ABSTRACT

This article focuses on volunteerism in the social work field. Volunteerism phenomenon is booming in the Czech Republic; however, due to our historical development it lags behind Western countries. For this reason, this article conveys the management of volunteerism in Germany where it is directly linked to organization's management principles. I have broken down this topic into recruitment and selection of volunteers, their training, evaluation and rewards for their activities and into the coordination of volunteer activities. The aim of this study is based on the German system that can be passed on to the Czech setting in form of recommendations to individual areas of volunteerism management including proposals for more effective supervision of volunteers for Czech volunteer centers/organizations. The theoretical element of this manuscript is extracted from scholarly journals and articles including information from Czech and foreign literature concerning volunteerism circumstances in the Czech Republic and Germany. The practical element was accomplished in Freiwilligen-Zentrum Aachen and in Freiwilligenagentur Impuls Dusseldorf. At the volunteer center in Aachen, I brought together diverse combinations of interview methods with the volunteers' Coordinator, observations and study of the organization's documents, and formulated questionnaires targeting the volunteers. At the volunteer center in Dusseldorf, I brought together an interview with the volunteers' Coordinator including a study of the organization's documents related to each area of volunteerism management. This article conveys a range of interesting findings from the German system on which I was able to assemble recommendations that can be applied in the Czech volunteer organizations/centers.

Keywords: volunteerism, volunteer, volunteerism management, recruitment of volunteers, selection of volunteers, volunteer training, volunteer evaluation, rewarding of volunteers, coordination of volunteer activities, volunteerism in Germany.