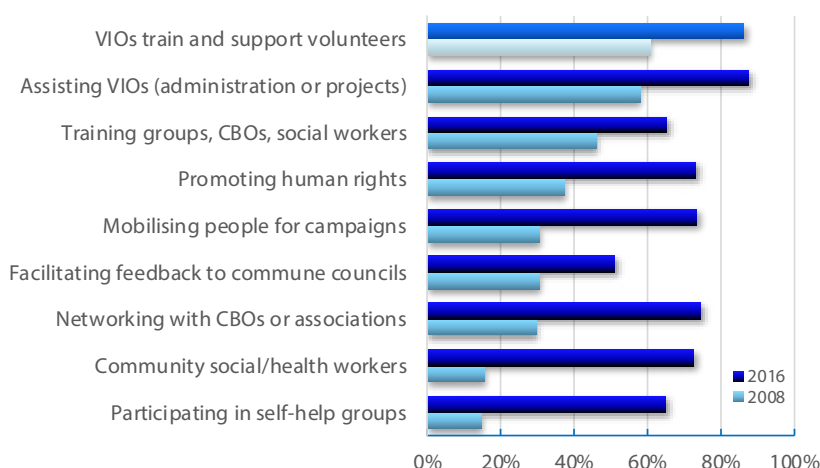
The decreasing overall percentage shows a trend toward a narrower specialisation of the VIOs. They have remained active in the two still dominant spheres of education and training and community development. The focus on development in rural areas has prevailed as well. However, we observe a significant decrease in VIOs dealing with HIV/AIDS (from 42 percent to 4.5 percent), credit and savings (from 30 percent to 15.2 percent), gender (from 44 percent to 25.8 percent), and disability issues (from 16.2 percent to 7.6 percent). Of note, a quarter of respondents (25.8 percent) said that their organization works in the sphere of youth livelihood and youth leadership, which was not included in the questionnaire of 2008 research.



Graph 7. VIO operations

### Volunteer profile

Although VIOs tend towards narrower specialisation, volunteers seem to progressively become more versatile. Still involved in running projects and administrative support, volunteers have expanded their role as social and health workers and their involvement in self-help groups. Now they are clearly engaged in networking, civic participation, and human rights issues. This also tallies with the findings of our fieldwork, showing substantial volunteer involvement in local decision making and developing civic participation.



Graph 8. Volunteer activities

- Many VIOs were established by volunteers as an organizational base for their activities.
- Volunteers contribute unique skills, which might otherwise be unavailable to VIOs. They bring fresh insights, different perspectives and feedback from the local community. At VIOs, they learn “how to do things and how to connect with people”, and get a sense of satisfaction from their volunteer work.
- The special nature of volunteering allows VIOs to extend their outreach to people and expand the range of their work.



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## Case studies

The previous research included five case studies for a qualitative analysis of different approaches to volunteerism and explored their effects and impacts on national and local development goals. Two of them – Youth Star and the Khmer Youth Association were youth-focused volunteer models, three other case studies – Cambodian Centre for Study and Development in Agriculture, Nak Akphivath Sahakum, and Buddhism for Development focused on development in rural communities. The latter is a faith-based local NGO that has long promoted values-based volunteerism.

This time, we conducted 11 case studies. In addition to the study and analysis of the evolution of these five models over the last nine years, we conducted an additional case study of the Cambodian Indigenous Youth Association (CIYA), two international VIOs – Volunteer Services Overseas (VSO) Cambodia and United Nations Volunteers (UNV), the Volcam Network, and, as we expanded the scope of our research to include youth employment, we also studied two volunteer involving social enterprises – Watthan Artisans and My Dream Home.

### Youth Star Cambodia

Youth Star Cambodia aims at enhancing the quality of life within the vulnerable communities by engaging and empowering youth for education and civic participation. Its founder Eva Mysliwiec strongly believes that Cambodian youths are powerful change agents. She established the organization in 2005 as Cambodia's first volunteer service programme for youth. In a feasibility study, she conducted in provinces of Cambodia prior to establishing Youth Star, she observed that volunteering in Cambodia was traditionally linked to religious service and, therefore, was undervalued and misunderstood mainly as a way of helping one another. The new idea was that volunteering can be instrumental in developing citizenship, especially by transferring knowledge and skills to youth in rural communities.



Youth Star's vision is that all young Cambodians will:

- have the education and ability to participate meaningfully in the development of their country
- possess the values, skills, and inspiration to be leaders for the common good, and
- contribute to eradicating illiteracy and poverty in marginalised communities.

Youth Star's mission is "to empower Cambodian youth as volunteers to improve the quality of life in vulnerable communities through education and civic participation".

Youth Star's volunteer programme places university graduates in rural communities for 9 to 12 months. To date, more than 200 volunteers have been or are currently serving. For more than a decade, Youth Star has followed its mission and embraced the same core values, focusing on improving educational standards in marginalised communities. Yet, over time and with clearer implementation clearer guidelines, their projects and activities have become more specific and yielded more tangible results.

Youth Star is recruiting university graduates who volunteer as mentors in schools. In 2016, 24 volunteers (13 male and 11 female youth) worked in four provinces of Prey Veng, Kratie, Kompong Cham and Kompong Thom. By the end of March 2017, eight new volunteers (five young men and three young women) were placed in Kratie and Prey Veng. Several aspects were found to be essential to the impact of this volunteer model. On the one hand, it is beneficial for the social development of volunteers, as they are placed far from familiar contexts, away from family pressures. On the other hand, since the resources of these volunteers are limited to their own labour and ideas, once they arrive in the community, they conduct a "community resource mapping", trying to understand what skills and other local assets are available. The volunteers should meet all villagers as valuable resources to be included and mobilised in the programme activities, and the community members often participate in this mapping exercise.

In every community they work, Youth Star has established a youth club. The youth clubs centre around the three key important areas of literacy,

numeracy and life skills. The goal is to help children pursue their education from the basic primary level to higher education. Volunteers track attendance and class progression by cooperating with the school management and community authorities. Thus, by progressively enhancing their academic performance and self-esteem, the programme prevents school drop-outs. In addition, in serving as role models for many children, the Youth Star volunteers help develop their life skills.

Currently, Youth Star runs two joint projects. The joint project with Aide et Action International aims to provide comprehensive education to every child regardless of social status. The other project in partnership with Sipar is an extension of the activities of the youth clubs – they organize tutoring of disadvantaged children in math and Khmer and, through their Backpack Library initiative, they promote reading.

Youth Star still faces some challenges. First, some of their projects must meet both local needs and the demands of their donors. Second, there were cases when some volunteers stopped serving. However, Youth Star states that they keep their goals as a central priority and compromise on differences in other areas. In addition, they have recruited more volunteers and fine-tuned their process. Now Youth Star places a strong emphasis on training both before and after volunteer service, for example, through careers advice. Volunteers are provided with a small incentive (approximately 500,000 riels, equivalent to 125 USD per month), to cover some living expenses and other costs. This is meant to retain the perception of the young person as a volunteer in service to the community, but not a paid NGO staff member. After their service, Youth Star offers its volunteers tuition on a one-year English class at the Australian Centre for Education (ACE).

The community has always been an important aspect of the Youth Star model. Community is involved from the outset – in requesting the volunteer and specifying the areas in which it foresees volunteers to make a contribution. The volunteers are also placed with a community partner, who can help them to integrate into the community and offer both professional and emotional support.

### *Impact at the national level*

In response to Cambodia's national development goals, Youth Star has been working hard to promote sustainable development by educating people in rural areas. In addition, in order to engage and promote volunteers, they encourage youth to put what they have learnt into practice and adapt and learn, changing their life and the life of their communities.

I finished my degree but didn't have work experience, and I was quite affected emotionally by the fact that my friends were working for public and private companies with good wages. However, what I am doing here is beneficial to the community. It weights over those paid-jobs greatly. When I was young, there was no volunteer in my village to teach us; and I don't want the children here to feel the same... This volunteer programme has allowed me to do practical work in the field. I think that my work is very valuable to the community and for myself. I can take part in community development which will lead to develop our country. Now I know how to work.

*A Youth Star volunteer, Prey Veng, 2017*

Youth Star's model has made a significant contribution to promoting volunteerism in Cambodia. The Youth Star study shows that youth can be mobilised to become volunteers, despite existing social divisions and stereotypes. Youth Star volunteers, in turn, can mobilise participation because they are requested by the communities in which they work. They work closely with community partners on development objectives set for them and they expand their agenda when they identify more local needs to be addressed. Noteworthy are



*Many volunteers have become role models for children*

the cases, when village youth volunteers mobilised by the Youth Star volunteers were given the freedom to set their own agenda. The village youth then could tackle a variety of issues they felt to be important for themselves, their peers, and their community.

Today, as was also found in the previous research, Youth Star continues to tackle inequalities in access to education and the information gap between rural and urban communities. It also promotes changes in gender roles by providing role models, and thus encourages young women's access to education and skill development. The 2008 report proposed that "Youth Star can contribute to community learning and provide a more integrated education than reliance on single volunteers working alone and mobilising communities to respond to local challenges" (p. 70).

Today, as well as it was found in the previous research, Youth Star continues to tackle the inequalities in access to education and information gap between rural and urban communities. It also promotes changes in gender roles by providing role models, and thus encouraging young women's access to education and skills. The 2008 report has proposed that "Youth Star can contribute to community learning and provide a more integrated education than reliance on single volunteers working alone and mobilising communities to respond to local challenges" (p. 70).

I was feeling lonely and afraid on my first day at this community because I didn't know anyone and anything about the community. Homesick because this was a remote village, I was worried about my accommodation, if the landlord owned any toilet, if I could get along well with people here, if the authorities were willing to cooperate. But it turned out to be very good. It took one month to adjust, get to know the villagers, local partners, and authorities better. The villagers really appreciated us because we came to teach their children for free.

*A Youth Star volunteer, Prey Veng, 2017*

To sum up, working with community partners and village volunteers, the Youth Star volunteers inspired and mobilised them to become active and engaged citizens. This has proved that volunteer-led initiatives can be sustainable only if they inspire others to participate and build their capacity for achieving social change.

## *The model*

Several factors have powered this model. We divided them into three groups of contextual, motivational and institutional factors.

In terms of context, the previous research identified the situation of youth in many rural communities as marginalised but an available and motivated force for development. "Initiatives that involve youth have clearly shown that they can be mobilised in large numbers, even where they do not have freedom to set the development agenda, but more so if they do" (ibid.).

Related to motivational factors, the identity of the volunteers is important. The 2008 research found that many villagers would prefer volunteers from within their communities, but the Youth Star study demonstrated that outsiders can have a qualitatively different impact. This was mostly because they do not work within existing social divisions but seek to overcome them, and are perceived as an added community resource. This time, we found that serving as role models, volunteers are fostering a culture of volunteerism for development.<sup>1</sup>

The third group of factors deals with community involvement and ownership. Volunteers are placed only in communities that request them. They work in cooperation with local partners and the villagers. They also live and work with very little recompense in the community and become recognised as part of their host community.

This strongly supports that idea that we should pay close attention to indigenous understandings of volunteerism. The previous case study concludes that if volunteer models "ring true" in rural communities, they will inspire others to join. For this recommendation to "ring true" today, the volunteers should continuously empower community members to understand and address their local challenges, building social trust, and taking on local agendas by initiating their own development project ideas.

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<sup>1</sup> In January 2017, we interviewed a member of the Peam Montear commune council. She highly appreciated the service of Youth Star volunteers to the community and she commended their way of engaging the youth of the village in development projects.

### Activities:

- > Community mapping helps to identify village geography, understand the situation, get to know villagers better, identify target groups (slow learners), and relevant stakeholders/partners.
- > Provide extra classes to slow learners.
- > Identify the best students in order to create a youth club. The club is a base to continue activities in a sustainable way.
- > Organize events: Human Rights Day, International Children Day, school opening, village cleaning, road repairing.

### Impact

- > Slow learners catch up with their classmates, get better grades, and they are more active in class.
- > Youth clubs are spaces to teach slow learners and do the mobile backpack library project. Local youth really change personally and professionally. They are brave to speak in public, they gain team work and other skills. They are very active in their community. They invest their time in helping and teaching others. They are called "little teachers".
- > Youth club created and registered as a community-based organization with a proper organizational structure. Now all the work can be done at a community level in a sustainable way.
- > Raised awareness on important issues such as education, environment, infrastructure, and human rights.
- > Changes in villagers' perception regarding volunteerism.
- > Community engagement.
- > Students can study English. This is an important as attending English classes is seen as a costly activity and has been ignored by parents.
- > Village mapping carried out

### Benefits for volunteers

- > Learn how to adjust to life with the villagers.
- > Carry out practical work with the local authority, prepare and process paper work, attend commune meetings.
- > Learn by doing: how to teach, write reports, submit proposals for community development.

### Plans after the service

- > Return to English classes and search for a job related to community development and social inclusion.
- > There are many ways to take part in community development, not only volunteer work. This is a foundation for me to start other community work professionally.
- > Strategic plans have been developed so that the similar and follow-up activities are done by the youth club and the next Youth Star volunteer.
- > The youth club members are very committed to their work. They have a great potential.

*Notes of a Youth Star volunteer in Prey Veng*

## Khmer Youth Association

Khmer Youth Association (KYA) is a humanitarian, non-political, non-governmental and non-partisan Cambodian youth organization, which was established and recognised by UNTAC in 1992.



Previously KYA worked through its youth clubs which have since been transformed to a community-based youth network (CYN) that brings together over 1,300 volunteers. While keeping an emphasis on internal organizational capacity building and training volunteers, KYA has changed its strategic focus. It has moved from having focal points on human rights, democracy, health and education to having three key strategic directions of youth empowerment in decision making, increasing employment opportunities and promoting the participation of youth in sustainable development.

### *The programme*

KYA operates its CYN in Phnom Penh, Banteay Meanchey, Siem Reap, Battambang, Prey Veng, Takeo, Kampong Cham, Tboung Khmom, and Ratanak Kiri provinces.

Previously, one of their main activities was the prevention of substance abuse, but now KYA has extended its projects and activities to include various issues categorised under its three key strategic dimensions as follows.

First, KYA empowers youth to participate in decision making. KYA allows CYN to operate and make youth voices heard in their communities. In other words, CYN works independently from KYA by initiating projects while KYA provides a partial support and strengthens their teamwork.

Second, KYA increases employment opportunities by providing trainings under non-formal education platforms, such as smart labour migration to inform youth on opportunities and conditions of work in other countries.

Third, KYA promotes youth engagement in the protection of human rights and sustainable development. In this realm, KYA working on various issues, such as resource management, drug prevention,

reproductive health, human rights, gender equality, education and youth involvement in elections.

In the past, as observed by the 2008 research, the young volunteers or peer educators who formed the youth clubs received a stipend of US\$35 per month (Brown, 2008, p. 36). Now volunteers are not offered any stipend. This indicates volunteers' interest and willingness to work for their own community. At the end of the programme, volunteers receive a certificate of recognition. KYA also offers recommendation letters for volunteers to support their future career advancement. KYA has much evidence of consequent employment of its former volunteers and some are now employed in the government sector.

In addition, KYA provides its volunteers with vocational training and offers them opportunities to participate in international workshops or scholarships for studying abroad. Thus, the volunteers become capable to seek employment effectively.

In 2008, young volunteers reported they had been marginalised from development activities due to age gaps and perception - instead they should give priority to older people who were believed to have more knowledge and experience. Family also acted as another barrier blocking youth participation. Currently, KYA report that such issues are not of real concern now, however requests for a stipend are still a challenge.

Sometimes when we call people, looking for volunteer teachers, they ask, "How much is the salary?" Maybe time is the main constraint of volunteerism - they need to study, and getting an income is important for the students that want to teach.

*Head of KYA Admin and Human Resources Unit*

KYA still depends on donors to run programmes. Almost all its donors are foreign development agencies and organizations like USAID and EC. Depending on the donor, KYA still faces similar problems of implementing some projects outside of its usual scope of activities. Nonetheless, KYA manages to advocate its stance to some extent and it also cooperates with other organizations, not just the donors. The organization is an active member of the VolCam network. When there are events or projects in certain provinces, not only VolCam seeks KYA's help, but government agencies also approach KYA.

## Impact at the national level

Over the nine years since the 2008 research, KYA has expanded its field of interest to the three wider areas of youth empowerment in decision making, increasing employment opportunity for youth and promoting youth participation in sustainable development. In each section, many projects have been initiated such as reproductive health, sanitation, advocacy about natural resources and informed labour migration.

KYA stated that implementing such programme was not an easy task. Sometimes, there is a need to find a compromise between its objectives and the goals of the donors. In addition, KYA needs to offer technical and professional support to programme staff. To effectively implement projects, KYA has recruited and trained its field staff. Additionally, KYA also maintains transparent financial management and budgeting and they also have annual strategic planning meetings.

KYA has volunteers in its projects and in its administration. Volunteers learn and improve their teamwork, communication, public speaking and other skills, working with full-time staff. Some will also learn budget management. If they come for administrative work, volunteers will work with the head of administration and learn many things, such as how to prepare and manage official documentation. It is also important to note that CYN members have freedom to initiate their own projects. They work not just for KYA, but also for their own community. This helps engage more youth participants.

KYA's Programme Manager strongly believes that what makes their organization different from other organizations is that KYA does not control their volunteers. Volunteers have a broad presence, in different roles, and the volunteer groups are free to come up with their own initiatives that KYA supports but stays in the background. The teams are experienced in developing and implementing their project ideas. Thus, CYN can present its projects to donors. KYA's Programme Manager, also reported that recently their team in Phnom Penh has raised more money than expected.

## Cambodian Centre for Study and Development in Agriculture

The vision of the Cambodian Centre for Study and Development in Agriculture (CEDAC) is a society where small farming households cooperate and enjoy good living conditions, have the right and power to determine their own destinies, and play an important role in supplying healthy food for the whole of Cambodian society.

CEDAC was founded in August 1997 with the support from GRET, a French international development NGO.<sup>1</sup> It now works closely with farmers in the area of agricultural and rural development. CEDAC's key development indicators include:

- improved health conditions (improved food, nutrition and sanitation)
- developed collective action and cooperation among farmers and stakeholders
- improved income and capital savings
- improved management of natural resources and environment
- improved participation in local governance

CEDAC has completed more than 165 community development projects in various provinces in Cambodia with the support from over 40 international, national and private donors. CEDAC's programme work includes its Local Development Programme, Training and Research Programme and Health and Environment Programme.

The Local Development Programme focuses mainly on diversification of agriculture and livelihood development by working with farmers, promoting useful agricultural techniques for improving their productivity. CEDAC also supports farmer organizations, such as the Farmer and Nature Net and village-based farmers' associations and networks. In addition, CEDAC supports self-reliance groups by building their capacity to manage agricultural land by themselves and helps farmers and their groups to reach different markets rather than just producing for home consumption. Significantly, CEDAC has been trying to improve the livelihoods of communities through a range of different projects such as Ensuring Access to Primary School of

<sup>1</sup> Founded in 1976, GRET – Professionals for Fair Development (Groupe de Recherche et d'Échanges Technologique) acts from work on the ground all the way up influencing policy, aiming to provide durable and innovative solutions to the challenges of poverty and inequalities, <http://www.gret.org>.



### **CEDAC's Achievements:**

- More than 150,000 small-scale farmer families in 6,179 villages, 953 communes and 131 districts in 22 provinces improved their socio-economic conditions in cooperation with CEDAC
- 130,000 children of the poorest families in Kampong Speu province have been able to attend school regularly with the support of CEDAC.
- 833 women's groups established and assisted, and a network of rural women leaders formed.
- 27 groups of people living with HIV/AIDS, with members from 309 farmer families, established to improve their livelihoods.
- More than 5,000 development professionals and stakeholders participated in CEDAC's trainings, workshops and exchange programmes. 875 young people, including 48 from indigenous groups trained in agriculture and rural development.
- Good governance supported with Commune Councils in 50 target communes.
- 1,249 village-based farmer associations in 12 provinces have united in an independent national network known as the Farmer and Nature Net (FNN).
- 1,329 local saving groups in 672 villages comprised of 39,086 members established through the 113 Saving for Communities Prosperity initiative with a combined total of over \$12 million in savings capital.
- 93 organic rice producer groups comprised of 756 member families established, selling rice paddy to 10 CEDAC shops in Phnom Penh, formed to link small producers to the market.
- 12 farmer water-user communities comprised of more than 15,000 family members in 8 provinces supported through the establishment of a Farmer and Water Net.
- A network of 4 family rubber planters' associations with more than 400 members supported in Kampong Cham province.
- 1,571 improved cooking stoves built and distributed to farmer families and other institutions.
- 75,100 families applied ecologically friendly agricultural innovations and techniques introduced by CEDAC
- 6,383 bio digesters constructed by farmers across 6 provinces under CEDAC's facilitation under the framework of the National Bio-digester Programme.

[www.cedac.org.kh](http://www.cedac.org.kh)

Children, Supporting the Farmer Water Use Community, Community-based Climate Smart Agriculture and Natural Resources Management and their Bio-digester Programme.

Under the Training and Research Programme, CEDAC provided various trainings and development-oriented research to improve agricultural outputs in both the short and long term. CEDAC offers training services to different actors, including farmers, NGO staff and community members, and organizes exchange visits for those willing to participate in field visits. In addition, CEDAC continually explores feasible methods to improve and monitor agricultural production.

Furthermore, CEDAC is also working on its Health and Environmental Programme to ensure healthy living and eating for both farmers and consumers. CEDAC has centred its attention on a Pesticide Community Monitoring project by observing how farmers use fertilizers on their products. Also, CEDAC tries to raise public awareness and disseminate information on food safety to farmers through the media. Finally, CEDAC works on Organic Production Quality Control and Certification. It keeps a database and certifies organic agriculture on a daily basis, and it also tries to expand its network with related organizations and partners to expand its activities.

For 16 years, CEDAC has played an important role in Cambodia in the supply of healthy food, from the perspective of both farmers and consumers. Involving volunteers in the agriculture sector development process has played a substantial role in the achievements of CEDAC. Farmers have collaborated with CEDAC, participated in the training and used the knowledge and skills obtained to improve their productivity and livelihoods.

CEDAC has pursued its overall aim of poverty reduction in many areas related to farmer-led initiatives, including agricultural skills development for increased productivity, credit and savings. At this stage of Cambodia's development, these strategies for building social capital have led to improvements in poor people's income and quality of life.

CEDAC's model for promoting volunteerism is centred around people interested to volunteer and to participate in CEDAC's programmes. As

highlighted in the previous study, this approach has supported CEDAC's volunteer-led initiatives and promoted the idea and value of volunteerism in building self-sufficiency and the engagement of communities in solving their own problems (Brown, 2008, p. 61).

Some volunteer participants of CEDAC's programmes have since formed local associations and become full-time staff of those VIOs CEDAC supports in institutional development and cooperation with local government. In many villages, this support has ensured sustainability of the volunteer-founded farmers' associations that have succeeded in continuously involving other volunteers in their activities.

## Nak Akphivath Sahakum



Working in Kampong Cham and the neighbouring provinces since 1999, Nak Akphivath Sahakum (NAS) aims to improve living conditions of poor and vulnerable people, especially women and children. The organization supports effective and sustainable livelihood development, following a human-rights based approach in its programmes. It also tackles awareness raising and adaptation to climate change. In Khmer, the name of the organization means community developer.

NAS was established in 1997, registered in 1999, and re-registered in 2010. NAS has organized community-based associations and mobilised volunteers for community-building. Currently, NAS has more specific and clear-cut programmes that respond to the concrete needs of its beneficiary communities.

NAS is working in three areas of healthcare, livelihoods and governance. First, the organization recognises that healthcare is still an issue of concern in Cambodia, especially in rural areas where people lack access to basic information and live in an environment prone to spreading diseases. NAS, in collaboration with other partners, conducts trainings to volunteers about hygiene. Volunteers then pass this information on to their families and neighbours to help prevent the spread of disease.

Second, the livelihood work of NAS centres on enhancing food supplies to ensure sufficient and safe nutrition in households. Again, this is done through training, so that volunteers can learn how to diversify production, sustain their livelihoods and manage the risk of disaster, as well as learn how to monitor the effectiveness and efficient use of loans.

Third, NAS focuses on good governance, especially in relation to gender equality. NAS acknowledges that stereotypes of male dominance have been rooted in Cambodia for a long time. Domestic violence and violence against women and children are major issues, especially in rural areas – poverty and a lack of education acting as contributing factors. To respond to these issues, NAS is now trying to raise awareness and change villagers' mindsets, attitudes and patterns of behaviour, as well as empower women to take up positions within local government, where they could hold some authority and influence change.

### *Impact*

NAS responds to the national development goals by working with the most vulnerable sections of the population to assist community-building processes.

In addition, NAS promotes volunteerism and offers training for community members. In this way, the VIO can mobilise many volunteers to put what they have learnt into practice and assist in the development of their community.

Pressing social issues bring together volunteer residents and community-based organizations to find solutions to such issues. Volunteers receive training and are guided by NAS in their actions. They also share the best practices and lessons learned with others. The social change and other results of the projects inspire the volunteers and bring more participation from the communities and related organizations to work together on other local issues.

## Buddhism for Development

Buddhism for Development (BFD) was initiated to encourage, advise and provide services, support and training to Cambodians to participate in the sustainable socio-economic development of their own communities. The NGO was established in 1990 by a group of monks in a refugee camp who saw the value of Buddhism as a powerful tool for peace restoration, economic and social development, human rights protection and democracy building alongside an aim to sustain the balance of individuals, society and nature.



In their peacebuilding and reconciliation efforts after three decades of war and civil strife, BFD volunteers "were envisaged as bringing swifter and less costly conflict resolution to villagers, thus reducing a culture of impunity that has arisen due to prevailing dysfunctions in the justice system since Cambodia's era of conflict" (Brown, 2008, p. 39).

For the last three decades, BFD has extended the role of monks in community life beyond educating people and conducting religious ceremonies of weddings, births, funerals, blessings and other rites to initiating and implementing development projects. BFD is driven by its vision, which contains three key elements:

- An educated, democratic society, free from poverty and preventable illnesses, law abiding and respectful of human rights
- A moral society with respect for Buddhism and Cambodian culture and traditions
- A society conscious of its environment and aware of the choices presented by development and globalisation.

BFD's programmes in 2008 included 1,205 peace and development volunteers in two provinces. After 2008, BFD concluded one of its main projects on conflict resolution. BFD has now expanded its strategic goals. It currently works in Banteay Meanchey, Battambang, Kampong Thom, Oddar Meanchey, Pailin, Preah Vihear and Siem Riep, having volunteers only in Battambang and Banteay Meanchey, pursuing five strategic goals of:

- building wealthy communities
- well-governed communities

- democratic communities
- healthy communities
- and educated communities.

First, to build wealthy communities, BFD endeavours to improve rural economies. BFD has witnessed that many people in rural areas live below the poverty line. To raise income levels, BFD aims to support crop diversification, create farmers groups and share knowledge on technology and skills related to intensive and integrated farming practices.

Second, to develop well-governed communities, BFD works on enhancing local governance through several programmes. BFD provides trainings to guide volunteers on the decentralisation and de-concentration of RGC policies to improve effectiveness of local administration, accountability and the quality of services provided.

Third, BFD aims to build democratic communities through effective civil society engagement. BFD promotes this by raising awareness of volunteers and providing basic information regarding free and fair elections, human rights, peace, conflict resolution and other relevant issues. Furthermore, BFD builds respect and trust in communities, mobilises community members and supports participation of people, especially women, monks and donchees (nuns), in developing democratic values in the country.

Fourth, healthy communities are also important to BFD. In this sphere, they centre on basic healthcare and the prevention of diseases. BFD aims to promote primary health care information and health services to target groups especially children who suffer from the impacts of serious diseases like HIV/AIDS.

Lastly, BFD inspires the formation of educated communities where people can access education and strengthen social morality. To help poor children and youth, especially young women, to get education, BFD provides scholarship programmes, constructs schools, encourages children to go to school and tries to prevent dropouts. Another important element of the BFD programme is the exchange of experience and skills between its volunteers and paid staff.

BFD fosters a culture of volunteering and creates many volunteers who work for the future of their communities, and not merely for money. In addition, BFD tries to build the future career of its volunteers after they finish their volunteer assignments.

In seeking funds from donors for programme expansion, BFD follows its strategic goals and initiatives. There is always a need for more volunteers, one significant constraint being that volunteers need to allocate time for volunteering activities which can conflict with time required by their school.



*Religious ceremony in a village in Battambang*

## *BFD's impact on human development*

BFD responds to the national development goals by developing and implementing projects compatible with these goals. For BFD, the promotion of volunteerism is dependent on which programmes volunteers find beneficial for themselves and their community.

Three factors can be considered influential in BFD's model. First, community participation is a fundamental principle for BFD to guide and bring a sense of ownership of development outcomes at the local level. "Socially-engaged Buddhism, having monks and donchees active in their local communities, providing welfare and social services, is also a primary goal".<sup>1</sup> Through these means, BFD addresses community needs and their volunteers and staff are inspired to see monks and nuns as influential agents for developing the country.

Secondly, volunteers' motivation and skills develop as they implement what they learned during training – theoretical knowledge and insights are provided during the training together with the opportunity to put these into practice.

The third factor is related to community involvement and ownership. Communities have started to understand and appreciate both the role of monks and their own efforts towards achieving social change.

We do not approach human rights in the same way they do on the radio and in Phnom Penh. We do human rights by empowering people to understand human rights. We promote respect for human rights and taking proper action against human rights violation and taking action at the commune level.

*Heng Monychenda, founder<sup>2</sup>*

## **Cambodian Indigenous Youth Association**

The Cambodian Indigenous Youth Association (CIYA) works to protect indigenous natural resources, traditional culture and the rights of indigenous peoples in Cambodia. CIYA was created in 2005 by a group of Cambodian indigenous students and was the first organization for indigenous people in Cambodia. It was officially registered in 2008 by the Ministry of Interior with support from the Heinrich Böll Foundation. Recognising that indigenous people (IP) have limited access to development processes due to differences in their education, culture, customs and living conditions compared to most of the population, CIYA was established with a dual mission to:

- Consolidate indigenous young people studying in Phnom Penh and other provinces towards building a strong network. This will help strengthen their solidarity and allow them to build strong capacities, empowering them as the future generation of the indigenous communities they represent.
- Help indigenous communities in ensuring the protection and security of their land and natural resources; improve their access to healthcare, support the maintenance of their livelihoods, particularly their identities such as customs, tradition, beliefs and languages.<sup>3</sup>

With its main office located in Phnom Penh, CIYA has initiated and run many projects. CIYA has enlarged and developed its network throughout the city and provinces to allow young IP to help one another, build solidarity and work collectively in their communities. CIYA supports this by offering training and sharing information and knowledge with its members, the members then pass this information on to their communities.

In addition, CIYA offers accommodation and support for indigenous youth who want to pursue higher education in the city. CIYA has established the IP Education Foundation (IPEF) which raises funds through performances, small businesses, charity and cooperation with donors and other interested organizations and institutions. It also helps facilitate internships to assist indigenous students to build skills and work experience.

<sup>1</sup> See <http://bfdkhmer.org/who-we-are/bfd-mission>.

<sup>2</sup> <https://berkleycenter.georgetown.edu/interviews/a-second-discussion-with-heng-monychenda-director-of-buddhism-for-development>

<sup>3</sup> <https://ciyamedia.wordpress.com/about-u/mission/>

Due to limited access to education in the provinces, CIYA collaborates with the Ministry of Education and provincial departments of education to construct public schools for indigenous children. CIYA works with local communities to discuss the value of education and encourage parents to send their children, especially girls, to school regularly.

Working with partner organizations, including ILO, Organization to Promote Kouy Culture and the Highlanders Association, CIYA supports indigenous communities to deal with issues of land ownership and the management of natural resources. This is done through raising public awareness on human rights and making indigenous voices heard so that communities can preserve their identity, culture and improve their livelihoods.

Finally, CIYA advocates for the importance of rights of IP through public awareness and social activities such as campaigns to promote the recognition of indigenous cultures in Cambodian society.

As a minority population, IP's inclusion and role in the development of the country is very important. CIYA's model can be understood, first by looking at a wider viewpoint. Although CIYA is an association of youth, it has built a large inclusive network that links IP groups with related organizations to enhance access and participation of indigenous youth in the development process. It helps to progressively enhance the capacity and the role of young IP in society.

Second, both the identity and motivation of its volunteers are essential for CIYA, as well as the multiplier effects they produce. Volunteers are committed to share their acquired knowledge and information with their networks not only in the city but also in rural areas.

Community involvement and ownership is a third area of importance in CIYA's model. CIYA has consistently cultivated active participation of youth in development and local decision making in cooperation with local duty bearers. Through this communities have also started to learn about their roles and voice in society.



Photo: A. Mirkvickova

## Volunteer Services Overseas (VSO) Cambodia



For VSO, volunteerism is best defined by its achievements. Volunteering brings inspiration, energy and vital practical skills and experience in making a long-lasting impact on peoples' lives. VSO's Valuing Volunteering research (Burns et al., 2015) conducted together with the Participation, Power and Social Change Team of the Institute of Development Studies (IDS) shows how VSO's volunteers contribute to sustainable development outcomes by:

- Extending the reach of services to the poorest and marginalised. Volunteers provide a bridge between communities and formal service provision
- Supporting social innovation. Volunteers generate new forms of collaboration. They broker access to information and resources within and beyond the community
- Strengthening accountability. Volunteers help build local ownership of development processes and citizen-led accountability
- Providing a pathway to active citizenship. Volunteers offer opportunities to take action and mobilise people to engage in positive change.

VSO has worked in Cambodia since 1991. It brings volunteers together with local and national partners to develop education services, livelihood opportunities and to give poor people a voice. Specifically, VSO's work in Cambodia is focused on improving people's access to high quality education and livelihood services and supporting their ability to adapt to economic and environmental change. VSO Cambodia addresses issues of social inclusion, such as gender and disability in its work. It is guided in this work by its vision and mission.

**VSOC's vision:** We are proud to be part of VSO International, working towards an ambitious vision: a world without poverty. Our vision for Cambodia is a country where people, especially poor communities, have an improved quality of life and are leading their own development.

**VSO's mission:** We bring people together to address marginalisation and poverty, build the capacity of government and civil society and to enable poor communities to influence pro-poor policies and access quality basic services.<sup>1</sup>

<sup>1</sup> <https://www.vsointernational.org>

Since 1991, approximately 1,000 long-term professional volunteers have been placed in Cambodia, working with about 200 partners. More recently, VSO Cambodia (VSOC) has diversified its volunteering approach, by bringing national

junior volunteers and community volunteers to its programmes. In addition each year, about 240 youth from Cambodia and the United Kingdom volunteer on its International Citizen Service (ICS). Currently, more than 300 people volunteer each year with VSO Cambodia. This breaks down as follows: 35 professional international volunteers who stay on average for 2 years and who work alongside 25 junior national volunteers; 10 community members also directly work through VSO's volunteering scheme, a model that will likely expand; 120 youth from Cambodia and 120 youth from the United Kingdom volunteer with ICS.

Over the last 25 years, VSO's work has reached across almost all provinces of Cambodia. Currently VSO operates in 19 out of 25 provinces through several partnership modalities. It cooperates with a range of government entities, including the Teacher Training Department of MoEYS, the Provincial Offices of Education, and the Ministry of Agriculture, Forestry and Fisheries. VSOC also partners with several civil society organizations, such as CCC, NGO Forum and Gender and Development for Cambodia (GADC), by placing volunteers to build organizational capacity. In addition, VSOC works with agricultural cooperatives, conducting direct implementation through international, national and community volunteers, while its youth project mobilises groups of mixed national and international volunteers to implement development interventions.

VSO's programmes focus on the following areas:

**Inclusive education:** VSO's goal is equitable access to quality education services, especially for marginalised children. The VSO education management advisors support their Cambodian peers to ensure that education services are well planned, monitored and managed. They also train and coach teacher trainers, school directors and teachers in child centred teaching methods. Lastly, VSO contributes to advocacy and research for inclusive education with government and other development partners.

**Improving livelihoods:** agriculture is the foundation of the Cambodian economy. More than 80 percent of the population live in rural areas, but agriculture remains relatively underdeveloped. Therefore, VSO reaches out to the poor and marginalised farmers and fishing communities and empowers them to develop more productive farming techniques, provides business, agribusiness, and animal health training and encourages the creation of co-operatives for improved trading.

**Empowering people:** VSO Cambodia is experienced in working alongside government, combined with a pool of experienced volunteer professionals, which means that VSO is uniquely placed to strengthen social accountability in Cambodia. VSO supports civil society organizations to enable the most marginalised to lead their own development. At the same time, VSO supports local and national government administrations to better respond to the needs of the people of Cambodia.

**Promoting responsible volunteering for development:** VSO advocates for more opportunities for young people and adults in Cambodia to take part in volunteering initiatives. The organization also helps make sure that all volunteering initiatives in Cambodia are delivered to the high standard.

The SDGs set an ambitious agenda for addressing the challenges of marginalisation and poverty worldwide and in Cambodia. The National Strategic Development Plan (NSDP) aims to promote sustainable development and poverty reduction, and through its portfolio of programmes in Cambodia in social accountability, inclusive education, and resilient livelihoods, VSO contributes to the delivery of that agenda, with sustainable impact in the communities and institutions it serves. For example, VSO Cambodia is particularly engaged and supportive of the reform agenda of MoEYS.

In its work, VSO draws particularly on the principles of universality and leaving no-one behind. The SDGs will not be met without mobilising and engaging citizens across the country to support, demand, oversee and deliver them. This underpins the UN recognition of the power of volunteering in SDG implementation.

## *Overcoming the language barrier*

VSOC encourages its international volunteers to learn Khmer as a way of overcoming the language barrier. However, it takes a long time to become professionally proficient. VSOC tries to overcome this by placing a junior Cambodian volunteer with international professional volunteers. Through this arrangement, professional volunteers can function immediately upon placement, thus contributing the maximum to their partner institutions. Meanwhile, junior volunteers improve their already significant English language skills while simultaneously gaining additional technical experience. Some junior volunteers have become technical experts in their programme areas.

## *Motivation to volunteer and benefits of volunteerism*

There are many motivations to volunteer: incredible experiences, professional development, career progression, to name a few, and VSO brings people together to generate insights, ideas and action on poverty and exclusion. These people offer a wide range of skills, backgrounds and experience to share. They volunteer to bring about positive social change.

VSO understands the locations where it works and can therefore place volunteers where they best catalyse the process of change. VSO mobilises a unique diversity of volunteers: community, national and international coming from all parts of the world to work with communities, with organizations, with government institutions and with businesses. The volunteers act as advisors and animators embedded in communities and institutions, connecting and training people, and facilitating the transfer of knowledge and skills. They act as mentors, role models and change agents.

## *The model*

VSO volunteers experience first-hand how people live. As a result, VSO is able to better understand the complex stories of exclusion and marginalisation behind poverty. This in turn allows for the design and delivery of programmes that can respond with innovation and scale to the complexity of poverty.

VSO has different types of volunteers who can be mobilised at different times, depending on the needs of its programmes. With a long experience of NGO network development and day-to-day participatory capacity development of local authorities, many international and Cambodian NGOs regard VSOC as a reliable facilitator and convener between government and civil society.

VSO has found it is not just what volunteers do but how they support change that makes their contribution unique. Volunteers' embeddedness within communities and organizations, living and working alongside individuals in the community and their colleagues, enables them to develop a shared understanding of each other and the challenges they face. Where this works effectively, it creates strong personal bonds and relationships which leads to a different kind of collaboration, based on appreciation of each other's knowledge, skills and networks. These more informal relationships help to build trust, contribute to the generation of soft outcomes (such as increased confidence, agency and leadership skills) that enable solutions to be owned and sustained at the local level and harness networks that enable things to get done.

## United Nations Volunteers (UNV)

The UN Volunteers programme was established by the UN General Assembly in 1970 and its mandate is to recruit, place and administer qualified volunteers, providing professional support to UN Agencies, Funds and Programmes. UNV programme is administered by the United Nations Development Programme (UNDP) but it acts as a development partner for the entire UN system.

UNV believes that volunteerism is a powerful means of engaging people to address developing challenges worldwide and contribute to more stable and cohesive communities. It benefits both society at large and the individual volunteer by strengthening trust, solidarity and reciprocity among citizens, and by purposefully creating opportunities for participation. Volunteerism is an instrumental means of action to achieve the new set of global Sustainable Development Goals (SDGs). Volunteers can help localise the new agenda, provide new spaces of interaction between

government and citizens for concrete and scalable actions, leaving no one behind.

UNV's vision is a world where volunteerism is recognised within societies, as a way for all people and countries to achieve peace and development through the simultaneous eradication of poverty and significant reduction of inequalities and exclusion.

UNV's two main missions are: promoting volunteerism and mobilising volunteers for sustainable development. UNV champions environments in which volunteerism can flourish. It pushes for the ability and rights of people to participate in their own development. Also, UNV mobilises UN volunteers to serve with UN agencies, funds and programmes.

The first UN Volunteers arrived in Cambodia in 1991 and UNV opened its field office soon after the establishment of the United Nations Transitional Authority in Cambodia (UNTAC) in 1992. During the following two years, over 700 international UN Volunteers were deployed in support of the electoral process, the massive humanitarian and relief efforts and later in technical assistance. Since 1991 over 1,460 UN Volunteers have served in Cambodia in different sectors with almost all UN agencies, NGOs as well as with some government bodies. During this period over 90 Cambodians have served as International UN Volunteers with different UN missions and programmes overseas. Since 2006, UNV has also been supporting national volunteer organizations to deploy local volunteers on grassroots initiatives in some of the poorest rural provinces in the country. UNV Cambodia engages with partners, such as MoEYS, the VolCam Network, other VIOs and UN Agencies, to strengthen the national and regional systems needed to build capacity for volunteerism.

UNV Cambodia mobilises people both nationally and internationally to serve as UN Volunteers in UN Agencies to help maintain human resources for sustainable development of the country. UNV has several different volunteer modalities, from UNV Specialists who have substantial amounts of experience, to UN Youth and UN University Volunteers who are young professionals. Opportunities exist for both national and international volunteers, with funding for each assignment coming from either donor organizations (national governments, development agencies) or directly from the hosting UN agency. Currently, there are 13 international UNVs from 10 different countries and 5 national UNVs serving in Cambodia.

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UNV adopted a Strategic Framework in 2014 that is guiding its work through to the end of 2017. The strategy calls for working systematically with UN partners to boost their impact on peace and development. The Strategic Framework focuses UNV's work in five key areas:

- securing access to basic social services
- community resilience for environment and disaster risk reduction
- peacebuilding

- youth
- national capacity development through volunteer schemes.

The UN Youth Volunteer assignment in Cambodia was an adventure for me. I made friends from Cambodia and abroad. I travelled to incredible hidden treasures in Asia. I got lost on back roads. I fell off a motorcycle. I tried (and some may say failed) to learn Khmer. I developed my professional skills. I cried a bit but laughed a lot. And, most importantly, I found out what makes me passionate in my work... Volunteerism is entrenched in Khmer culture; many Khmers volunteer in two or three roles besides having an employment. This passion for volunteering and community work is common practice in the culture and has rubbed off on me too. It has encouraged me to volunteer wherever I go.

*Maeve Anne Halpin, UN Youth Volunteer*



Planting mangrove trees in Kampot



Advocacy and promotion of volunteerism is a key element of UNV's mandate. To promote volunteerism, UNV Cambodia and its partners organize annual events such as International Volunteer Day (IVD) and the National Forum on Volunteerism to offer the opportunity for volunteer organizations and individual volunteers to make their contribution visible, recognize, celebrate and raise awareness of their positive impact on the country's development.

In 2016 UNV together with VolCam organized a Community Action Challenge, a pilot project to support volunteer-driven community development in Cambodia within the framework of the SDGs. This involved the selection and support of small projects, implemented by participating groups. These groups then shared their experiences during the IVD event.

UNV also focuses on building a credible body of knowledge informed by research, innovation and evidence in order to advocate and enhance the integration of volunteerism into peace and development programming. Thus, UNV Cambodia has conducted this research to better understand what drives youth volunteerism in Cambodia and what are the opportunities and constraints for youth's participation in social and economic life in their communities. The results will be used as the theoretical background for an upcoming 2-year project titled "Poverty Reduction among Youth in Cambodia – Development of Youth Volunteers' Skill Sets for Increased Employability" that further strengthens UNV Cambodia's focus on youth employment.

## *Impact*

UNV promotes volunteerism and aims to mobilise and integrate volunteers in development programmes. UNV also contributes to poverty reduction among youth in Cambodia through the development of youth volunteers' skill sets for increased employability.

UNV maintains a framework to discuss progress and review shared outcomes, as well as the ability and knowledge to leverage the transformative potential of volunteerism, community voluntary action and civic engagement through partnership with civil society, VIOs, UN agencies and governments around the world.

Volunteers are motivated by values like justice, equality and freedom. They play a vital role in making governments worldwide more accountable and responsive to their citizens. Apart from contributing and helping their country develop, volunteers also gain valuable experience for their future careers, which in turn links to the economic development of the country.

UNV contributes to peace and development by advocating for recognition of volunteers, working with partners to integrate volunteerism into development programming, and mobilising an increasing number and diversity of volunteers, including experienced UN Volunteers, throughout the world. UNV embraces volunteerism as universal and inclusive, and recognizes volunteerism in its diversity as well as the values that sustain it: free will, commitment, engagement and solidarity.

*United Nations Volunteers*



Interviewing a village mayor in Battambang

## VolCam

VolCam is a network of international and local volunteer service agencies and volunteer involving organizations in Cambodia. The network was formed in 2012, following a proposal by VSO, UNV and other organizations to revive a volunteer agency support group. Previously, the agency representatives were only meeting informally and on an ad-hoc basis. VolCam was formed to strengthen communication between agencies and to regularly share ideas and information, to network and coordinate actions and opportunities.

VolCam believes volunteering is a crucial component of development in any country, an important tool for strengthening and mobilizing communities and capacity building and that it provides valuable opportunities for volunteers as well as services which benefit society.

VolCam's mission is to promote the concept of volunteerism throughout Cambodia, encompassing both international and local volunteer programmes. The network is a knowledge sharing forum, where members have an opportunity to learn from one another and to facilitate access to information about volunteering and volunteering opportunities in Cambodia for people of all ages and levels of skill, whether they are from Cambodia or from other countries.



VolCam represents a range of different types of VIOs working in Cambodia. The network also therefore represents all of their associated volunteers, which lies somewhere over the one thousand mark. VolCam member organizations work across Cambodia, with many having high levels of activity in the provinces (Kratie, Mondulhiri, Prey Veng etc.). The provinces are seen by many organizations as crucial volunteerism zones. With a continuing and pronounced urban-rural divide, the provinces often contain those left behind from the opportunities within the changing economy. They are therefore in great need of additional support and opportunity that volunteerism organizations are able to deliver.

VolCam member organizations meet every two to three months to share updates from each organization and to plan VolCam activities. VolCam members staff and volunteers work together to organize public events, such as celebrations for International Volunteer Day in Cambodia – a day that is observed globally to raise awareness about the positive impact volunteers have on their countries' development.

Since 2016, through the Community Action Challenge (CAC) VolCam challenges active citizens to think of a local problem and encourages them to find a solution, that they can implement with a group of volunteers, through a small project. VolCam offers support and seed funding for selected projects to realise these plans, and project teams are invited to share their experiences during International Volunteer Day. VolCam members organize fundraising events to support the CAC.



Photo: I.Komori

## *Challenges*

Challenges faced are predominantly experienced by the individual member organizations. They encompass the challenges of long-term commitment, competency matching, funding and target group acceptance. VolCam allows the concerns and, most importantly, the experience, best practices and lessons learned to be shared among its members.

## *Impact*

As the most youthful country in South East Asia, Cambodia faces many challenges for young people within society. Through the activities and support of VolCam, on a personal level volunteers gain important soft and hard skills. They learn how to identify problems in their communities and are challenged to seek out solutions and implement them to resolve these issues. Volunteers are challenged to develop themselves and the community they live in. On a national level, Cambodia acknowledges volunteerism as a way to develop skills and increase employability and thus help wider society. As a network of various VIOs with diverse experience and know-how, VolCam is an asset from which both organizations and its volunteers can benefit.

## *Benefits of volunteerism*

VolCam benefits from volunteers help with event organization. Other volunteers help with promotion of VolCam activities or with translations. They also gain experience in event planning, they learn how to communicate effectively and they gain self-confidence.

## *Watthan Artisans*

Watthan Artisans Cambodia (WAC) is a worker-run cooperative of Cambodian artisans with disabilities who are trained in handicraft production, including fine wood carving. For more than a decade, WAC has been actively working and helping disabled people, vulnerable groups and women in rural areas. Previously run as a NGO, it transformed itself into a social enterprise so that it would not have to depend on donors. WAC state that they continue to operate in this way because it is important to support vulnerable groups of people facing questions like “Where to go?” and “What to do?”.

Despite changing their status from NGO to social enterprise, WAC upholds its vision, which centres on poverty reduction, prevention of sexual harassment, building capacities of vulnerable groups and promoting gender equality.

## *How WAC works*

Currently, WAC has six students who are at high school and university along with three other persons with disabilities. Annually, it offers free professional training to representatives of vulnerable groups and, usually, after three to six months, those people can produce goods by themselves. People are informed about the training through networks or referred by previous staff and customers. WAC focuses on producing quality goods and endeavours to design fashionable products which meet customer demands and current trends. To compete in the market with its fashion products, WAC tries to fuse new trends with special features like traditional symbolism. It is constantly innovating and has a designated staff for design. Its product range comprises souvenirs including clothes, bags, shoes, earrings, trinkets, and other products made from wood and silk.

Despite operating as a social enterprise, WAC still faces a major challenge with financing. They say that finding the right formula can only be achieved through experience and perseverance, not giving up when obstacles arise. Another issue faced is finding people from the vulnerable groups who have high levels of motivation. Therefore, the selection process is important to ensure that employees are willing and committed to carry out their tasks and to also willing to change and adapt to the production environment.

WAC's social enterprise business does not require its artisans to be highly educated. Instead, they look for people who are willing to work, put in effort and have strong motivation to positively change their life. During the programme, both WAC as an organization and the employed individuals benefit – WAC gets a dedicated team that progressively develops both its capacity to produce goods and productivity, while the people living with disabilities get a chance to transform their lives and become independent. They no longer feel a burden to others, instead they are able to contribute and pay back to society through their work.

## Impact

The management of WAC believes the organization helps girls to change their lives through working directly with WAC or developing skills to work at home or in other places. Furthermore, as the girls improve their living conditions, they also suffer fewer issues such as violence and discrimination. With more social interaction and better understanding of each other gained at the workplace, the girls are less likely to be deceived or coerced by other people.

People who didn't have skills and now have skills and work think that their life became more meaningful and they became more valuable members of the society.

*Shop Manager, WAC*

After the training, WAC asks its staff to decide whether they would like to work at WAC's premises or to find another place. This flexibility is important – it means that the artisans can choose work at home while at the same time being with their families and running other errands, for instance.

WAC's experience shows that representatives of vulnerable groups are willing to change their lives and, despite their status, they also have ambitions and set themselves challenging goals. Often their motivation to volunteer comes from the motivation to change their life. By helping people with disabilities make positive changes in their lives, WAC also supports their families and their communities at large.



Photo: I.Komorji

## My Dream Home: Building houses, building hopes

Every Cambodian citizen has a decent home.  
*The vision of My Dream Home*

Since 2013, My Dream Home (MDH) has worked on producing eco-friendly and easy to construct Lego-like interlocking bricks for building affordable housing for the poor. The bricks are 20-40 percent cheaper than traditional bricks, and by using them less cement and labour force is needed in the construction process.

MDH operates as a social enterprise. Hav Kongngy, the founding director, saw housing in Cambodia as a lingering problem for people with middle and below average income. For them, land and housing prices are extremely high. Many middle-income Cambodian families, can only purchase a flat by undergoing a decade or two of substantial financial debt, which is a significant burden especially for young families. This demographic are MDH's market. Most MDH's consumers are living in the suburbs of Phnom Penh – they are factory workers who moved to the city for a better life but ended up living in 3x4 m rental rooms for years.

MDH was established by enthusiasts who personally invested in the business and worked on a volunteer basis until it became an income generating enterprise. Holding a master's degree in development studies, the founding director sees his business as a way to solve social problems rather than a profit-oriented activity. The bricks have undergone various testing and have been scientifically proven to be environmentally-friendly. As opposed to traditional red brick making, these Lego-bricks are sun-dried – the conventional process of baking at 1,000 degrees Celsius is excluded in their production. This also saves on the expensive electricity or coal burning required for traditional brick production, significantly decreasing production expenditure.

The company's mission is:  
to provide affordable housing to low income Cambodian families by providing low-cost, environmental friendly and easy to use materials and designs that is not been available.

While addressing the needs of their clients, MDH adheres to high standards for its employee's work

environment by implementing national labour policies and constantly striving to improve the work place. In addition, the social enterprise engages volunteers and interns in their operations. The director values this opportunity, especially when it comes to involving experienced volunteers. MDH has hosted several international volunteers with expertise in civil engineering, financing, chemistry and research and development. Due to its limited capacity, the company has not yet contracted any local volunteers, but students who visit to write their theses and assignments also provide information and other support to MDH on a voluntary basis.

MDH defines a volunteer as someone who works without payment, but with a small allowance only. The volunteer needs to have a clear purpose and understanding of what to do during their volunteering period as this makes their work more efficient and the knowledge and skills obtained more definite. Hosting volunteers in this way is a win-win solution for both sides.

The benefits MDH has seen through volunteerism can be illustrated through the achievements of their first international volunteer, who came to work with MDH in 2014. He only worked for one month to develop a booklet on construction guidelines, however this work had a big impact for MDH. The bricks produced as a result of his work were subsequently scientifically tested at the Institute of Technology of Cambodia and the results proved that the products are very strong. This made MDH's image more visible, reliable and trustworthy.

Social enterprises like ours cannot afford a specialist, only some small incentives can be provided. For any start-up, an experienced volunteer is much more needed to provide guidance and share experience. But we cannot accept low-skilled volunteers yet, we don't have enough capital and other resources. We need to stand strong all by ourselves first.

*Kongngy Hav, the founder of MDH*

According to the director, it is very challenging to run a social enterprise in Cambodia. RGC supports big production companies by waiving import taxes for their raw materials. This is not the case with small-scale companies such as MDH – instead they are compelled to find other ways to survive and struggle to build relations with the authorities.

## Impact Links

Production of traditional bricks is very harmful to workers and has adverse effects of these industries on soil, water, air, vegetation and human health. Bricks are mainly made of soil and numbers of additives are added to the soil to increase the strength of bricks. Traditional brick manufacturing industries use excessive amounts of fuel and the kiln process which leads to air pollution and causes damage to vegetation and human health (Guttikunda et al, 2013; Maithel, 2002).

In its operations MDH has taken into consideration all relevant factors regarding the national development plan and sustainable development goals. By adhering to the minimum wage and other standards established by national policies, MDH provides decent work and safe working conditions for the energy efficient and environment friendly production of construction materials for affordable housing. In this way, this social enterprise contributes to the alleviation of poverty in Cambodia.



Improving working standards



Photo: I.Komori

The case studies show that one of the first prerequisites of developing volunteerism, is the participants' awareness that their contributions are important to the community. Traditionally, volunteers are understood as people committed to communal well-being and their work is highly valued. Promotion of volunteerism by VIOs expands the social definition of "communal needs" to include vulnerable groups, such as marginalised youth or women, and to bring more community members in resolving local issues.



The individuals and groups of volunteers are progressively undertaking responsibility for addressing communal needs and developing social capital. Increasingly they have been gaining better insights into these needs, however, along with the freedom to set the agenda, they still require more capacity in planning their activities and working with local authorities and other stakeholders.

These models present different ways of bringing young people together, changing their attitudes and behaviours and empowering them to achieve lasting change in their communities. Ultimately, we can conclude that volunteerism was instrumental in building trust in communities and has progressively powered the processes of inclusive development in Cambodia.

# Bringing together stakeholders

Stakeholder workshop, 23 February 2017



Photo: A. Mrkvickova

# STAKEHOLDER WORKSHOP



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# Volunteerism and pathways to youth employability

The research concluded with a stakeholder workshop that brought together sixty delegates of the government, private sector, VIOs and volunteers from different provinces. They defined and prioritised driving factors and constraints and outlined ways towards increased youth employability in Cambodia. The stakeholders concluded that inclusive youth employment, as a way of delivering social and territorial cohesion in Cambodia and providing countrywide sustainable growth, should be based on efficient use of resources and further development of effective cooperation mechanisms among the state, educational institutions, civil society, and private sector.

H. E. Tauch Choeun, Director General of GDY, MoEYS, opened the workshop. Acknowledging volunteerism as one of the important means for youth employability, especially in the context of the ASEAN integration, he said that it is crucial to enhance the soft and hard skills of Cambodian youth to meet the requirements of the labour market. For that, MoEYS puts a focus on eight main factors to enhance the education system:

1. The quality of education
2. The public financial reform in the education sector
3. Strengthening staff management
4. Giving skills to youth (IT, TVET, and STEM)
5. Importance of sports
6. Reforming exams at all levels
7. Higher-education reform and
8. Establishing an education research council for preparing policies.

MoEYS works to increase the literacy rate so that everyone can contribute to policy making and there would be less chance of civil conflict. He appreciated UNV for tackling youth issues as the project will have a big positive impact to youth countrywide.

H. E. Chek Lim, Deputy Director of Youth and Deputy Secretary General of National Youth Develop-

ment Council (NYDC), presented the Youth Action Plan and the structure and function of the National Youth Development Council (NYDC). MoEYS has been working closely with civil society, development partners and line ministries to develop the action plan and the vision of NYDC.

The National Policy, endorsed by the Prime Minister in 2011, adopts 12 strategies:

1. Legal framework
2. Education/training - capacity development
3. Health education
4. Vision for growth: entrepreneurship
5. Safety, security
6. Participation
7. Sport, recreation
8. Arts and culture
9. Environment, agriculture, tourism and business
10. Volunteerism
11. Gender
12. Drug prevention and youth rehabilitation.

Strategies 1-4, 6, and 10 are the top priority for MoEYS.

Kuoch Somean, Deputy Head of the National Employment Agency (NEA), gave a presentation on providing young people with information and advisory services on employment and the labour market. NEA's role is mandatory to provide employment services and labour market information. NEA acts as a one-stop shop for both employees and employers. Countrywide, there are 9 job centres – in Phnom Penh, Battambang, Siem Reap, Kampot, Svay Reang, Prey Veng, Takeo, Kampong Thom, and Kampong Cham. One main activity is employment forums (mobile career fairs, recruitment events, and national career fairs). It provides a fast track for jobseekers and employers to meet each other.

Thorng Samon, Deputy Director of Department of Labour Market Information, Ministry of Labour and Vocational Training, presented the strategies and perspectives of the Technical and Vocational Edu-

cation and Training (TVET) for enhancing the youth employability. In the academic year 2014-2015, the number of higher education students (85 percent) was significantly more than those enrolled in TVET (15 percent). The department works on bringing TVET to a level of higher education and collaborates with MoEYS and NEA to promote TVET at schools and organize public events. Currently there are 12 TVET public institutions upholding the ISO 9001:2008 standard.

Discussing the current business environment in Cambodia, Pech Bolene, President of the Young Entrepreneurship Association, said that many policies are on the shelf, but not on the ground. He suggested bringing together key investors, management of schools and other stakeholders to discuss the ways to develop entrepreneurship and the job market in the country.

Hav Kongngy, a prominent social entrepreneur shared his experience. His company Dream Home was recently nominated as one of the top 10 social enterprises in the world. He said that an entrepreneur differs from a businessman: a street trader may be a businessman, but not entrepreneur. An entrepreneur always creates something new – a new enterprise, new type of relationship. To succeed, a social enterprise requires confidence as much as recognition, and acknowledgement by the community.

The first part of group work and discussion included four topics:

Group 1. Volunteers in provinces: activities and needs

Group 2. Youth employment: opportunities and constraints

Group 3. Volunteerism and youth employment: Existing and needed skills

Group 4. Volunteerism and youth employment: Development agents.

The first group work came to the following conclusions:

1. Volunteers in my province: activities and needs
  - volunteering activities related to environment, agriculture, sanitation, education, community development

- human resources /appreciation, recognition
- support from CSOs, development partners, government, and family.

## 2. Opportunities and constraints of youth employment

- Available jobs for both low and high skills
- Constraints: limited information on labour market, nepotism, lack of communications, and salary range.

## 3. Existing and needed skills

- Existing: skills from university and language skills
- Needed: leadership, soft skills, and technical and vocational trainings

## 4. Development agents

- Capacity building, migration programme, and evaluation.

The second group work and discussion went around the following questions:

1. How to promote volunteerism in Cambodia?
2. How to involve young people in local development process?
3. How to develop young people's capacity for inclusive entrepreneurship?
4. How the government and donors can support the local development initiatives?

The following ideas were obtained:

1. How to promote volunteerism in Cambodia:
  - empower youth: training, knowledge, skills as incentives
  - technical and financial support
  - access to information, and not only in Phnom Penh.
2. How to involve young people in local development process:
  - mainstream the policy from national to sub-national level
  - use of social media
  - freedoms shall be respected
  - youth should take part in community development activities

- CSOs should train them and motivate/encourage to participate
- encouragement from family.

### 3. How to develop young people's capacity for inclusive entrepreneurship:

- short courses at university
- access to information on employment, the mechanism is still weak
- get new ideas on resolving the problems
- experience/success story sharing /clubs
- information sharing /radio, TV, social media
- new forms for youth to compete
- support from relevant institutions/training, policy development.

### 4. How the government and donors can support the local development initiatives

- youth centres in provinces (district level)
- volunteerism should be supported spiritually, morally, financially from school and local authority
- cooperation of youth with local authority.

H.E. Chek Lim closed the workshop indicating that it had provided a platform for open discussion and a good training course as well. Youth actively participated in the workshop and contributed their ideas. "Our youth are brave in expressing themselves," he said.

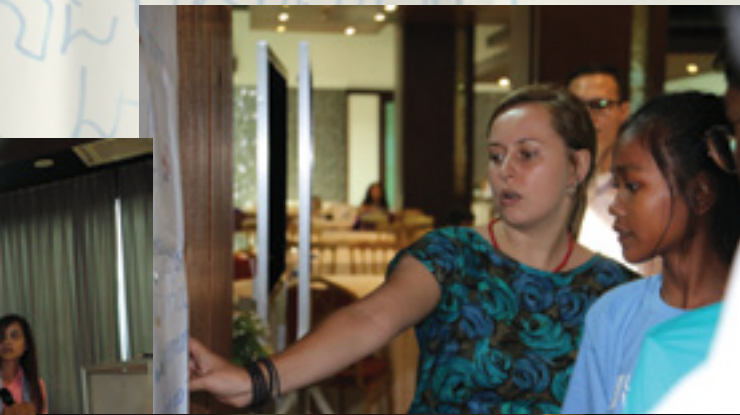
Serena Travis from VSO pointed out that for many VSO volunteers the volunteer placement is an entry point in their employment journey. She was happy to see that RGC and other stakeholders had put supporting volunteerism and youth employment at the top of their agenda.

Mouyleng Khan from Moulthan Consulting expressed her appreciation for the opportunity to discuss important issues during the workshop, she told how she much she had learned during her volunteer research of the state policies and institutions she conducted under this research project.

A young male participant reflected that through volunteer activities he had learned how to do things and how to connect with the people. He found the workshop interactive and inspiring.



Photo: A. Mrkvickova





# CONCLUSIONS AND RECOMMENDATIONS



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## Conclusions and recommendations

In many ways, the findings of this study speak for themselves. They were presented at a final stakeholder workshop, and the conclusions should be of interest to public policy.

RGC recognises volunteers as an important way to reach the national development goals. Back in 2008, as well as in this current research, interviewed government officials envisioned volunteers as playing a key role in development in areas, such as social work, community building and increasing access to education.

Although relatively low cost to deliver, volunteer programmes have high and lasting impact in any sector of development. The Rectangular Strategy of RGC, National Youth Development Policy and other policies, strategies and action plans, as well as the Cambodian Sustainable Development Goals have set strong objectives towards which volunteer programmes are actively contributing.

Over the last two decades, volunteer programmes in Cambodia have made a difference in reducing poverty, decreasing illiteracy levels, improving health, promoting gender equality and protecting human rights and the environment. We have seen that volunteering can bring remarkable benefits, but also that these benefits will only be delivered if there are working policy commitments that integrate volunteerism in development plans, taking into consideration its nature, complexities and cultivation costs.

Recommendations in this report highlight the need for increasing efforts to cultivate volunteerism. More investment in human and financial resources is needed to create space and opportunities for volunteers, develop their skills, promote their voice and recognise and value their work. These efforts will ultimately create an enabling environment, which will motivate and equip volunteers to undertake responsibility for the social and economic future of their communities.

### *Volunteerism within the civic education curricula*

Many experts and researchers believe that volunteerism should be cultivated from childhood (Freedman 1996; Liu, 2009; Zeller, 1993; Bryer, 2014). Though mostly recipients of service, children and youth are increasingly becoming givers of service as well. In many countries, this paradigm shift is caused by changes in school curricula as a part of educational reform, as increasing numbers of governments, international and local youth organizations promote youth volunteerism. It is evident by the growth in volunteer opportunities for children and the rising numbers of children participating in service projects. Children trained to serve as volunteers can promote healthy lifestyles and choices, teach life skills and improve their communities, and at the same time they develop a lifelong service ethic (Torres, 2003).

The research shows that one efficient way to cultivate volunteerism in Cambodia would be through schools. Moral and civic education was included in school curricula in 1994 as part of the National Rehabilitation and Development Programme and introduced in 1996. Since then, the curriculum has been enhanced (Chin, 2003), yet volunteerism for development at large remains outside of its scope. The curriculum should be enriched by including an understanding of volunteerism for development together with volunteering practice and community development activities. Cultivation of volunteerism within the countrywide civic education can be the stepping stone to integrate volunteerism in youth-related national policies and national development strategies.

### *Further integration of volunteerism into the national development plans*

Today volunteers are mostly involved in project-based activities of VIOs. However, there is a need to integrate volunteering opportunities into national development planning to help reach long-term national development goals. This process is also important in the regional context

of ASEAN strategies. Volunteerism was identified as an instrument to guide the “people-centred approach” stated in the ASEAN Charter, and was one of the strategic priorities under the ASEAN Socio-Cultural Community (ASCC) Blueprint, adopted at the 14th ASEAN Summit in 2009.

### *Ensuring community participation, including vulnerable groups*

Engagement of local volunteers is vital in ensuring local ownership and sustainability of development programmes, especially in rural areas. Local volunteerism should be supported to ensure the participation of stakeholders and beneficiaries from the earliest stages of project cycle.

### *Empower volunteerism and support youth employability in rural areas*

It is essential to recognise youth volunteering as a fundamental and strategically important element of community development. Therefore, volunteerism needs to be encouraged and empowered especially in remote rural areas. In addition, while most information services and TVET are accessible to people living in urban areas, there is still limited capacity to reach out to rural areas where such services are in high demand.

### *Recognition and support to youth volunteering*

In addition, to raise the profile of youth volunteers, NCPV can establish annual awards for outstanding volunteers in different nomination categories, recognising their achievements for national development and promoting the spirit of volunteerism in Cambodia.

### *Exchange of best practices and improvement of VIOs' volunteer management systems*

The research shows that many VIOs need to improve their volunteer management systems. Key information is available for researchers and internal decision making within organizations especially for newly established VIOs and those operating in remote areas. To this end, best practice and innovative approaches could be presented and

discussed during seminars and workshops, which could be organized by international organizations through VolCam and in cooperation with RGC.

### *Networking could strengthen the participating VIOs*

VolCam is a unique network of various VIOs with diverse experience and know-how. This network is an asset that supports the member organizations and their volunteers. VolCam is an important evidence of effectiveness of current volunteering for development and can act as an important driver for the volunteer movement in Cambodia. Today, VIOs increasingly find it necessary to work with a network of partners to develop shared values, movement-oriented strategies and have a greater impact. VolCam members can learn more on how to be effective in a networked context, and, VolCam's function can evolve into a learning network. Support to youth employability, entrepreneurship, and job creation capacities

Many respondents mentioned the sporadic nature of TVET activities. Occasional and ad hoc employability training should become more consistent, and mechanisms should be developed and put in place at the sub-national level institutions to ensure a steady provision of follow-up information. Monitoring should be conducted to assess the effectiveness of knowledge and skills obtained during the training.

### *Use of internet and social media*

Another frequent recommendation from respondents was to use social media while implementing local projects to attract participation and get support from authorities.

Social media, just like volunteering, is social in nature. Social media provides a wide outreach and unique communication tools proven to enhance the social benefits of volunteering. Effective and targeted use of online social media can help VIOs better inform and manage their volunteers. VIOs can cooperate in developing online platforms to provide volunteers with orientation and training and bring them together to share their knowledge experiences. Media can also help eradicate outdated stereotypes that prevent participation of women and youth in development.

It is important to create and maintain effective online services for potential volunteers and job seekers. In this respect, UNV is currently partnering with Microsoft to develop a cloud-based platform and information services for youth employment and volunteerism in Cambodia.

### *Further research opportunities*

Further studies of volunteering and youth employment in Cambodia could be conducted to obtain insights into sub-national differences and the specifics of volunteering activity in different provinces. There is also scope for a thorough impact and cost/benefit assessment of the contribution of volunteerism to the national economy, and wider human development, evolving civil society and overall sustainable development of Cambodia. For instance, a national survey tackling the macro-level benefits of volunteerism would provide substantial evidence for the recognition and promotion of volunteering.

Effective approaches and instruments are needed to measure social outcomes, impacts and the transformational change produced by volunteerism and on the volunteers themselves, for instance, in terms of their employability. To better understand the costs and benefits of investment in volunteering, different models and various efficiency-based scenarios could be developed.

Thus, to inform policy makers, human and financial resources should be allocated to further research volunteerism and youth development in Cambodia.

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One moment can change a day,  
one day can change a life,  
one life can change the world.

**ANNEX**

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## Key informants

H.E. Tauch Choeun	Director General, Directorate General of Youth, Ministry of Education, Youth and Sport
H.E. Chek Lim	Deputy Director General, Directorate General of Youth and Deputy Secretary General, Secretariat General of National Youth Development Council, Ministry of Education, Youth and Sport
Mr Taing Sophanarath	Director, Department of Youth Centres, Ministry of Education, Youth and Sport
Ms Tep Sinath	Director, Department of Youth, Ministry of Education, Youth and Sport
H.E. Laov Him	Director General, Directorate General of Technical Vocational Education and Training, Ministry of Labour and Vocational Training
Ms Tung Sopheap	Deputy Director General, Directorate General of Technical Vocational Education and Training, Ministry of Labour and Vocational Training
Mr Chan Pheakdey	Secretary, Directorate General of Technical Vocational Education and Training, Ministry of Labour and Vocational Training
Ms Nong Kanika	Director, Department of Policy, Ministry of Labour and Vocational Training
H.E. Hong Choeun	Director General, National Employment Agency, Ministry of Labour and Vocational Training
Mr Kim Net	Deputy Director, National Institute of Statistics, Ministry of Planning
Mr Long Phim	Head of Community, Forestry Community, Kampong Speu Province
Mr Sreung Khorn	Village Chief, Saray Village, Bos Khnor Commune, Chamka Leu District, Kampong Cham Province
Ms Long Leap Socheata	Teacher and Coffee Shop Owner, Kampong Cham provincial town
Mr Nov Vit	Village Chief and Head of Commune Council, Maung Reussey, Battambang Province
Ms. Thou Sophorn	Deputy Director, Ta Lois Primary School, Battambang Province
Mr Sor Sokbon	Assistant Director, Build Bright University, Ratanakiri Campus for Undergraduate and Postgraduate Studies & Coordinator, Office of Undergraduate and Postgraduate Studies and Research
Mr Sam Lorn	Commune Chief, Sala Komreuk Commune, Siem Reap Province
Ms Ouch Sareoung	Commune Council, Focal Person for Women's Affairs, Team Tea Commune, Prey Veng Province
Ms Eva Mysliwicz	Founder, Youth Star Cambodia
Mr Luy Tech Chheng	Programme Director, Youth Star Cambodia
Ms Yet Sokha	Programme Manager, Khmer Youth Association
Ms Mélanie Mossard	Community Builder & Chief Happiness Officer, Impact Hub

Dr Khieng Sothy	Head of Education Unit, Cambodia Development Resource Institute
Mr Fabien Dutasta	Director, PSE Institute
Mr Soeung Saroeun	Executive Director, Cooperation Committee for Cambodia (CCC)
Mr Chen Sochoeun	Research & Member Development Manager, CCC
Mr Hav Kong Ngy	Founder, My Dream Home Social Enterprise
Mr Pech Bolene	National President, Junior Chamber International Cambodia; CEO, West line Education Group
Mr Ngach Samin	President, Cambodian Indigenous Youth Association
Mr Heng Monychenda	Founding Director, Buddhism For Development
Mr Han SengHour	Programme Manager, Nak Akphivath Sahakum
Ms Peang Sina	Shop Manager, Watthan Artisans Cambodia

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# 11. UNV Guide for interviewing volunteers

This guide is intended to be used for in-depth interviews with current or past volunteers in order to find out more about their activities, needs and aspirations.

While for statistical purposes, the United Nations defines youth as persons between the ages of 15 and 24 years,<sup>1</sup> **the respondents of this interview should be 17-25 years old.** The International Labour Organization defines volunteer work as “unpaid non-compulsory work; that is, time individuals give without pay to activities performed either through an organization or directly for others outside their own household”<sup>2</sup>

## 0. Introduction

“Hello, my name is \_\_\_\_\_.

I am conducting this interview in the frames of the United Nations Volunteers’ research into volunteerism and youth employment. Especially, I am interested in any problems you have faced as a volunteer, or are aware of, and recommendations you have.

If it is okay with you, I will be audio recording our conversation. The purpose of this is so that I can get the details and at the same time have an attentive conversation with you. I assure you that your input will remain confidential.”

**Note to interviewer:** Please indicate in the name of the file of the recording: the date [mm-dd], sex of the respondent [f or m], age of the respondent and town and province, where the interview was conducted. Here is a sample file name for recording: 04-13-f-25-Baribour-Kampong\_Chhnang.mp3.

## 1. Involvement, opportunities and constraints

**1.1.** “I’d like to start by having you briefly describe your responsibilities and involvement in volunteering activities you did in the past or you’re currently doing.”

**Note to interviewer:** You may need to probe to gather the needed information.

**Probe:** “Please tell me more about your job”.

**1.2.** “How long did you work as a volunteer?”

**1.3.** “Why did you become a volunteer?”

**Probe:** “Would you say that in your first volunteer activity you followed a requirement or it was your own idea to volunteer?”

**1.4.** “What are the benefits of volunteering?”

**Probe:** “Does your community like volunteers? Why?”

**1.5.** “Next, I’d like you to think about the kinds of volunteer activities available. What are the other opportunities to volunteer in your community?”

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<sup>1</sup> United Nations Secretary-General’s Report to the General Assembly, A/36/215, 1981.

<sup>2</sup> International Labour Organization (ILO), 2011. Manual on the measurement of volunteer work. – Geneva, [http://www.ilo.org/stat/Publications/WCMS\\_162119](http://www.ilo.org/stat/Publications/WCMS_162119) [retrieved 02.03.16]

## 2. Motivation

**2.1.** "I have a few questions regarding your friends and neighbours. Do you think there are other young people like you in your community, who volunteer or are interested in volunteering?"

**Note to interviewer:** You should prompt for further elaboration on this topic.

**Prompt:** "What drives you and others to participate in the social life of their community?"

**2.2.** "What can young people like you do in order to change your life in your community?"

**Prompt:** "As an example, is there any case where young people bring changes to an important decision made by local government or Commune Council?"

**2.3.** "In your opinion, what could be done to enhance the young people's motivation to engage in developing their community?"

**Prompt:** "Could you please elaborate some more on how to enhance their capacities and knowledge for participation in local decision-making?"

**2.4.** "Are there more girls or boys involved in organizing public events in your community?" "Why?"

## 3. Employment

**3.1.** "Next, I'd like you to think about the job opportunities: What are the jobs available for young people like you in your community?"

**3.2.** "What are the constraints for their employment?"

**3.3.** "Do you think that young people can create jobs outside their households and enhance their employment opportunities themselves?"

**Probe:** "What kind of enterprises can young people create in your community?"

**3.4.** "I'd like you to talk a bit more about skills that are need for young people to engage in entrepreneurship?"

**3.5.** "What kind of help will they need for starting their business and from whom (people and institution)?"

## 4. Closing

**4.1.** "That was my last question. Is there anything else you would like to say about your friends and the ways to improve their life in your community?"

"Thank you for your time. If you have any questions about the study, you may contact Samadee Saray, Project Assistant at United Nations Volunteers. This interview is confidential, however, if you are willing to be contacted, in case further information is needed, you can leave your name and the preferred contact (email or telephone number)."

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## 12. Guide for interviewing local government officials

This guide is intended to be used for in-depth interviews with local officials in order to find out more about the opportunities, needs and capacities of young people for engagement in the social and economic life of their communities.

For statistical purposes, the United Nations defines youth as persons between the ages of 15 and 24 years.<sup>1</sup> The International Labour Organization defines volunteer work as “unpaid non-compulsory work; that is, time individuals give without pay to activities performed either through an organization or directly for others outside their own household”.<sup>2</sup>

### 0. Introduction

“Hello, my name is \_\_\_\_\_.

I am conducting this interview in the frames of the United Nations Volunteers’ research into volunteerism and youth employment. Especially I am interested in your opinion and recommendations on improving the opportunities for young people and their capacities to engage in social and economic life in your community.

If it is okay with you, I will be audio recording our conversation. The purpose of this is so that I can get the details and at the same time have an attentive conversation with you. I assure you that your input will remain confidential.”

**Note to interviewer:** Please indicate in the name of the file of the recording: the date [mm-dd], sex of the respondent [f or m], next, please put lo for local official, and town and province, where the interview was conducted. Here is a sample file name for recording: 04-13-f-lo-Baribour-Kampong\_Chhnang.mp3.

### 1. Position of the local official

**1.1.** “I’d like to start by having you briefly describe your position.”

**Note to interviewer:** You may need to probe to gather the needed information.

**Probe:** “Please tell me more about your job”.

**1.2.** “How long did you work with local government?”

### 2. Socioeconomic participation of youth

**2.1.** “Next, please tell about the young people in your community.

- Are they interested in social affairs in their communities? Why?
- Are they interested in establishing business, social or public enterprise? Why? ”

**2.2.** “I have a few questions regarding their motivation. Do you know any young people in your community who volunteers or are interested in volunteering?”

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<sup>1</sup> United Nations Secretary-General’s Report to the General Assembly, A/36/215, 1981.

<sup>2</sup> International Labour Organization (ILO), 2011. Manual on the measurement of volunteer work. – Geneva, [http://www.ilo.org/stat/Publications/WCMS\\_162119](http://www.ilo.org/stat/Publications/WCMS_162119) [retrieved 02.03.16]

**Note to interviewer:** You should prompt for further elaboration on this topic.

**Prompt:** “What drives them to participate in community development?”

**2.3.** “What can young people do in order to change your life in your community?”

**Prompt:** “As an example, is there any case where young people bring changes to an important decision made by local government or Commune Council?”

**2.4.** “In your opinion, what could be done to enhance the young people’s motivation to engage in developing your community?”

**Prompt:** “Could you please elaborate some more on how to enhance their capacities and knowledge for participation in local decision-making?”

**2.5.** “Are there more girls or boys involved in organizing public events in your community, and why?”

### 3. Employment

**3.1.** “Next, I’d like you to think about the job opportunities: What are the jobs available for young people in your community?”

**3.2.** “What are the constraints for their employment?”

**3.3.** “Do you think that the young people can create jobs outside their households and enhance their employment opportunities themselves?”

**Probe:** “What kind of enterprises can young people create in our community?”

**3.4.** “I’d like you to talk a bit more about skills that are need for young people to engage in entrepreneurship.”

**3.5.** “What kind of help will they need for starting their business and from whom (people and institutions)?”

### 4. Closing

**4.1.** “That was my last question. Is there anything else you would like to say about young people and the ways to improve their life in your community?”

“Thank you for your time. If you have any questions about the study, you may contact Samadee Saray, Project Assistant at United Nations Volunteers. This interview is confidential, however, if you are willing to be contacted, in case further information is needed, you can leave your name and preferred contact (email or telephone number).”

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## 13. Guide for interviewing managers

This guide is intended to be used for in-depth interviews with local CSO or business managers in order to find out more about the opportunities, needs and capacities of young people for engagement in the social and economic life of their communities.

For statistical purposes, the United Nations defines youth as persons between the ages of 15 and 24 years.<sup>1</sup> The International Labour Organization defines volunteer work as “unpaid non-compulsory work; that is, time individuals give without pay to activities performed either through an organization or directly for others outside their own household”.<sup>2</sup>

### 0. Introduction

“Hello, my name is \_\_\_\_\_.

I am conducting this interview in the frames of the United Nations Volunteers’ research into volunteerism and youth employment. Especially I am interested in your opinion and recommendations on improving the opportunities for young people and their capacities to engage in social and economic life in your community.

If it is okay with you, I will be audio recording our conversation. The purpose of this is so that I can get the details and at the same time have an attentive conversation with you. I assure you that your input will remain confidential.”

**Note to interviewer:** Please indicate in the name of the file of the recording: the date [mm-dd], sex of the respondent [f or m], next, please put org for local employers, and town and province, where the interview was conducted. Here is a sample file name for recording: 04-13-f-org-Baribour-Kampong\_Chhnang.mp3.

### 1. Position of the respondent

**1.1.** “I’d like to start by having you briefly describe your position.”

**Note to interviewer:** You may need to probe to gather the needed information.

**Probe:** “Please tell me more about your job”.

**1.2.** “How long did you work in that position?”

### 2. Socioeconomic participation of youth

**2.1.** “Next, please tell about the young people in your community.

- Are they interested in social affairs in their communities? Why?

Are they interested in establishing business, social or public enterprise? Why? ”

**2.2.** “I have a few questions regarding their motivation. Do you know any young people in your community who volunteers or are interested in volunteering?”

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<sup>1</sup> United Nations Secretary-General’s Report to the General Assembly, A/36/215, 1981.

<sup>2</sup> International Labour Organization (ILO), 2011. Manual on the measurement of volunteer work. – Geneva, [http://www.ilo.org/stat/Publications/WCMS\\_162119](http://www.ilo.org/stat/Publications/WCMS_162119) [retrieved 02.03.16]

**Note to interviewer:** You should prompt for further elaboration on this topic.

**Prompt:** "What drives them to participate in community development?"

**2.3.** "What can young people do in order to change your life in your community?"

**Prompt:** "as an example, is there any case when young people brought changes to an important decision made by local government or Commune Council?"

**2.4.** "In your opinion, what could be done to enhance the young people's motivation to engage in developing your community?"

**Prompt:** "Could you please elaborate some more on how to enhance their capacities and knowledge for participation in local decision-making?" **2.5.** "Are there more girls or boys involved in organizing public events in your community, and why?"

### 3. Employment

**3.1.** "Next, I'd like you to think about the job opportunities: What are the jobs available for young people in your community?"

**3.2.** "What are the constraints for their employment?"

**3.3.** "Do you think that the young people can create jobs outside their households and enhance their employment opportunities themselves?"

**Probe:** "What kind of enterprises can young people create in your community?"

**3.4.** "I'd like you to talk a bit more about skills that are need for young people to engage in entrepreneurship."

**3.5.** "What kind of help will they need for starting their business and from whom (people and institution)?"

### 4. Closing

**4.1.** "Thank you for your time. Is there anything else you would like to say about young people and the ways to improve their life in your community?"

"Many thanks again for this interview. If you have any questions about the study, you may contact Samadee Saray, Project Assistant at United Nations Volunteers. This interview is confidential, however, if you are willing to be contacted, in case further information is needed, you can leave your name and preferred contact (email or telephone number)."

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# F1. Guide for focus groups

## Part A. Introduction and Consent

### Introduction

1. Thank you for willingness to participate in this discussion. Before we begin, let's get acquainted. Without telling our names, let's tell our age, the name of our school or university, home town or village and province.
2. I will begin myself. I am ..., graduate of the Royal University of Phnom Penh, and I am from...

*This should be followed by individual introduction of participants.*

### The Aim

3. In this research, we aim to understand (a) what drives youth volunteerism in Cambodia, (b) what are the opportunities and constraints for young people's participation in social and economic life in their communities and (c) how young volunteers can help overcome these constraints and create new opportunities for inclusive employment of youth. As a result, we hope to clarify the available resources and development needs, in particular, skills, competences and professional qualifications needed to promote flexible and diversified private sector development and growth in your communities.
4. We are interested to hear your valuable opinion on the value of volunteerism, about the ways in which young people like you can participate in social and economic life in their communities, and about how young people like you can contribute to business development and job creation in your communities

### Confidentiality /NDA

5. Your opinions and information provided are considered to be confidential, your views and perceptions will be used in a generalised form, solely for study purposes, and not associated with your name in any way.
6. We'd like to audio record the discussion process in order to facilitate further analysis. We would like to emphasise that the material will not be provided to third parties, it will be destroyed after transcribing. You can refuse to answer a question or leave the discussion.

### Ground Rules

7. Before we start our discussion, let us also agree:
  - a) Please turn off cell phones or put them into silent modes
  - b) One person speaks at a time
  - c) Give as concise as possible to answers. I will have to interrupt or ask you to be more concise, if we need to go forward
  - d) Be honest in your answers and respectful to what other participants say – there are no right or wrong answers or opinions, there are different opinions.
8. Thank you. If there are any questions, please raise them and I will gladly answer...
9. If there are no further questions, let's begin.

## Part B. The Main Questionnaire

10. Let's begin our discussion with why young people volunteer. I would like to hear

**FGQ1.** How did you become volunteer and what motivates you for volunteering in your community now.

*The purpose of this question is to clarify the driving force of youth participation at the local level.*

11. Regarding the role of young people in the social and economic life in your communities, I would like to know your opinion on...

**FGQ2.** Does your communities like volunteers? Why?

**FGQ3.** What are the obstacles for participation of young people in social life your communities?

*We want to understand the subjective and objective factors supporting and inhibiting youth participation.*

12. Now let's discuss...

**FGQ4.** The ways for promoting active participation of young people in developing their communities?

*What should be done to (a) strengthen their motivation and (b) develop capacities as local change agents?*

**FGQ5.** What job opportunities for youth exist in your community and how young people like you can expand them?

*We want to learn more about how the young people understand their role in expanding the opportunities.*

**FGQ6.** The young people in your communities can create jobs outside their households and enhance their employment opportunities themselves?

*We want to understand what kind of businesses can young people create in their communities and how.*

13. Now I want to proceed to competences and skills possessed by young people in your communities. Could you please take a moment to fill in this table, marking their availability in your community from 0 (not available) to 5 (entirely available) and the local need to develop from 0 (not needed) to 5 (strongly needed)

**FGQ7.** What competences do young people in your home town or village possess and what skills are needed?

**FGQ8.** How can these skills be developed?

*The purpose of this question is to understand the role of internal and external factors in supporting inclusive employment of youth*

**FGQ9.** The girls and young women are willing and able to engage in economic activities in your communities?

*This question tackles the constraints and opportunities in the labour market faced by women in urban and rural areas*

**FGQ10.** How traditions and social norms affect the young women's decisions to engage in economic activities

*We want to understand the traditions, stereotypes and dynamics of women's economic participation.*

14. Is there anything else you would like to say?

**FGQ11.** Young people in your community and the ways to improve the life in your community?

15. That was my last question. Thank you for your time. If you have any questions about the study, you may contact Samadee Saray, Project Assistant at United Nations Volunteers.

## FGV. Available and Needed Skills

Skills <i>description</i>	Availability (0-5) <i>0 = not available 5 = entirely available</i>	Demand (0-5) <i>0 = not needed 5 = strongly needed</i>
Identification and mobilisation of local resources		
Human resource management and training		
Planning		
Logistics		
Marketing/export		
Quality management		
Innovation management		
Sustainable development (incl. protection of environment)		

## Respondent

Age:

Sex: ☐ M ☐ F

School/university:

Faculty:

Home town, village:

Province:

# VIO mapping questionnaire

Hello

We are conducting this survey in the frames of the UNV research into volunteerism and youth employment.

We collect information on volunteerism and try to find out how young people contribute to the development of their communities.

It usually takes 15 to 20 minutes to fill in this questionnaire. We assure you that your input will remain confidential.

In this research, we define volunteerism as unpaid non-compulsory work; that is, time individuals give without pay to activities performed either through an organization or directly for others outside their own household.

**Note for provincial organizations:** If your organization is Phnom Penh-based, please provide information only about your local/provincial office.

#	<b>Respondent Organization:</b> Click or tap here to enter text.
---	--

## 1. Areas of involvement

Q1. What are the areas of involvement of volunteers?

- |   |   |
|---|---|
| <input type="checkbox"/> A. Advocacy                      | <input type="checkbox"/> K. Education/Training                    |
| <input type="checkbox"/> B. Agriculture                   | <input type="checkbox"/> L. Environment/Nat. Resources            |
| <input type="checkbox"/> C. Arts and Culture              | <input type="checkbox"/> M. Gender/Women's Issues                 |
| <input type="checkbox"/> D. Children                      | <input type="checkbox"/> N. Health/Nutrition                      |
| <input type="checkbox"/> E. Community Development         | <input type="checkbox"/> O. HIV/AIDS                              |
| <input type="checkbox"/> F. Counter-trafficking           | <input type="checkbox"/> P. Human Rights/Democracy                |
| <input type="checkbox"/> G. Credit and Savings            | <input type="checkbox"/> Q. Management/Organizational Development |
| <input type="checkbox"/> H. Disability and Rehabilitation | <input type="checkbox"/> R. Support to Cambodian Organizations    |
| <input type="checkbox"/> I. Disaster Preparedness/Relief  | <input type="checkbox"/> S. Water and Sanitation                  |
| <input type="checkbox"/> J. Domestic Violence             | <input type="checkbox"/> T. Other (please specify): _____         |

## 2. Demographics

Q2.1. Age, gender breakdown and education of volunteers: (please fill in the numbers of your volunteers)

Age:	Male	Female	Total	Primary Education	Secondary Education	Vocational Education	Higher (university)
A. Under 17							
B. 17-24							
C. 25-49							
D. 50 years and over							

## 3. Recruitment

Q3.1. How many of your volunteers are from:

- A. Your community: Click here to enter text. B. Cambodians from outside your community: Click here to enter text.  
C. International volunteers: Click here to enter text.

Q3.2. Do you practice open recruitment (public announcement, open competition) or closed selection by the management?

<input type="checkbox"/> <b>A.</b> Always open recruitment	<input type="checkbox"/> <b>B.</b> Mostly open recruitment	<input type="checkbox"/> <b>C.</b> Equally open recruitment and closed selection
<input type="checkbox"/> <b>D.</b> Always closed selection	<input type="checkbox"/> <b>E.</b> Mostly closed selection	<input type="checkbox"/> <b>F.</b> Our volunteers are recruited and sent to us by other organization – our participation in their recruitment is limited.

Q3.3. What are your selection criteria (please specify and prioritize all options that apply)?

<b>A.</b> Commitment of candidates	Choose an item.
<b>B.</b> Experience of candidates	Choose an item.
<b>C.</b> Knowledge of candidates	Choose an item.
<b>D.</b> Skills of candidates	Choose an item.
<b>E.</b> Other Click here to enter text.	Choose an item.

Q3.4. Does your organization consider equal opportunities principle when hiring men and women?  
Choose an item

Q3.5. Does your organization have an equal opportunities policy? ☐ 1. Yes ☐ 0. No

#### 4. Support to volunteers

Q4.1. Do you train volunteers? ☐ 1. Yes ☐ 0. No → skip to Q.5

Q4.1. What kind of support do you provide to volunteers? (please select all applicable options)

<input type="checkbox"/> <b>A.</b> Pre-departure/Induction training	<input type="checkbox"/> <b>C.</b> Per diem to workshops	<input type="checkbox"/> <b>E.</b> Pocket money/allowance
<input type="checkbox"/> <b>B.</b> Ongoing and refresher training	<input type="checkbox"/> <b>D.</b> Transportation	<input type="checkbox"/> <b>F.</b> None
<input type="checkbox"/> <b>G.</b> Other (please specify): _____		

Q5. Does your organization have volunteers, who assist in administration or with projects? ☐ 1. Yes ☐ 0. No

Q6. Does your organisation support volunteers who train or mobilise groups of existing traditional associations, community-based organizations or community workers/health workers? ☐ 1. Yes ☐ 0. No

Q7. Does your organization promote human rights or rights-based issues? ☐ 1. Yes ☐ 0. No

Q8. Does your organization work with volunteers when mobilising people to be a part of campaigns?  
☐ 1. Yes ☐ 0. No

Q9. Does your organization work with volunteers, who facilitate or mobilise communities to give feedback to commune councils? ☐ 1. Yes ☐ 0. No

Q10. Do you participate in a community-based organization or traditional association? ☐ 1. Yes ☐ 0. No

Q11. Are you a community worker who does not receive a fixed salary, and can you say that money is not the main reason that your work for your community? ☐ 1. Yes ☐ 0. No

Q12. Do you participate in a self-help group that is focused on a particular issue or cause? ☐ 1. Yes ☐ 0. No

Thank you for your time. In the frames of the project, we have envisioned a two-day stakeholders' workshop with the representatives of the most active groups and organizations supporting volunteerism and youth issues in Cambodia.

Q13. Can you recommend any other organizations we may contact?

A. Organization Name \_\_\_\_\_ Contact \_\_\_\_\_

B. Organization Name \_\_\_\_\_ Contact \_\_\_\_\_

# VIO mapping tables

Percentage of ViOs, %	2016	2008
Phnom Penh (40/48)	83.33	45.40
Kampong Cham (6/11)	54.55	23.40
Takeo (5/9)	55.56	23.40
Battambang (9/15)	62.50	22.40
Prey Veng (9/11)	81.82	22.40
Kandal (4/10)	40.00	20.00
Kampong Speu (4/13)	30.77	18.80
Kampong Chhnang (5/9)	55.56	17.50
Kampong Thom (3/12)	25.00	17.50
Svay Rieng (8/13)	61.54	17.50
Siem Reap (19/27)	70.37	16.60
Kampot (6/11)	54.55	15.40
Banteay Meanchey (7/11)	66.67	14.10
Kratie (5/10)	50.00	14.10
Otdar Meanchey (2/10)	20.00	13.10
Pailin (2/7)	28.57	13.10
Pursat (7/13)	53.85	13.10
Stung Treng (5/9)	55.56	13.10
Preah Vihear (5/10)	50.00	10.76
Ratanak Kiri (9/21)	42.86	10.76
Koh Kong (2/13)	15.38	9.40
Mondul Kiri (5/12)	41.67	8.40
Kep (7/8)	87.50	4.85
Preah Sihanouk (3/10)	30.00	4.80
Tbong Khmum (3/9)	33.33	-

Gender breakdown	F	M
Phnom Penh	421	391
Prey Veng	323	211
Ratanak Kiri	218	284
Siem Reap	194	141
Battambang	81	72
Kampong Cham	74	72
Otdar Meanchey	71	31
Pursat	69	41
Svay Rieng	61	51
Preah Sihanouk	59	71
Banteay Meanchey	58	50
Takeo	55	54
Tbong Khmum	52	37
Kampot	49	22
Kandal	43	54
Kep	33	29
Kampong Chhnang	31	44
Kampong Speu	29	35
Kratie	27	47
Stung Treng	20	27
Kampong Thom	10	32
Preah Vihear	7	19
Pailin	6	5
Koh Kong	4	3
Mondul Kiri	4	3

ViO operations, %	2016	2008
Education and training	63.6	65.0
Community development	53.0	64.0
Gender/women's issues	25.8	44.0
Advocacy	27.3	43.0
HIV/AIDS	4.5	42.0
Child welfare/rights	45.5	37.2
Health/nutrition	30.3	35.2
Environment/natural resources	25.8	31.0
Credit and savings	15.2	30.0
Water and sanitation	30.3	30.0
Agriculture	33.3	30.0
Human rights/democracy	21.2	28.0
Prevention of domestic violence	18.2	27.2
Management/org. development	22.7	23.0
Counter-trafficking	18.2	17.2
Disability and rehabilitation	7.6	16.2
Disaster preparedness/relief	16.7	16.2
Support to organizations	9.1	13.0
Arts and culture	7.6	7.2
Youth livelihood, youth leadership	25.8	-
Climate change	1.5	-
Peace and security	1.5	-

Volunteer activities, %	2008	2016
ViOs train and support volunteers	60.60	86.26
Assisting ViOs (administration or projects)	58.00	87.36
Training groups, CBOs, social workers	46.10	65.38
Promoting human rights	37.50	73.08
Facilitating feedback to commune councils	30.60	51.10
Mobilising people for campaigns	30.60	73.63
Networking with CBOs or associations	29.70	74.18
Community social/health workers	15.50	72.53
Participating in self-help groups	14.80	64.84

Selection criteria, %	Very Important	Important	Not important
Experience	21.3	55.7	23.0
Skills	23.0	67.2	9.8
Knowledge	35.5	58.1	6.5
Commitment	91.9	8.1	0.0

Education, %	Primary	Secondary	Vocational	Higher/university
17-24 male	0.92	6.47	6.47	20.34
17-24 female	3.20	9.59	5.33	21.32
25-49 male	1.27	1.27	1.69	7.60
25-49 female	0.55	0.82	1.10	5.48
50 and over male	0.34	0.52	0.52	1.55
50 and over female	0.65	0.65	0.65	1.72

Equal opportunities, %	Rarely	Often	Always
	6.6	8.2	85.2

ViOs have EO policy, %	Yes	No	Did not answer
	50	10	40

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For information about becoming a UN Volunteer, please visit the UNV website: [www.unvolunteers.org](http://www.unvolunteers.org)

For more information about the UNV Online Volunteering service, please visit: [www.onlinevolunteering.org](http://www.onlinevolunteering.org)



Volunteerism is a powerful means of engaging people in tackling development challenges, and it can transform the pace and nature of development. Volunteerism benefits both society at large and the individual volunteers by strengthening trust, solidarity and reciprocity among citizens, and by purposefully creating opportunities for participation.

*United Nations Volunteers, [www.unv.org](http://www.unv.org)*



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