



Volunteer Survey 2018

The 2018 Volunteer Survey attracted 479 respondents, comparable with previous years (2017: 547, 2016: 574; 2015: 427). As usual, the two largest volunteer groups (Professional Registration and Communities) form the majority of respondents¹ but a wide spread of other roles provides a good representation of views across the IET.

Following a review and decision by the Volunteer Engagement Board, this survey was significantly reduced in length and focused on the key metrics of one-team working and satisfaction. Separating out other areas of inquiry will allow further surveys to be more focused and in-depth.

The key purpose of the survey is measurement of the corporate key performance indicator (KPI) which examines one-team working with the question 'do you agree that volunteers and staff work effectively as one team, with shared values towards common goals?' (% stating yes). We are pleased to report that this measure, initially benchmarked in the 2016 survey, shows a continued rise in the percentage of those agreeing with this statement, now 80.8%, increased from 78.7% in 2017 and 73.1% in 2016.

We continue to monitor our previous KPI measure, volunteer satisfaction ('are you satisfied with your volunteer experiences?' - % stating yes), and this has also increased, with the percentage of those stating they are satisfied rising to 84.9% from 84.4% in 2017 and 79.9% in 2016.

Findings in depth

It is important to the IET to ensure that the volunteers that make up its governance and guide and deliver its activities around the world are working as a well-informed and efficient team, amongst themselves and with staff. Clearly the way that this happens varies across roles and regions, just as the way that each role varies.

Within the survey we ask respondents to tell us their age, how long they have volunteered with the IET, where they are resident, and the main role that they undertake. By comparing this with the indicators above we hope to understand if any of these factors influence one-team working and satisfaction.

In general, age and length of volunteering do not have a very significant impact on the one-team working and satisfaction scores, although it is possible to observe a very slight increase in satisfaction for those over 71 years of age (this age group scores 90.4% for satisfaction with volunteer experiences).

¹ Respondents are asked to identify one main volunteering role for the purposes of the survey.
Volunteer Survey 2018 – Findings



Both one-team working and satisfaction show variations across the regions²; however this isn't consistent between the measures. Satisfaction is reported as higher in the UK and South Asia regions (86.9% and 83.3% respectively). With the vast majority of respondents being resident in the UK (81.9%) this number balances out the other regions which score between 63.6% and 77.1% for satisfaction. However, one-team working is reported as highest in South Asia (scored 100%, although caution due to low base - 6 respondents resident in the region). Elsewhere it scored lowest in EMEA (78.8%) and there was little difference between the other regions which scored between 81.0% and 82.4%².

The 2018 survey is consistent with previous years in that it demonstrates differences in satisfaction and one-team working between roles. Here we see reported higher levels of both measure amongst volunteers involved in Accreditation, Professional Registration, Governance, Technical Professional Networks and Young Professional groups³ in particular. From previous research we know that Professional Registration roles have a high level of satisfaction arising from the nature of the activity in helping individual achievement. We don't have evidence to support a view on why this is so for the other roles mentioned.

It is possible to get carried away with looking for reasons behind these differences but it should be remembered that the differences are often rather small (and therefore may not be significant) and that the overall score is very high, and moving in the right direction. We remain positive that our programme to continuously improve the way we work with our volunteers is making a difference.

Further surveys, looking at specific areas of volunteering, will be used during the year to further explore key areas where we hope to improve our support for IET volunteers.

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² Regional bases – UK: 385; Americas 11 (low base); Asia Pacific: 35 (low base); EMEA: 33 (low base); South Asia 6 (low base)

³ Low bases for these groups – Accreditation: 23; Governance 29; TPNs: 19; and YPs 3.