Good Works: Research on Connections between Volunteer Engagement Practices and Social Return on Investment for Volunteers and Non-Profits
MAVA 2018
Key Practices that Predict Positive Volunteer Outcomes

Meaningful Impact Practices

Thinking of your primary volunteer work for {organization}, to what extent do you agree or disagree with the following statements about your experience?

(Responses: strongly disagree – disagree – somewhat disagree – somewhat agree – agree – strongly agree)

- Helped me feel part of something larger than myself
- Made a difference in people's lives
- Made me feel more connected to the community
- Made an important contribution to the organization

Perceived Appreciation & Integration Practices

How often were each of the following part of your experience in your primary volunteer work at {organization}?

(Responses: never – rarely – sometimes – often – very often – does not apply)

- The paid staff asked for my input or ideas.
- The paid staff expressed informal appreciation or thanks for my volunteer service.
- I received useful feedback about my volunteer performance.
- The staff talked about the impact of my service on the organization.

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From Research to Action Worksheet

1. What volunteer behaviors do we hope to achieve (e.g., volunteers donate, refer other volunteers, learn about the community we serve)?

2. In what ways does our organization's team:
    a) help cultivate a sense of meaning from volunteer service?

    b) share appreciation and integrate volunteers into our mission?

3. What are our opportunities for development?

4. What next steps can we take to improve?