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PAPER

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THE USE OF VOLUNTEERS IN THE PROVISION OF PUBLIC SERVICES

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1. Research questions

This paper aims at formulating hypotheses on these questions, starting from the available data, in Europe and in some European countries, with a special reference to Italy, and imagining what will be the possible evolution of a phenomenon that does not escape the profound changes brought about by the crisis we are experiencing. After a brief review of the literature (section 2); some classifications of volunteers will be presented (section 3) some recent empirical evidence on volunteers supply and demand will be commented (section 4-7). A discussion of the theoretical and policy implications of the recent trends will conclude.

Keywords: Volunteer Work; Public-Private Enterprises

2. Survey of the literature

The nonprofit sector accounts for more than 4% of GDP in developed countries (United Nations, 2007; Salamon et al. 2011). Research on volunteering in economics starts with Menchik and Weisbrood (1987), who were the first to identify economic reasons for volunteering. They note that this activity can be seen as both a consumption of a leisure good and as an investment for improving individual skills (Schiff and Weisbrod 1993; Freeman, 1997).

The main, of course related, directions have been identifying the individual benefits from volunteering, starting from the notion of altruism – the utility gained from contributing to what is perceived as "the greater good". Other directions include the motivations for volunteering, and the wider social advantages from such activity.

The extent of volunteering is likely to be related to the degree to which it provides satisfaction to volunteers, whether undertaken as a means of consumption or investment. There is evidence that volunteering has a positive effect on household welfare (Degli Antoni, 2009). Andreoni (1990) suggests that any kind of donation produces a generic public good, connected in the case of volunteer work with social capital and trust (Putnam, 1993; Wollebæk and Kristin, 2008). These positive externalities reduce the costs connected with living together in communities by enhancing the level of disposable public goods (Apinunmahakyl and Barham 2009; Fengyan et al. 2009; Sundeen et al. 2009; Themudo 2009) or by creating new governance structures (Enjolras, 2008).

An important element is that volunteers might operate where market are particularly ineffective (Wilson and Musick 1997): they can produce goods that otherwise would not have been supplied (Borzaga, Gui e Schenkel, 1995), or they can reduce the costs of nonprofit organizations, thereby allowing them to survive. For these reasons many governments support initiatives to increase the pool of volunteers (Musick and Wilson, 2007). Weisbrod (1975) was the first to stress that the development of many nonprofit organizations was caused by government failures in delivering useful services or goods, a hypothesis recently reaffirmed empirically (Matsunaga et al. 2010). Many observers point out that the demand for volunteering has grown considerably before and especially during the crisis as a result of the retreat of the state and its administration as a producer of public goods and services (Vaughan-Whitehead, 2013). The extent to which voluntary work is a complement to or a substitute for paid work has been extensively studied, with mixed results (Handy, Mook and Quarter, 2007; Nichols and Ojala, 2009; Rogelberg et al. 2010). Other studies also show that individuals, independently from their role, are more likely to volunteer

in non-profit associations than in other types of organization (Handy et al. 2010). Finally, another important stream of literature has focused on the effects of employee volunteering, when this activity is supported by the employer (Benjamin, 2001; Tschirhart 2005; Booth, Park, Glomb, 2009; Sajardo Yoldi Serra and Moreno, 2008). Even if these arrangements don't involve big numbers of firms/employees, they are continuously growing in several European countries, due also to the increasing importance of Corporate Social Responsibility (Porter and Kramer, 2006).

On the one hand this sort of approach to volunteerism, which extends the limits of the definition of voluntary work, can lead to consider these forms of participation part of the enterprises' promotion and marketing strategies. On the other hand these arrangements have been a great success, inside and outside the company, both in relation to the possibility of professional growth of employees, and for the opportunity to open the world of volunteerism to subjects who otherwise would not have the motivation or the possibilities to approach it.

The current crisis has revealed not only the unsustainability of existing welfare systems, but also the need to face the challenges coming from new geo-political equilibria, while the structural composition of production and trade flows is continuously changing. Volunteerism has an increasing role in enhancing skills, and fostering entrepreneurship while at the same time potentially reducing the costs of social services. It may also improve the capacity of the state to meet new and specialized needs. In order to evaluate the potential of volunteers' work in these two directions, and to suggest guidelines for the most efficient use of this resource the trends in the supply of volunteer work will be described.

Volunteerism is one resource of human and social capital that has enjoyed a steady increase in Italy and Europe . Has the crisis stopped this favourable trend? Is the same idea of volunteerism changing? The second research aim is to address whether the current economic crisis is arresting this trend and whether the nature of voluntarism is changing.

3. Four Types of Volunteers

The analysis on the different aspects of volunteering in Europe leads to distinguish four basic approaches: the Anglo-Saxon, the French and Italian, the German and the Swedish.[1]

The Anglo-Saxon model is strongly connected with the civil society and, until the Big Society project launched by the Cameron government, remains isolated from the sphere of public influence. In Germany the term volunteer takes mainly the meaning of an honorary position, and is separated from the labor market. In France and Italy the connections between voluntary and paid work are stronger, and this peculiarity stems from the structural weaknesses in the labor market. The Swedish model is instead correlated with high levels of public investment in welfare (Zoli, 2004).

The following table describes the differences in the amount and forms of public spending on welfare in relation to GDP. Overall levels indicate that among the 33 OECD countries United Kingdom, France and

[1] Four types of models in the provision of public services have been distinguished: liberal, corporatist, social democratic and statist. Each of the models points to a different relationship between the state and the market: in the liberal model public welfare is severely limited, thus leaving plenty of space both to for profit and non-profit organizations; in the corporatist model Welfare is mainly provided by the State or by "pre-modern" associations, such as the religious ones; universalism in the social-democratic model results from the public sector direct activity, and, finally, in the Statist model, we have both a low level of public provision and the absence of a large third sector (Salamon et al. 2000).

Sweden are among the top 10, Germany is at 12th place, and Italy and Spain slide back of the group . Among the public spending forms of, there is a clear predominance of cash in the Anglo-Saxon countries, while Sweden and Denmark show a higher rate of direct services provision, and France instead is notable for a high level of tax relief. Italy has low levels of spending in all three types of expenses. These differences are reflected in the organization, impact and role of volunteering. While in the Anglo-Saxon world these associations have a strong private character, in Sweden the non-profit sector is more developed as a result of high public investment, while in Italy voluntary and Third Sector organization substitute for a substantial under-investment in welfare.

	Cash	Services	Tax breaks towards families	Total
Ireland	3.26	0.82	0.15	4.24
United Kingdom	2.46	1.38	0.38	4.22
Luxembourg	3.51	0.53	0	4.04
France	1.44	1.76	0.78	3.98
Denmark	1.63	2.27	0	3.9
Sweden	1.58	2.17	0	3.75
Hungary	2.42	1.16	-	3.58
Belgium	1.77	1.04	0.64	3.45
Norway	1.42	1.79	0.13	3.34
Finland	1.67	1.62	0	3.29
Germany	1.16	0.89	1.01	3.07
Austria	2.34	0.57	0.04	2.95
Australia	1.94	0.84	0.05	2.83
Czech Republic	1.24	0.6	0.76	2.6
Netherlands	0.78	0.93	0.77	2.48
Slovak Republic	1.57	0.44	0.41	2.43
Slovenia	0.76	0.53	0.8	2.1
Spain	0.67	0.85	0.25	1.77
Portugal	1.03	0.47	0.2	1.71
Italy	0.78	0.8	0	1.58
Canada	1.12	0.23	0.21	1.55
Poland	0.75	0.33	0.45	1.53

Japan	0.51	0.45	0.53	1.48
Greece	1.02	0.4	-	1.43
Switzerland	0.94	0.33	0.14	1.41
United States	0.11	0.59	0.52	1.22
Korea	0.04	0.77	0.2	1.01
OECD 33-average	**1.41**	**0.94**	**0.28**	**2.61**

Tab.1.- Public spending on family benefits in cash, services and tax measures, in percent of GDP – Source OECD

The Swedish type of Welfare is more suitable for the development of social enterprise, while the Anglo-Saxon or German models are more related to the concept of the self-organization of civil society, with fewer ties to the state and productive sectors. The Italian model, characterized by the need to face low levels of investment in welfare, leads to the emergence of some innovative designs, such as. the concept of *Distretto Sociale Evoluto* (Social Evolved District) that reverses a traditional concept of welfare aiming to meet only social assistance needs. The *Distretto Sociale Evoluto* attempts instead to create productive realities outside the traditional areas of personal services, to achieve the dual goal of increasing income and promoting social action.

The classification of volunteers into four groups made by Michelutti, Marino, Schenkel, (2009) can also be interpreted in this context

The four groups are the following:

Group A: "*They want to do something good, to feel useful, but they cannot expect much*."

These individuals are essentially people not belonging to the labor force, especially retirees, singles, but also separated and widowers, and have the lowest level of education. The members of this group seem to show the less ideological attitude towards volunteerism. This is the type of volunteer which seems closer to the Anglo-Saxon model.

Group B: "*They want to pursue their ideals in a challenging and rewarding work environment*"

They seem to show decision and commitment. They are characterized by the lower propensity to consider volunteering as a way to fill their free time. Moreover for them the organization's ability to meet the needs of volunteers is not important for choosing the organization in which to operate. This type of volunteers is best adapted to the German model.

Group C: "*Volunteers with interest*"

This group show the propensity to find a job through the organization in which they operate. They too, like everyone else, are inspired by altruistic attitudes, but seem to be motivated by extrinsic individual inclinations more than the others. This model is prevailing in France, Italy and Sweden.

Group D: "*Voluntary by choice, aware and generous*"

This group is dedicated to volunteering with greater continuity. Within this group the inclination towards voluntary activities seems more evident. They tend to show greater empathy in the relationship with users, and do not consider users only as customers, who require a service and get it. The latter group represents the archetype of the volunteer, a kind of ideal profile for which to strive.

4. Recent trends in the supply of volunteers in Italy and other European countries

The empirical evidence on the evolution of the stock of volunteers derives mainly from the Time Use surveys. There are also European Eurobarometer survey data on volunteering in 2007 and 2011. Numerous other sources do not provide updated data, from which to observe the impact of changing economic conditions on the supply and demand for volunteer work. The data contained in this paragraph refer to the number of volunteers, and therefore do not correspond strictly speaking neither to supply nor to demand, resulting from the encounter of the two "functions". It is not possible to establish a priori that the demand for voluntary work is unlimited, and in any case greater than supply, given that voluntary work is free (though not always entirely) with regard to the remuneration of the individual, but its use involves costs related to training, organization, etc. To assign these data mainly to the supply side is more plausible, for two sets of considerations. Apart from the fact that the supply of voluntary work is not unlimited, it is reasonable to think that the output to which volunteer work contributes (education, health, social services, entertainment, essential infrastructure) is not only rationed on the supply side, but also that the demand for these services is able to create its own supply, stimulating the creation of more or less formal organizations dedicated to meet these needs, when they are not completely satisfied by the market or by the State. With this idea in mind, we present the data in the following tables, which are derived from the two sources mentioned above.

Table 2 shows the percentage of Italian population that has carried out some activities related to volunteering in the twelve months preceding the interview, between 2002 and 2012.

Table 2: Persons aged 14 and over who have done volunteer work in the total population aged 14 and over (percentage)											
Year	**2002**	**2003**	**2004**	**2005**	**2006**	**2007**	**2008**	**2009**	**2010**	**2011**	**2012**
	meetings in ecological civil rights and/or peace associations										
Male	1.9%	2.4%	n.d.	2.2%	2.2%	2.1%	1.8%	1.9%	2.0%	2.0%	1.9%
Female	1.6%	2.2%	n.d.	1.9%	1.8%	1.6%	1.4%	1.7%	1.6%	1.8%	1.4%
Total	1.7%	2.3%	n.d.	2.0%	2.0%	1.9%	1.6%	1.8%	1.8%	1.9%	1.6%
	meetings in cultural, recreational or other associations										
Male	9.1%	10.4%	n.d.	10.2%	10.2%	10.8%	10.3%	10.3%	11.2%	11.1%	10.2%
Female	6.2%	7.5%	n.d.	7.6%	7.9%	7.5%	7.5%	8.3%	8.2%	8.4%	7.7%
Total	7.6%	8.9%	n.d.	8.8%	9.0%	9.1%	8.8%	9.3%	9.6%	9.7%	8.9%
	unpaid activities for formal volunteers associations										
Male	8.7%	9.1%	n.d.	9.3%	9.1%	9.6%	9.4%	9.5%	10.5%	10.4%	10.1%
Female	7.3%	7.9%	n.d.	8.5%	8.5%	8.8%	8.6%	8.8%	9.5%	9.6%	9.3%
Total	8.0%	8.5%	n.d.	8.9%	8.8%	9.2%	9.0%	9.2%	10.0%	10.0%	9.7%
	unnpaid activities for other types (not volunteers) associations										
Male	3.6%	4.0%	n.d.	4.0%	3.8%	4.1%	3.8%	3.7%	4.1%	4.5%	4.0%
Female	2.2%	2.7%	n.d.	2.9%	2.6%	2.7%	2.7%	2.5%	2.7%	3.0%	3.1%
Total	2.9%	3.3%	n.d.	3.4%	3.2%	3.4%	3.3%	3.1%	3.4%	3.7%	3.5%

	unpaid activities for an union									
Male	2.2%	2.1 %	n.d.	2.0%	2.1%	2.0%	2.1%	1.8%	1.9%	1.7%	1.6%
Female	0.6%	0.6 %	n.d.	0.7%	0.7%	0.7%	0.8%	0.7%	0.7%	0.6%	0.7%
Total	1.4%	1.3 %	n.d.	1.3%	1.4%	1.3%	1.4%	1.2%	1.3%	1.2%	1.1%
	donations to associations										
Male	16.2 %	17.0 %	n.d.	18.5 %	17.3 %	17.1 %	15.8 %	16.7 %	17.8 %	17.1 %	15.1 %
Female	14.3 %	16.0 %	n.d.	17.8 %	16.8 %	16.3 %	15.9 %	16.6 %	17.4 %	16.5 %	14.4 %
Total	15.2 %	16.5 %	n.d.	18.1 %	17.1 %	16.7 %	15.8 %	16.7 %	17.6 %	16.8 %	14.7 %

Source:Istat

It is clear that the only activity that is actually growing is the free provision of work in favor of voluntary associations. Other types of activities, such as participation in organizations defending human rights, environment, peace are stable, as well as free labor in favor of non-voluntary associations, the donation of funds, participation in recreation and culture initiatives, while, at least in the male population, the participation in unions is declining. It seems that the new supply of volunteer services, that for the reasons described above is also demand for new services or for services offered before in any other form, is captured by formal organizations of volunteers . This dynamic can correspond to the creation of new entities (associations, cooperatives, etc.), or to the expansion of the existing ones. It is interesting to note that this increase have taken place in recent years, starting in 2010, and then it is safe to explain it as a result of the current crisis.While the trade unions decline, although probably accelerated by the crisis, follows a long-term trend, linked to structural changes in the economy as well as historical and social determinants, the other forms of time / funds provision are not affected by the crisis, at least until now.

A considerable heterogeneity in volunteering seems to emerge: on the one hand there are activities corresponding to consolidated choices, seemingly unaffected by fluctuations in -themselves or others'- income. On the other side, the emergence of different, probably innovative, needs and initiatives can indicate the evolution towards new models of volunteerism.The following table (Table 3), arising from the same source, indicates in different time periods, and with the regional breakdown, the number of people who were actively involved in associations or have worked in voluntary associations. This is clearly a subset of the activities considered in the previous table, which, however, respond better to the definition of voluntary work mentioned in section 2. The overall increasing trend of voluntary work supply emerges in all the regions (except South, Sardinia and Sicily excluded), but the lack of detail on the forms of activity, and the minor update prevent an accurate comparison with the data in the table above. Interesting regional differences also emerge, who cannot find an immediate explanation, and should be analyzed on the basis of the breakdown by types of activity.

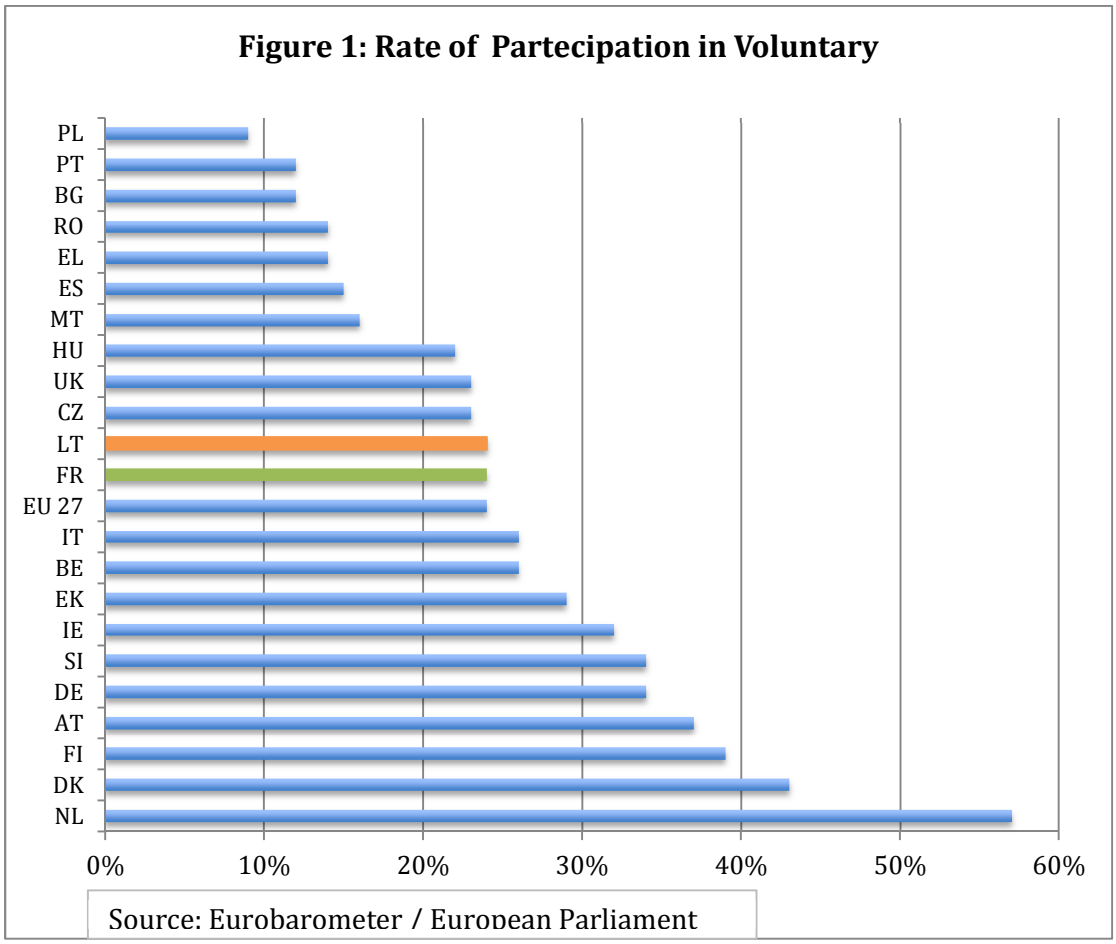
Region	Year									
	Average 1995-2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Piemonte	11.2	11.8	9.9	11.7	n.d.	12.4	11.8	13.6	13.7	13.5	13.7
Valle d'Aosta	14.5	14.4	13.3	14.2	n.d.	15	16.8	13	16.5	12.7	15.5
Lombardia	13.7	13.3	12	15.2	n.d.	13.9	15.5	15.3	13.6	14.9	16.9
Trentino-Alto Adige	25.1	24.9	24.6	25.5	n.d.	27.7	25.7	24.9	27.5	24.6	27.1
- Bolzano/Bozen	28.9	25.8	26.9	27.7	n.d.	28.3	25.7	24.4	26.8	22.4	26.4
- Trento	21.4	24	22.4	23.5	n.d.	27.1	25.6	25.7	28.1	26.4	27.8
Veneto	15.5	16.8	16.7	15.9	n.d.	17	15.6	17.6	16.7	16	16.9
Friuli-Venezia Giulia	13.4	14.8	12	13.6	n.d.	13.5	14.8	13.3	15.3	13.8	16.6
Liguria	10.1	8.8	9.7	10.7	n.d.	9	9.7	10.6	11	11.3	11.7
Emilia-Romagna	13.9	15.4	13	13.5	n.d.	14.3	13.5	16.3	16.3	15.6	15.7
Toscana	14.2	17.1	13.5	15.9	n.d.	14	13.7	16.6	12.7	14.5	15.8
Umbria	10.2	9.9	7.8	11.3	n.d.	9.8	12.1	9.5	12.5	11.8	10.7
Marche	9.3	9.5	8.4	10.9	n.d.	13.4	10.4	11.1	9.2	13.6	12.2
Lazio	6.5	6.6	7.1	6.6	n.d.	8.6	8.2	8.3	8.8	9	10.2
Abruzzo	6.3	7	5.8	7.7	n.d.	9.4	6.6	8.1	8.2	8	8.3
Molise	6.7	6.	7.	7.	n.	6.	6.	8.	9.	7.	9.

		9	6	5	d.	4	4	6	3	8	9	
Campania	5.9	7	4.4	5.9	n.d.	6.7	5.5	6.9	6	6.5	6.5	
Puglia	6.9	7.2	6.8	7.8	n.d.	8	7	7.6	7.9	7.6	7.6	
Basilicata	6.6	8.1	7.8	8.2	n.d.	9.6	11.5	10.4	12.1	10.5	11.7	
Calabria	6.4	5.9	7	5.2	n.d.	6.9	7.1	6.8	7.3	7.9	9.1	
Sicilia	5.4	5.7	6.5	5	n.d.	6.3	6.4	5.4	5.7	7.5	7.4	
Sardegna	10.5	11	8.8	8.7	n.d.	9.6	10.4	11.4	11.7	10.5	12.4	
Italia	**10.4**	**11**	**9.9**	**10.9**	**n.d.**	**11.3**	**11.1**	**11.8**	**11.4**	**11.8**	**12.6**	
- Nord	13.8	14.2	12.9	14.5	n.d.	14.4	14.6	15.5	15	15	16.2	
- Nord-ovest	12.5	12.4	11.2	13.7	n.d.	13	13.9	14.3	13.3	14.1	15.5	
- Nord-est	15.4	16.7	15.4	15.6	n.d.	16.5	15.6	17.3	17.3	16.3	17.3	
- Centro	9.7	10.6	9.4	10.6	n.d.	11.1	10.6	11.4	10.4	11.6	12.3	
- Centro-Nord	12.5	13.1	11.9	13.3	n.d.	13.4	13.4	14.3	13.6	14	15	
- Mezzogiorno	6.5	7	6.2	6.4	n.d.	7.4	6.8	7.2	7.3	7.7	8	
- Sud	6.3	7	5.8	6.7	n.d.	7.5	6.5	7.4	7.3	7.4	7.7	
- Isole	6.7	7	7.1	5.9	n.d.	7.2	7.4	6.9	7.3	8.3	8.7	

Table 3: Percentage of people aged 14 and over who has been volunteers in the interview year (percentage)

Source: ISTAT

For a comparison with other European countries, it is possible to use as reference the results of the Eurobarometer surveys. We must remember however that the Eurobarometer data are of a different nature, resulting from opinion polls carried out at the European level. Among the Italian respondents, for instance, the volunteers are 26%, a percentage just above the European average, much higher than the one resulting from the Multipurpose Survey.



We add two tables on the two countries where updated data on volunteers are available: England and Spain. A different picture emerges, since in both countries volunteerism is shrinking: the strongest decrease is in England, but also in Spain participation in volunteers associations seem to decrease together with the decrease in working activities.

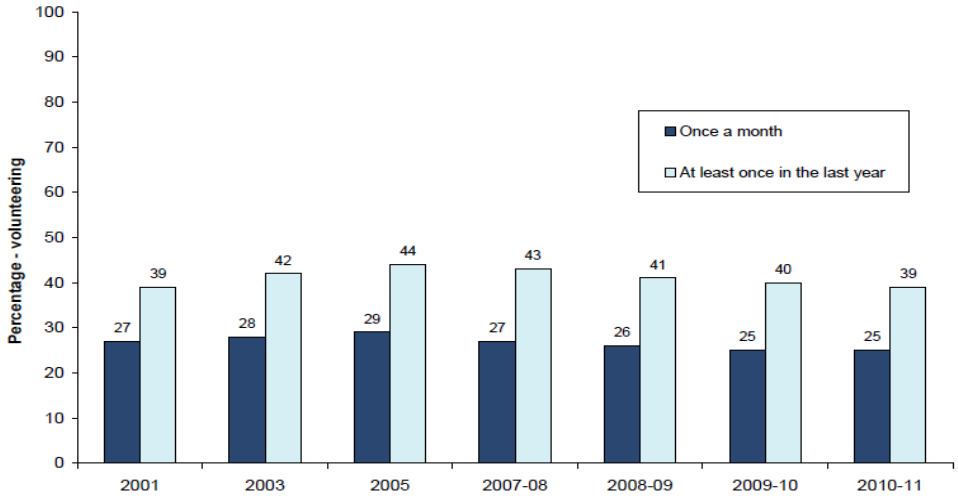
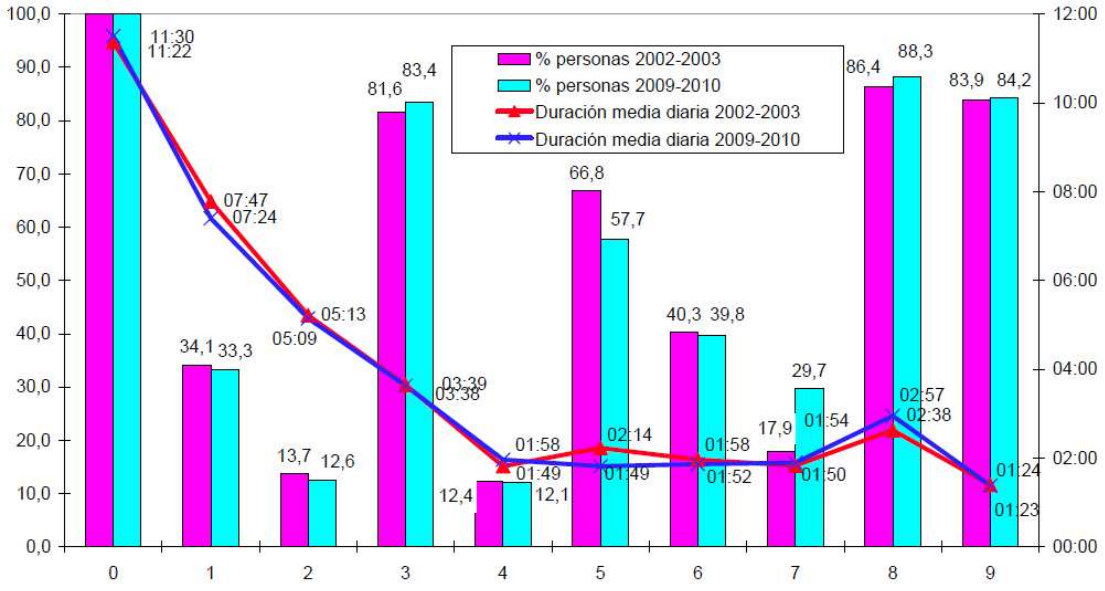


Figure 2: England: Participation in formal volunteering, 2001 to 2010-11 - Source: Citizenship Survey



0 Personal Care
1 Paid Work
2 Study
3 Home and Family
4 Voluntary activities and meetings
5 Social Life
6 Sports and outdoor activities
7 Hobbies and computer
8 Media
9 Unspecified activity

Figure 3: Spain. Percentage of people performing the activity in the course of the day and average daily activity devoted to such persons, 2002-2003 and 2009-2010

Source: Instituto National de Estadistica

5. Demand for volunteers and for volunteers services

As mentioned above, the presence of volunteers in a community depends both from the individual choice of volunteering, and from the different possibilities that are offered to the individuals. Supply and demand determine the number of volunteers involved and the amount of services produced in each sector of intervention. The demand for volunteer services is more difficult to analyze, since it can manifest itself as increased demand for a service that already exists, or for a new service.

The differential amount of volunteering in different areas reflects both the supply and the demand side: at the European level volunteers are more actively involved in certain areas (eg sports clubs, see Fig. 4) Other areas, however, especially those related to activities of clear political nature (eg parties, trade unions, etc .) have a lower participation rate (GHK, 2011; McCloughan, 2011; European Parliament, 2011a). The demand for volunteers, and / or the interest of the volunteers themselves towards certain sectors depends from the characteristics of the organizations involved, and / or the type of good or service offered

If a sports club is easier to organize, activate and maintain than an association providing assistance to people in difficulty, the sports sector demands more volunteers than the care sector. If societies characterized by a high level of both economic development and labor productivity, as well as a strong tradition of democratic institutions, have a higher number of non-profit organizations (Salamon et al., 2000), these characteristics affect directly volunteers supply as well as the demand for volunteers and the demand for voluntary services. In these societies both quantitative and qualitative growth of organizations employing volunteer work is favored, thus increasing the quantity and the variety of public goods.

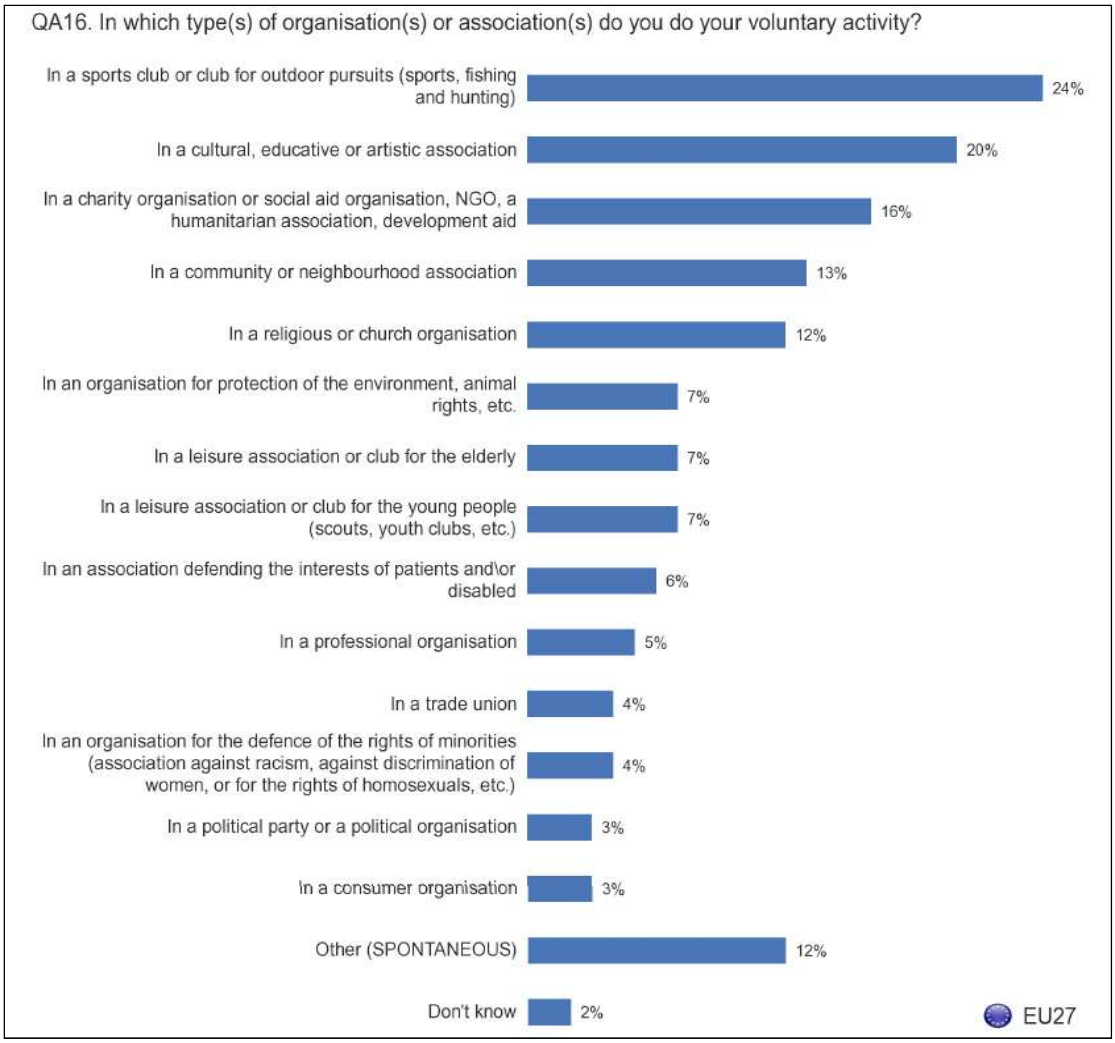


Figure 4: Fields of voluntary participations among Europeans
Source: Eurobarometer / European Parliament 75.2

According to the same survey, carried on during the European year of volunteering in 2011, the areas of volunteer participation, and the ones in which the volunteers themselves believe volunteerism is most important, are not the same (European Parliament, 2011a). Solidarity, Welfare, health and the environment are in the first place in the ranking of areas which are thought to be the most important, but volunteers participate actively mainly in sport and cultural associations, NGO for humanitarian aid and neighborhood associations (see Figure 5). This discrepancy between the demand for volunteers' services and the supply of volunteers can be read as either the result of the technical characteristics of the organizations involved, or a forerunner of a future trend of demand for services, which has not yet found a sufficient supply to meet it.

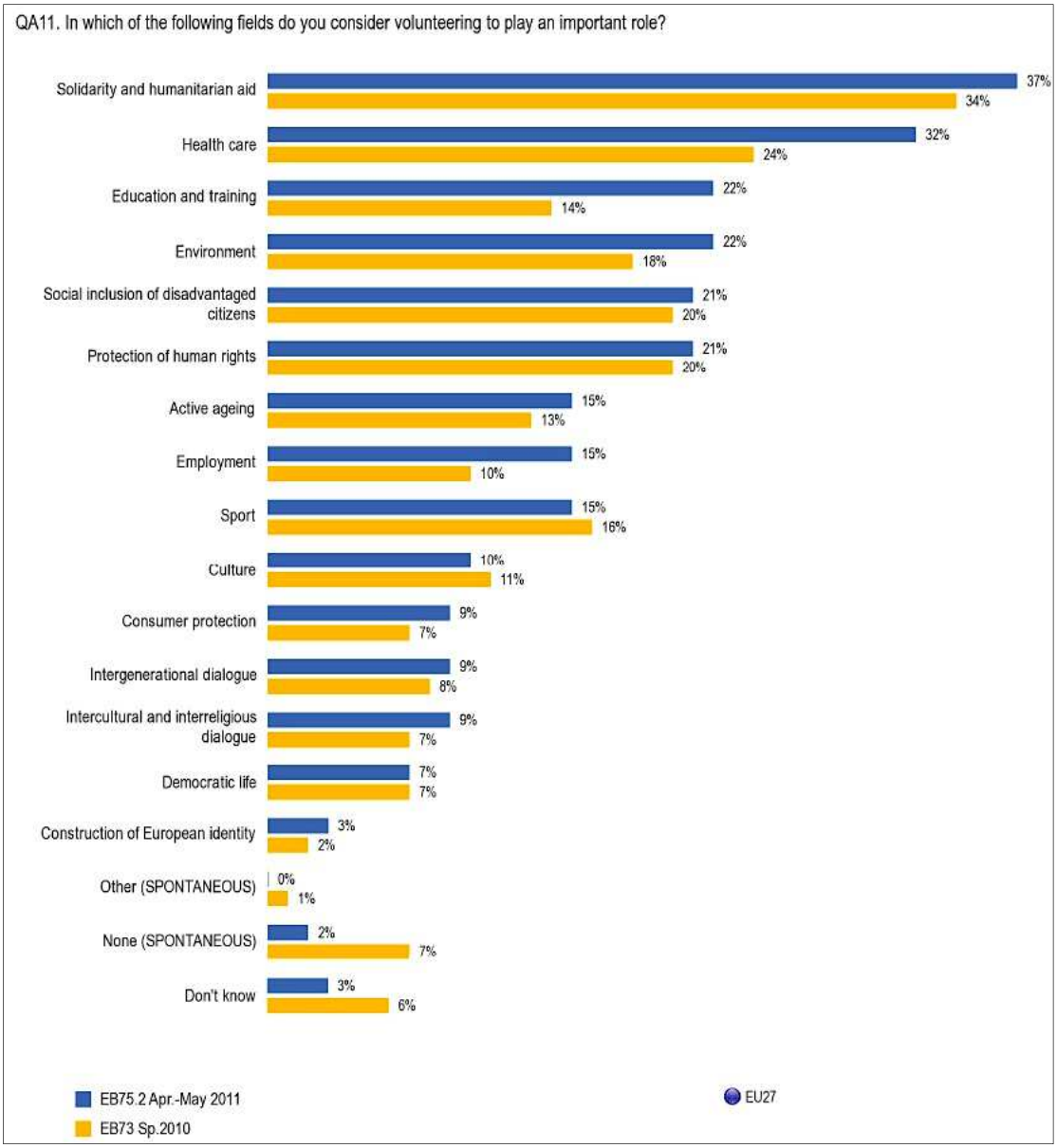


Figure 5: Most important fields for voluntary participation
Source: Eurobarometer / European Parliament 75.2

6. The 2011 Italian Census: first suggestions

The recently available data from the Censimento delle Istituzioni Non Profit 2011 allow to add a further quantitative dimension to the preceding sections. The first remark that tables 4 and 5 suggest is that volunteering, far from being a residual element of Non Profit organizations Labour Force, is on the contrary its main component. Comparing the number of paid and external workers with the volunteers one we find that the former are only the 20% of the latter. Apart from the volunteers motivations and their economic impact, already discussed before, the strongest impression is that it is not possible to understand and describe the functioning of Non Profit organizations without studying in deep volunteerism. If the 80 % of Human Resources are Volunteers, new insights on Non Profit organizations efficiency and Labour Organization are apparent.

The territorial distribution of Non Profit organizations shows a strong concentration in the North, with almost the 54,7% of the Institutions, the 57,2 % of the volunteers and the 57,8% of the employees and external workers.

Tab.4.- Censimento Istituzioni non Profit 2011 - Dati per ripartizione territoriale e tipo di risorsa umana . Valori assoluti – Fonte Istat

Tipo di risorsa umana	volontari		dipendenti e lavoratori esterni		altre risorse umane (lavoratori temporanei, lavoratori distaccati, religiosi)	
Tipo dato	numero istituzioni non profit attive con volontari	numero volontari delle istituzioni non profit attive	numero istituzioni non profit attive con dipendenti e lavoratori esterni	numero dipendenti e lavoratori esterni delle istituzioni non profit attive	numero istituzioni non profit attive con altre risorse umane	numero altre risorse umane delle istituzioni non profit attive
Territorio						
Italia	243482	4758622	63409	951580	11708	65108
Nord-ovest	69267	1406415	17972	326526	3446	16404
Nord-est	64153	1311600	14399	223454	2535	9830
Centro	50790	1090250	14331	215415	2757	26299
Sud	37049	584964	10298	106868	1891	7783
Isole	22223	365393	6409	79317	1079	4792

Tab. 5.- Censimento Istituzioni non Profit 2011 - Dati per ripartizione territoriale e tipo di risorsa umana . Valori % – Fonte Istat						
Tipo di risorsa umana	volontari		dipendenti e lavoratori esterni		altre risorse umane (lavoratori temporanei, lavoratori distaccati, religiosi)	
Tipo dato	numero istituzioni non profit attive con volontari	numero volontari delle istituzioni non profit attive	numero istituzioni non profit attive con dipendenti e lavoratori esterni	numero dipendenti e lavoratori esterni delle istituzioni non profit attive	numero istituzioni non profit attive con altre risorse umane	numero altre risorse umane delle istituzioni non profit attive
Territorio						
Italia	100	100	100	100	100	100
	28.4	29.6	28.3	34.3	29.4	25.2
Nord-est	26.3	27.6	22.7	23.5	21.7	15.1
Centro	20.9	22.9	22.6	22.6	23.5	40.4
Sud	15.2	12.3	16.2	11.2	16.2	12.0
Isole	9.1	7.7	10.1	8.3	9.2	7.4

Tab. 6.- Censimento Istituzioni non Profit 2011 - Dati per ripartizione territoriale e per numero e tipo di risorsa umana . Valori assoluti – Fonte Istat						
Tipo dato	numero unità attive	numero addetti	numero lavoratori esterni	numero lavoratori temporanei	numero volontari
Territorio					
Italia	301191	680811	270769	5544	4758622
Nord-ovest	82883	245862	80664	2107	1406415
Nord-est	74314	161408	62046	1007	1311600
Centro	64677	147456	67959	1082	1090250
Sud	49855	69441	37427	832	584964
Isole	29462	56644	22673	516	365393

Tab. 7.- Censimento Istituzioni non Profit 2011 - Dati per ripartizione territoriale e per numero e tipo di risorsa umana . Valori % – Fonte Istat					
Tipo dato	numero unità attive	numero addetti	numero lavoratori esterni	numero lavoratori temporanei	numero volontari
Territorio					
Italia	100	100	100	100	100
Nord-ovest	27.52	36.11	29.79	38.01	29.56
Nord-est	24.67	23.71	22.91	18.16	27.56
Centro	21.47	21.66	25.10	19.52	22.91
Sud	16.55	10.20	13.82	15.01	12.29
Isole	9.78	8.32	8.37	9.31	7.68

Tab.8.- Censimento Istituzioni non Profit 2011 - Dati per ripartizione territoriale e classe di volontari . Valori assoluti – Fonte Istat						
Classe delle risorse umane	1-2	3-9	10-19	20-49	50 e più	totale
Territorio						
Italia	35367	84481	54301	49991	19342	243482
Nord-ovest	9601	22916	16253	14829	5668	69267
Nord-est	8021	20894	14992	14607	5639	64153
Centro	7017	18314	11496	9914	4049	50790
Sud	7049	14003	7098	6455	2444	37049
Isole	3679	8354	4462	4186	1542	22223

Tab. 9.- Censimento Istituzioni non Profit 2011 - Dati per ripartizione territoriale e classe di volontari . Valori % – Fonte Istat						
Classe delle risorse umane	1-2	3-9	10-19	20-49	50 e più	totale
Territorio						
Italia	100	84481	54301	49991	19342	243482
Nord-ovest	27.1	27.1	29.9	29.7	29.3	28.4
Nord-est	22.7	24.7	27.6	29.2	29.2	26.3
Centro	19.8	21.7	21.2	19.8	20.9	20.9
Sud	19.9	16.6	13.1	12.9	12.6	15.2
Isole	10.4	9.9	8.2	8.4	8.0	9.1

From this partial evidence it is confirmed that voluntary work is what makes the difference as far as Non Profit organizations and their dynamic are concerned. If they have better survived than for profit firms to the crisis, this is mainly due to this unpaid work resource which is inserted in firms as a human capital input. The other lesson is that to be efficient the incentives to Non Profit organizations have to be directed to valorize the extraordinary stock of voluntary work which seems to be their primary asset.

7.Conclusions

The first evidence summarized in this study does not permit definitive conclusions, but reinforce the need to advance in the understanding of important issues. Most of them are certainly not new, but have become more urgent in the process of the ongoing transformation. What is the mix of private and public organizations in the provision of semi-public goods, i.e. goods whose consumption, although excludable and rival, has considerable positive externalities? The present recession, reducing citizens income and state revenues can act as a natural experiment, allowing to test relevant hypotheses. Given the challenges that come from the new geo-political balance, the structural composition of production and international trade is constantly changing. Although education has probably the main role in forming the new capabilities needed in a context of increasingly rapid and intense international competition, satisfying other social needs is equally important to ensure flexibility and social cohesion. Volunteering and the Third Sector have an increasing role in improving skills and entrepreneurship, as well as potentially reducing the costs of social services and improving the state's ability to meet new specialized needs.

Volunteering, far from being an "economic puzzle", is a form of human and social capital which in recent times has enjoyed a steady increase not only in our country but in the whole Europe, despite some exceptions. The first results of our analysis show that the crisis has not reversed this positive trend, but that the very idea of volunteering is changing.

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