

To local development also through volunteering.

Case study: volunteering at the UGR.



María Egea Hernández
Juan Carlos Maroto Martos
Aida Pinos Navarrete



UNIVERSIDAD
DE GRANADA

eug

EDITORIAL
UNIVERSIDAD
DE GRANADA



Junta de Andalucía

**TO LOCAL DEVELOPEMENT ALSO THROUGH VOLUNTEERING. CASE
STUDY: VOLUNTERING AT THE UGR.**

María Egea Hernández, Juan Carlos Maroto Martos y Aida Pinos Navarrete.



UNIVERSIDAD
DE GRANADA

eug EDITORIAL
UNIVERSIDAD
DE GRANADA

Book coordination.

María Egea Hernández, Juan Carlos Maroto Martos y Aida Pinos Navarrete.

Layout:

Agustín Fernández Navarro

Front and back cover photos:

Juan Carlos Maroto, Fernando López Martínez y Álvaro Romero Hidalgo

© Editorial University of Granada

© of this edition: Vicerrectorado de Igualdad, Inclusión y Sostenibilidad (VIIS)

© of the texts: The authors themselves.

ISBN: 978-84-338-7197-8

Edit:

UGR Solidaria (VIIS). Cuesta del Hospicio s/n Universidad de Granada. 18071 Granada (España)

Table of contents

PROLOGUE.....	6
INTERRELATIONS BETWEEN VOLUNTARY WORK AND LOCAL DEVELOPMENT: THE CASE OF THE UNIVERSITY OF GRANADA	7
<i>BEGGING IN GRANADA: GEOLOCATION AND DESCRIPTION OF THE CURRENT SITUATION.....</i>	<i>48</i>
We need you!!!	60

INTERRELATIONS BETWEEN VOLUNTARY WORK AND LOCAL DEVELOPMENT: THE CASE OF THE UNIVERSITY OF GRANADA

María Egea Hernández, Juan Carlos Maroto Martos and Aida Pinos Navarrete
mariaegeahdez@correo.ugr.es jcmaroto@ugr.es apnavarrete@ugr.es

1. INTRODUCTION

Voluntary work is generally regarded as a well-established phenomenon of modern society, which today is growing fast (Ballesteros, 2021). There is a great deal of evidence to show that throughout history, people have acted completely selflessly to try to solve the problems faced by their fellow men and women. (Maroto et al, 2020). Within this context, the voluntary work done by local actors to promote the social, economic and environmental development of different local communities remains of great importance. These actors have become an essential source of immediate solutions for problems of varying magnitude (Ortiz, 2016).

Research studies that analyse the effects of voluntary work on society are essential. However, given the enormous amount of voluntary work being done to promote both local and international development, it is surprising how little research has been done in this field.

The main actors in the voluntary sector include, first of all, the huge number of non-profit organizations, associations and foundations (often referred to as the Third Sector or the Social Economy Sector) which try to ensure that the economy works for the benefit of society and the people who live within it (Maroto & Barrera, 2018). In Spain, the rapid growth in the number of these organizations highlighted the need for volunteers and attracted the interest of the public authorities, as manifested in the creation of a legal framework for voluntary work and the design of specific strategic plans at different levels. To this end, the first Law on Volunteering was passed in 1996 and was updated with a new law (Law 45/2015, of 14th October) almost twenty years later in 2015.

Increasing interest in voluntary work is also being shown by the public and private sector and by the business world in general. Companies are increasingly aware of the effects that their business activities can have on the territory and on society and as a result are invoking their Corporate Social Responsibility (CSR) and incorporating it into their business models. This creates an added social value that enables them to enhance the society and the environment in which they operate (Mora & Martínez, 2018).

Finally, the State and the public administrations in general find it very difficult, with the limited human and material resources available to them, to attend to the growing needs of a large number of collectives who are at risk of exclusion. These problems are accentuated by successive economic crises and more recently by the COVID-19 pandemic and the Russian invasion of the Ukraine. These crises often result in a rise in unemployment rates or a drop in household incomes, problems that primarily affect groups that are already more vulnerable. The demand for aid via “social intervention” is continually on the rise. This explains why volunteering is so important

today in that, although some claim that it contributes indirectly to the legitimization of the existing social order and political power (Zurdo, 2006), others argue that social justice requires the solidarity of the whole population, so as to eradicate inequality in living conditions and the way we are treated until such a time as these just social demands are finally met, so rendering voluntary work unnecessary (Maroto & Barrera, 2018).

In spite of the growing need for voluntary work described above, there have been few research studies that measure the impact of voluntary work on society and on the territory (Medina, 2016). Within academic research, geography, within its overall objective of integrating economic, social and environmental dimensions to promote territorial development, seems destined to play a leading role in this field. To achieve this, it is vital to advance in the creation of a carefully structured, official information collection system which sheds light on a question that is immersed in a continual process of change and development (Flores & Gómez, 2010).

Most of the analyses conducted offer insights into the complexity of this phenomenon, the reasons why people get involved in voluntary work at different scales, their sociodemographic profiles and the type of work they do. However, it is also necessary to analyse the new social actors who play a key role in the world of volunteering and territorial cooperation. These include universities, institutions that are typically involved in the generation and social transfer of knowledge, as well as in teaching, investigation and innovation, and are therefore ideally placed to dynamize local development (Suárez, 2006).

Although universities are not the only agents that can boost the development of their surrounding areas (Martínez, 2014), there is evidence that these institutions have an enormous capacity to interact with local institutions and companies, so providing, in addition to the new knowledge produced by research, new methods, procedures and tools that can facilitate prospective analyses of social and territorial needs, so as to improve the situation on the ground (Tostado, 2004).

As a result, it is crucial to identify how university voluntary work in collaboration with non-governmental or charitable associations can promote local development, improving various social, economic and environmental aspects of the local communities where the work is being done.

2. A BRIEF INTRODUCTION TO THE CONCEPT OF VOLUNTEERING AND ITS HISTORY.

It is difficult to reach a single unified definition of volunteering that is accepted worldwide (Silva et al, 2013). Voluntary and other charitable organizations make up what is variously referred to as the third sector, the non-profit sector, social movements, civil society, or perhaps most commonly, the social economy sector (Pérez & López, 2003).

These are just some of the terms used to refer to this broad field whose boundaries are far from clear. In certain spatial spheres, this makes it difficult to exactly distinguish what volunteering really is (García, 2003).

According to Vicente Ballesteros (2016), volunteering is a social, personal, political, legal, moral and economic (etc.) phenomenon all at the same time. This makes it impossible to

encompass or reduce, so rendering it almost impossible to define.

Volunteering takes on different forms and meanings in different contexts according to the cultural and economic realities of the countries and communities (Tallirico & Berti, 2005), and its particular definition is influenced by history, religion and culture among other variables, (Silva et al, 2013).

Researchers in this field have approached this subject from many different angles. In a report issued by the Spanish Volunteering Platform (*Plataforma del Voluntariado de España*) in 2009, a volunteer was defined as someone who, after becoming aware of the situation of the poorest, most disadvantaged or marginalised groups in society, decides in a generous altruistic way to participate, together with other people, in a range of projects within the framework of a voluntary organization, devoting part of their time to support actions that take place within the framework of specific projects (Rincón, 2010).

As a result, volunteering can be seen as the practical expression of solidarity and undoubtedly as a form of social participation with strong links to the community, in that it makes a direct contribution to social cohesion (Medina, 2016).

Finally, Article 3 of the Law on Volunteering passed by the Spanish government (Law 45/2015, of 14th October 2015) defines the concept of volunteering on the basis of its altruistic nature, which necessarily involves a decision freely taken by the volunteer, without receiving any economic and/or material reward in exchange, and which must be carried out through voluntary organizations. The Andalusia Regional Law on Volunteering (Law 4/2018 of 8th May 2018) offers a similar definition, also in Article 3.

Selfless actions to help others have been carried out throughout the history of our species and there is evidence that since ancient times this practice has helped create organized charitable institutions (Anguita, 2018). Regardless of the particular driving force behind it (be it the Catholic church in the case of Spain, the State, Civil Society etc), voluntary work has been a constant feature of all societies and has been sponsored above all by religious institutions. Each country has its own conception, definition and history of volunteering, which are closely linked to different approaches, traditions and cultures and are also the result of the particular direction given to public policies (Fresno & Tsolakis, 2012).

In the case of Europe, volunteering has developed along two different paths, i.e. the path followed by the Scandinavian and English-speaking countries and that followed by the Mediterranean countries (Gómez, 2008). In the first case, the long historical tradition of voluntary work enabled the rapid establishment of public policies and research into this subject, together with a large number of volunteers and non-governmental organisations. In Mediterranean countries by contrast, helping other people was considered the work of the Church, the State or the gentry or monied classes (Sebastián, 2002). As there was no previous cultural history or references, or a strong tradition, it was difficult for people to grasp the idea of providing a service without receiving some form of financial reward in exchange.

If we look beyond Europe, and according once again to Fresno & Tsolakis (2012), the relatively small role played by the public sector and the high levels of poverty and exclusion in North and

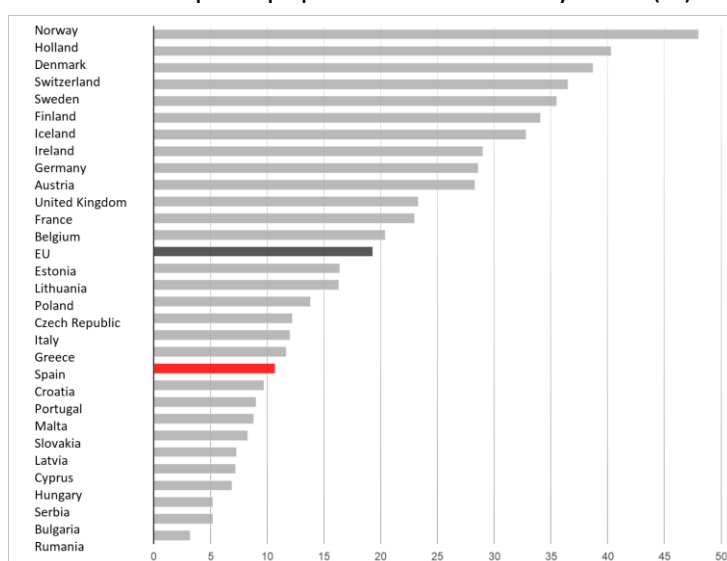
Latin America has tended to boost voluntary action, generating relational capital and social tissue on the basis of civic commitment. Having said that, there is no automatic link between high levels of volunteering and a weak public sector in that the European countries where volunteering is most active are also those with the most widely available, most deeply-rooted public services.

The United Nations marked the celebration of the International Year of Volunteers in 2001 with a resolution recommending governments “to establish the economic value of volunteering”, (United Nations General Assembly, 2001). Some countries already have long experience in research that seeks to measure the extent and impact of voluntary work in a systematic, periodic way (Ballesteros, 2016). Most of these are English-speaking countries such as the United States, Canada, Australia or Great Britain.

Spain, for its part, falls within the context of Mediterranean countries where voluntary action is not so deeply rooted. Most researchers coincide that volunteering as a social phenomenon did not appear in Spain until the last decades of the 20th century. During the transition to democracy in the 1970s, civic movements enjoyed a notable boost and were mobilised in demands for the political, civil and social rights that the Franco dictatorship had denied them (Tallarico & Berti, 2005). These movements, together with the strong growth in social and cultural non-profit organisations over the last two decades (Sebastián, 2002), have enabled the emergence of voluntary action in Spain.

In 2017, the European Union Statistics Office (Eurostat) carried out a study on the participation of the European population in voluntary work. Spain, with a figure of just 10.7%, was far below the average of 19.3% (Figure 1). There were sharp contrasts between, on the one hand, Scandinavian and English-speaking countries (where almost 50% of the population do work on behalf of the community) and eastern European and Mediterranean countries (with much lower percentages of participation). Even so, volunteering in general is on the rise and Spain is one of the countries where this is most evident (Castellano, 2011).

Figure 1. Participation of the European population in voluntary work (%)



Source: Drawn up by the authors on the basis of data from Eurostat (2017)

3. SOCIAL SECTORS IN VOLUNTARY ACTION. UNIVERSITY VOLUNTARY WORK

Iáñez & Álvarez (2014) identified the four most important social sectors in the encouragement and support of citizen participation and voluntary action, as follows:

- NGOs as drivers of voluntary action and organisation
- The mass media as organizations responsible for the quality of the information and the news about citizen participation and voluntary work.
- Private companies as social stakeholders with an obligation to reinvest some of their profits in community action
- Universities

Focusing specifically on university volunteering, the central theme of this research, Hustinx et al. (2005) defined it as the carrying out of extracurricular, spontaneous activities that were not remunerated and were oriented towards the wider society. These activities were not necessarily carried out within an organized context and were not limited in time or in type, and could take place both inside and outside the University.

It is sometimes argued that the sole mission of the University is to train competent and efficient professionals (Ortiz, 2016), who can meet the demands of the labour market. However, the most important universities in the world have realized that their job entails much more than simply turning out well-prepared professionals, and that the education and training they receive, expressed in the form of skills, must be as broad-based as possible (Maroto et al 2018). The main principle behind encouraging young people to get involved in voluntary work is the assumption that this will allow them to acquire new skills, while universities and schools will benefit from an improved external image (Yuriev, 2019).

Krauskopf (2010) viewed university volunteering as a form of informal learning that is enormously enriching for young people's development. The integration of voluntary activities into university life could boost values such as solidarity, altruism and tolerance and provide advantages for the professional future of the students concerned (Arias Careaga, 2008).

This voluntary action would not just benefit the students and the university, as mentioned earlier, in that according to Yarwood (2005), it has been demonstrated that voluntary work promotes citizenship and strengthens the links between universities and their local communities. For Suárez Zozaya (2006), local development is part of the public responsibilities of any university. Within this context, Granada University is promoting voluntary work for local development through its UGR Solidaria programme.

According to the findings of the research group investigating universities and regional development (UNIDERE) (2007) and in line with Martínez (2014), modern universities must act as agents for local development given that they are the ideal sphere for the creation of scientific knowledge through their research, development and innovation functions. They also offer a broad public space for attracting other actors and for transparently analysing the problems facing local society in a national and global context. At the same time, their networking approach enables the creation of learning communities which progress by means of reflective collective practices.

Within this context, universities and all the different actors that make them up should be regarded as a fundamental group with vast potential for providing altruistic aid to local communities.

The relevance of universities within the voluntary sector is very recent, given that in the first Law on Volunteering, which was passed in 1996 (Law 6/1996, of 15th January 1996 on Volunteering), there were no explicit references to universities. It was not until the current State Law on Volunteering (Law 45/2015) that university volunteering was regulated. Article 22 mentions universities as suitable agents for voluntary action together with the public administrations and local stakeholders.

Article 22.2 allocates universities an important role in education, research and awareness-raising within their own local area, either by themselves or in collaboration with social volunteering organizations (Ballesteros, 2021). It also specifies how they should do this: “they will encourage teaching and research at all levels in relation to volunteering” (art. 22.3) and will “establish formulas for the academic recognition of the voluntary work done by their students” (art. 22.4) (Maroto & Barrera, 2018). Article 29 of the Andalusia Law on Volunteering (Law 4/2018) also regulates the promotion of voluntary work by universities.

4. THERE IS AN OBJECTIVE NEED TO FIND OUT WHETHER VOLUNTARY WORK ENHANCES LOCAL DEVELOPMENT.

Unfortunately, few people are aware of the efforts made by Granada University to promote local voluntary work. In order to cast some light on this question, we will now go on to find out, quantify, classify and geo-reference the main volunteering entities that collaborate with the Granada University UGR Solidaria programme. We will also characterize the main jobs they do. We believe that this case study of the volunteering programme at Granada University will enable us to reflect as to whether or not the work they do enhances local development in Granada, Ceuta and Melilla, the sites of the three university campuses.

To this end, we have set ourselves the following specific objectives:

1. Analyse the characteristics of the UGR volunteering programme.
2. Analyse the different voluntary actions backed by UGR Solidaria
3. Investigate the sociodemographic profile of the volunteers from the UGR
4. Identify the NGOs in which members of the University community have done voluntary work.
5. Assess whether these actions are enhancing local development in Granada

In order to achieve these specific objectives, we applied the following methodological procedure.

We began by carrying out a conceptual review of the bibliography through which we uncovered the contributions made by the relevant authors on the definition of volunteering and its current situation in the Spanish and international context, within this emphasizing research into university voluntary work.

In the second phase we analysed the voluntary work activities carried out by Granada University (UGR), basing ourselves on the annual reports issued by UGR Solidaria, which enabled us to identify the main blocks of action carried out since it was set up in 2015. As a supplementary source, we also consulted a book entitled “Voluntary work for local development” (*Voluntariado por y para el desarrollo local sostenible*) in order to find out more about the sociodemographic profile of the student members of the university community who participate in voluntary work.

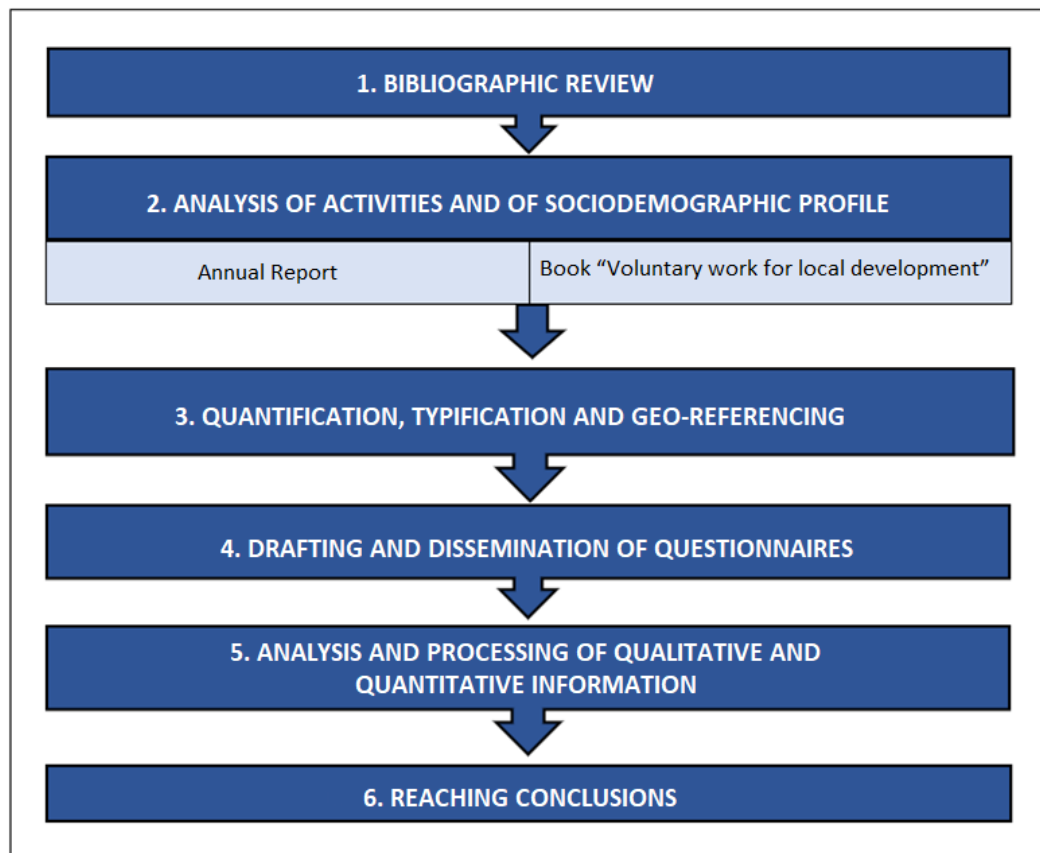
The third phase of the research involved the quantification, classification and geo-referencing of the associations that collaborate with UGR Solidaria. In this case our source was the latest published list of associations in Granada, Ceuta and Melilla. Using Andalusian Law 4/2018 of 8th May 2018 on Volunteering, we then classified the different associations on the basis of the different types of voluntary work defined in this law. Part 7 of the law sets out a total of 13 spheres of voluntary action: social voluntary work, international voluntary work for cooperation and development, environmental voluntary work, cultural voluntary work, sports-related voluntary work, educational voluntary work, community health voluntary work, leisure and free-time voluntary work, community voluntary work, civil protection voluntary work, online or virtual voluntary work, digital voluntary work, and consumer-related voluntary work. Once the entities had been classified on the basis of their particular spheres of action, we then located all of them and geo-referenced those situated in the city of Granada using a Geographic Information System (ArcGIS).

In the last phase of this research, we conducted a specific survey that we had prepared ourselves using the Google Form platform. The aim was to obtain a more precise picture of the characteristics of the NGOs. The form was sent to all the managers of the NGOs in which the members of the UGR University community take part. After filling in the form, the results were transferred to an Excel spreadsheet for analysis and evaluation.

The results obtained from the survey cover entities of varying kinds, although in this paper we will be centring exclusively on social NGOs. We decided to focus on the social field because this is the type of voluntary work in which most volunteers are involved and in which most NGOs operate.

Of the 128 associations that made up the possible sampling universe, we selected those that conduct social voluntary work, of which there were 52. Of these, we obtained answers from 15, or 28.8% of the total. Once all the data had been compiled, we then proceeded to analyse, process and critically interpret the information so as to come to some final conclusions.

Figure 2. Phases of the methodological process



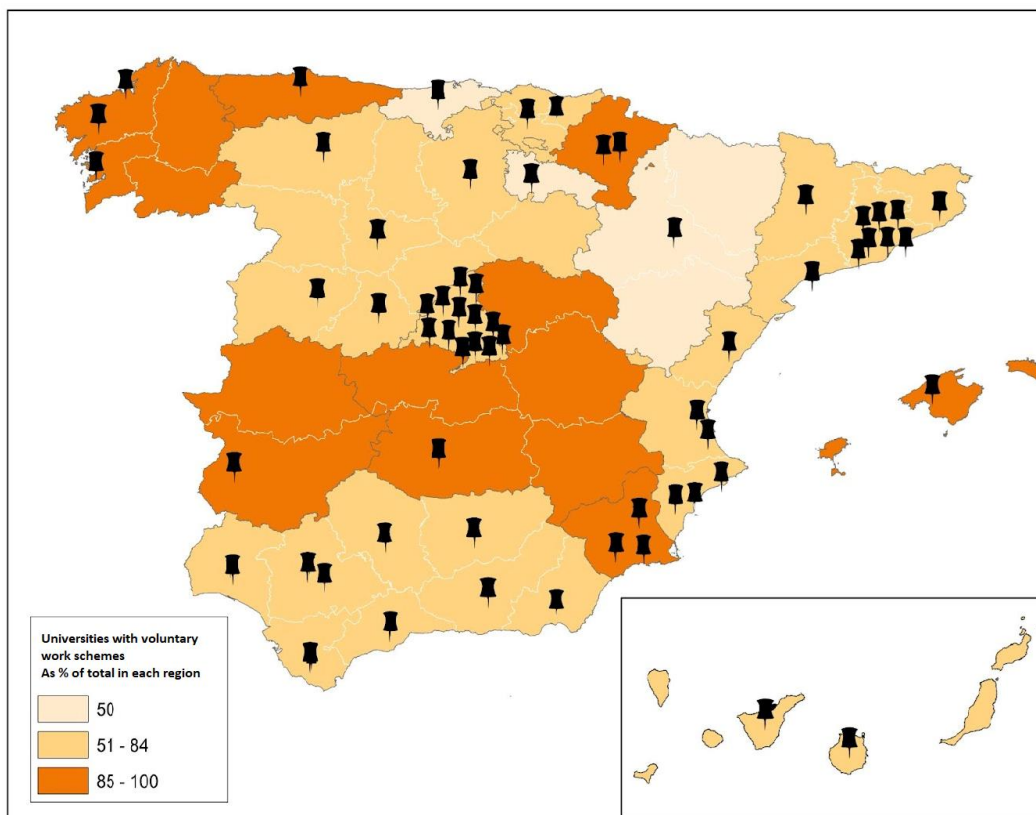
Source: Drawn up by the authors

The study focuses, as commented earlier, on UGR Solidaria, the local voluntary work scheme run by Granada University, which is part of the Vice-Rectorate of Equality, Inclusion and Sustainability.

The objective of this scheme is to encourage the University community to carry out altruistic action within voluntary organisations in the cities of Granada, Ceuta and Melilla.

It is perhaps worth pointing out here that of the 83 public and private universities currently existing in Spain, 62 (almost 75%) have voluntary work schemes. The greatest concentration is in Madrid and Barcelona. In Andalusia, 9 of the 11 universities have voluntary work schemes, with a minimum of one scheme per province.

Figure 3. Location of Spanish universities with voluntary work schemes



Source: Drawn up by the authors

Granada University is not therefore an isolated or unique case and in fact is part of a long list of universities in Spain that promote and encourage these services.

The UGR is an ancient university that was founded in 1531 and will soon be celebrating its 500th anniversary. According to the book “Voluntary work for local development”, which contains the latest published data for the period 2019-2020, the UGR had a total of 2522 volunteers, 2.95% of the entire university community. This high number is a result of the setting up of the UGR Solidaria scheme in 2015, an important policy commitment of the University Governing Board headed by the Rector, Ms Pilar Aranda Ramírez.

UGR Solidaria is determined to promote voluntary work within the University community, as can be seen in Part III of its Articles of Association, which sets out the rules for “Collaboration between the University and Society” and more specifically in Article 197, which defines its commitment to “Cooperation for development and solidarity action” (Maroto & Portillo, 2018).

Looking further, Articles 43 and 44 of the Regulations governing the Academic Management of Granada University, under the heading: “Recognition for participation in University activities”, establish that students may obtain up to 12 credits for voluntary activities through UGR Solidaria. In spite of this incentive, the main motivation for volunteers is solidarity

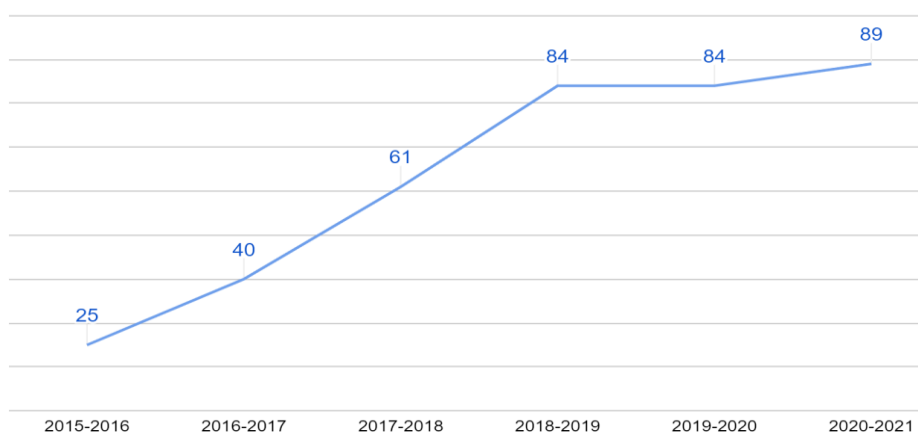
and helping others. This is an interesting reason to now look more closely at the work being done by UGR Solidaria.

5. WORK DONE BY UGR SOLIDARIA AS REPORTED IN ITS ANNUAL REPORTS

Ever since UGR Solidaria was first established in 2015, the tendency has been towards an increase in the number of voluntary actions (Figure 4), which rose from 25 voluntary actions in academic year 2015-2016 to 89 in 2020-2021. There has been little or no increase in figures for the most recent academic years above all due to the lockdown and other restrictions imposed as a result of COVID-19.

Another repercussion of the pandemic on voluntary work was the promotion of online volunteering which enabled people to participate remotely, although this meant sacrificing direct face-to-face contact with people, an integral part of volunteering.

Figure 4. Number of voluntary work actions carried out by UGR Solidaria in each academic year



Source: drawn up by the authors

From our review of the annual reports and focusing in particular on the most recent at the time this study was conducted (academic year 2020-2021), three main blocks of action can be identified.

The first block covers preparatory actions, which help promote voluntary work amongst the university community. This part encompasses raising awareness amongst university students and training them. Raising awareness is very important when it comes to attracting a larger number of volunteers, although its impact on society is theoretical rather than practical. It enables people to find out more about the problems facing local society, but it is very difficult to quantify or measure its impact. In specific terms, this block involves above all the dissemination of the campaigns, projects and activities that are organised together with lectures, reports and talks on participation and collaboration in external activities. Social networks are an essential tool for publicizing, promoting, carrying out and disseminating the work that is done over the course of the academic

year.

The second block corresponds to research work to find out what has been done, what results have been achieved and what conclusions can be drawn. The following publications are of particular interest:

- Book on volunteering entitled “Voluntary work for local development” (*Voluntariado por y para el desarrollo local sostenible*).
- Guide to Volunteering in Ceuta
- Catalogue of NGOs and Solidarity Associations in the Autonomous City of Ceuta
- Presentation of the book “The sustainable development of the Vega de Granada (Spain)” (*Por un desarrollo sostenible de la Vega de Granada (España)*).

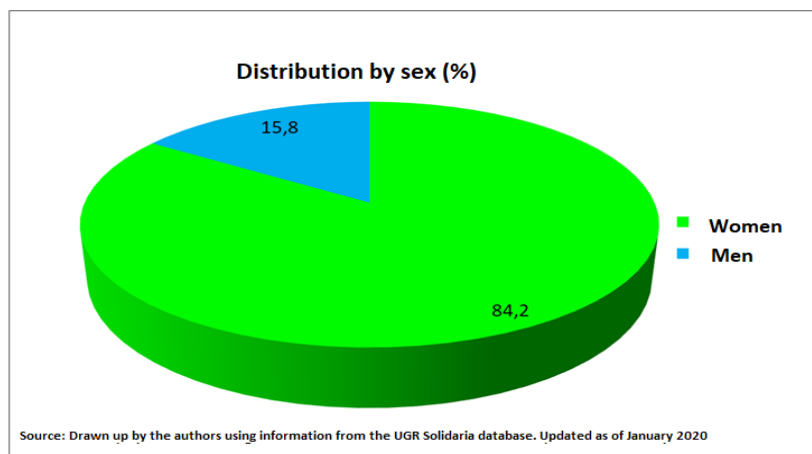
The last section centres on direct actions in support of local development, in the form of micro-projects and actions carried out by NGOs for which they appeal for volunteers from UGR Solidaria. In the annual report, we found 16 actions involving “offers of voluntary work”, 19% of all the voluntary work activities carried out during the last academic year. These are specific projects in which the students collaborate with the NGOs that require their services.

6. GENERAL CHARACTERISTICS OF THE PROFILE OF VOLUNTEERS FROM GRANADA UNIVERSITY.

From our review of the latest data published in the book “Voluntary work for local development”, we obtained a general sociodemographic profile of UGR volunteers.

The most notable characteristic is that the vast majority, more than eight out of ten, of the volunteers at the UGR are women (Figure 5). These high figures are perhaps due to the particular gender role that society has attributed to women as homemakers and in caring for the family. In other words, reproductive work has traditionally been considered women’s work, while productive work has been assigned to men.

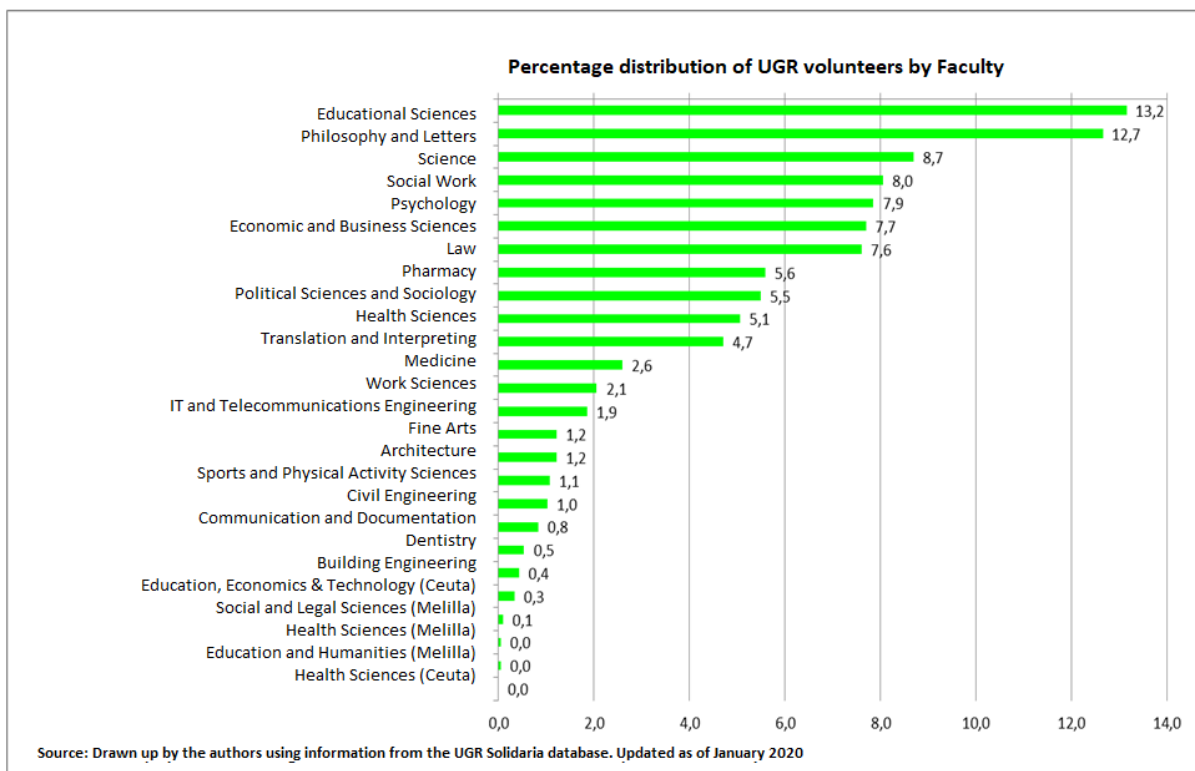
Figure 5. Distribution of UGR volunteers in 2020 by sex.



This social construct within a paternalist society explains why the volunteer movement continues to be dominated by women today (Rebollar & Guilló, 2011). This finding is endorsed by other studies that argue that women are more active in prosocial questions than men (Cívico-Ariza et al, 2020), as they are more aware of and sensitive to the needs of other people.

This leads into the second characteristic of this profile, the degrees that student volunteers study. The faculties with the highest percentages of people who have done voluntary work with NGOs and solidarity associations through UGR Solidaria were the Faculty of Educational Sciences and the Faculty of Philosophy and Letters (Figure 6).

Figure 6. Percentage distribution of UGR volunteers by Faculty.

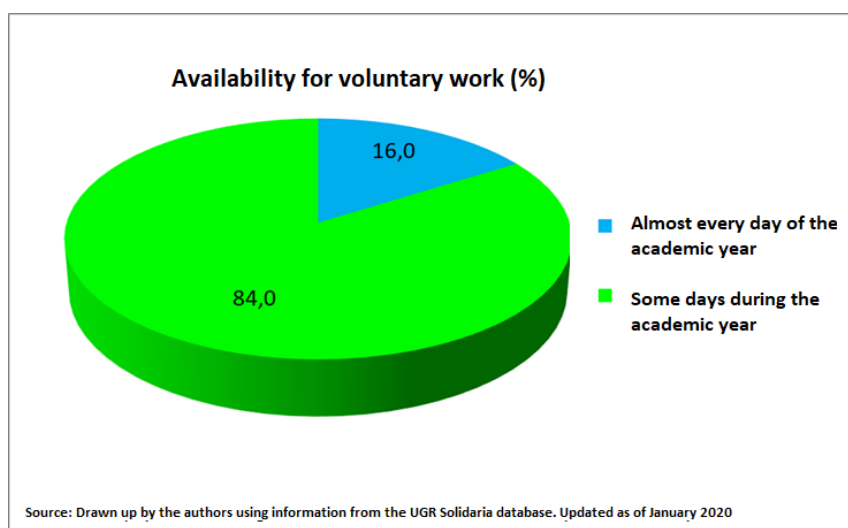


The Education Faculty offers the following Degree courses: Degree in Pre-School Education, Degree in Primary Education, Degree in Primary Education (Bilingual), Degree in Social Education, Degree in Pedagogy and Double Degrees in Primary Education and French Studies, and in Primary Education and English Studies. For its part, the Faculty of Philosophy and Letters has a large number of degree and double degree courses, namely: Degree in Social and Cultural Anthropology, Degree in Archaeology, Degree in French Studies, Degree in English Studies, Degree in Arabic and Islamic Studies, Degree in Classical Philology, Degree in Spanish Philology, Degree in Philosophy, Degree in Geography and Territorial Management, Degree in History, Degree in History of Art, Degree in Musical Sciences and History, Degree in Modern Languages and their Literatures, Degree in Comparative Literatures and Double Degrees in Primary Education and French Studies, and in Primary Education and English Studies, and in English Studies and Spanish Philology.

Of all the volunteers, 16% said that they did voluntary work almost every day of the academic year (Figure 7).

Amongst the members of the UGR community, the vast majority carried out occasional voluntary work over the course of the year. One of the main strategic objectives of UGR Solidaria is to try to ensure that voluntary work becomes a regular part of students' lives over the course of their university careers. However, at the same time it is important to bear in mind that students typically have a very high work/study load, which explains why most have only limited availability for voluntary work.

Figure 7. Availability for voluntary work



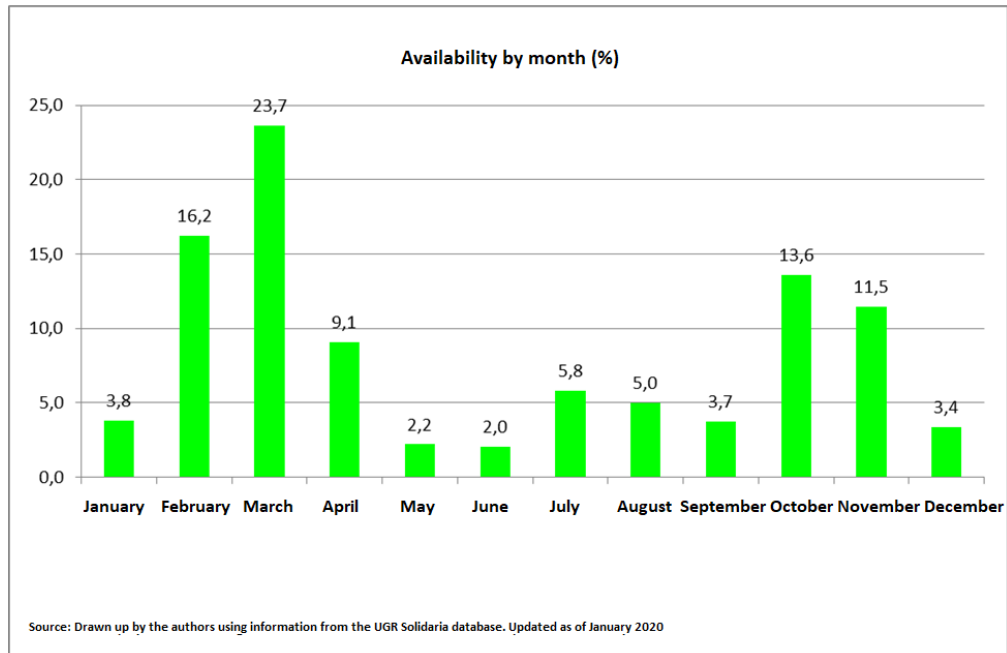
March and February were the months when students said they would have most time available for voluntary work (Figure 8). The relatively high figure for October as compared to the summer months is due to the awareness-raising campaigns conducted at the start of the academic year in mid-September. These campaigns include Student Reception Day, when students get to find out more about UGR Solidaria, and above all the publication of offers of voluntary work on social media.

The peaks in March and February coincide with the beginning of the second semester. The low availability for voluntary work in January, May and June is because this is when most undergraduate students, the largest group of volunteers, have exams. In general, there is little voluntary activity in the summer months even though UGR Solidaria tries to cover this gap with its "solidarity summer" (*verano solidario*) project.

UGR Solidaria is trying to reduce the strong seasonal fluctuations through the Project "12 months, 12 solidarity causes", which is based on promoting different voluntary actions with NGOs, coinciding with some of the most important UN international days on the UGR Solidaria's Solidarity Calendar. As a result, September is devoted to working for the universal right to receive education, October is devoted to raising awareness in support of freedom of expression,

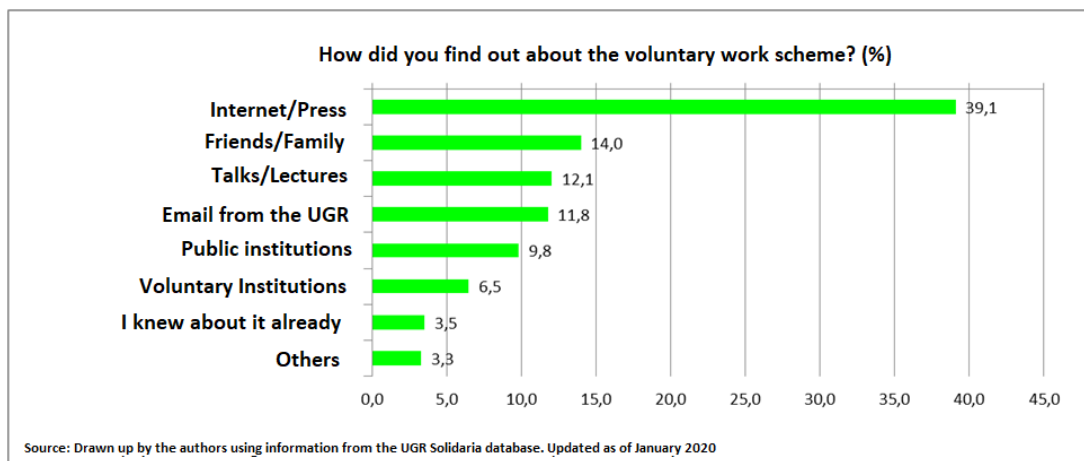
November to campaigns against violence, December in support of healthy sexuality, January to freedom in the world and February to the encouragement of healthy habits. March is devoted to tolerance, April to highlighting the importance of voluntary work and May to the defence of cultural diversity. For their part, June is devoted to the responsible use of natural resources, July to respect for elderly people, and August to the defence of indigenous peoples and solidarity tourism.

Figure 8. Availability for voluntary work (months).



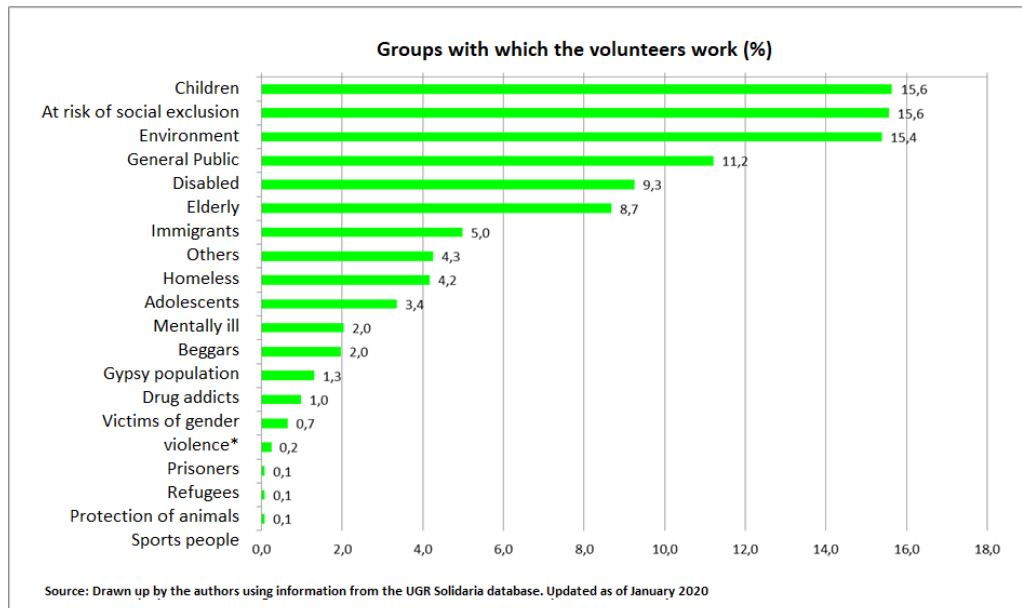
The main way most people find out about UGR Solidaria is on the Internet (Figure 9) or through online news platforms and social media. This is how they receive information about the Volunteering Service and many of the offers from NGOs.

Figure 9. How did you find out about UGR Solidaria?



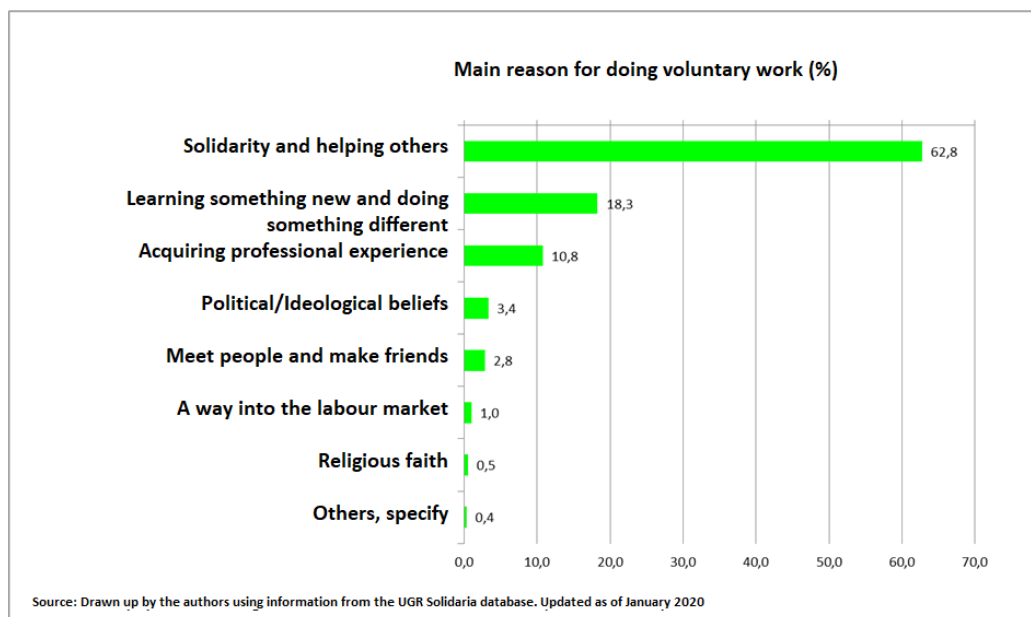
We will now look at the groups with which the volunteers from the UGR community most often work. These are firstly children and secondly people at risk of social exclusion (Figure 10). The fact that so many volunteers work with children is due to the fact that a high percentage of volunteers are from the Education Faculty. While the work done with people at risk of social education is due to the high participation of Social Science and Humanities Students. Voluntary work in defence of the environment seems to attract Science students above all.

Figure 10. Groups with which the volunteers work.



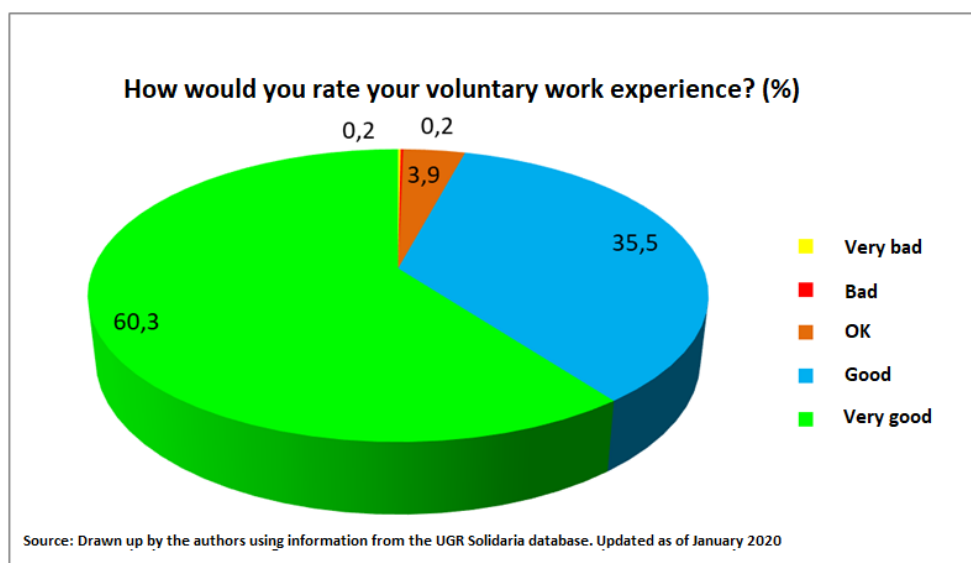
The main reason put forward for doing voluntary work was “solidarity and helping others” (Figure 11). For most people, voluntary work involves attending to people or collaborating in activities organized by NGOs.

Figure 11. Main reason that led people to do voluntary work.



Finally, when asked to give an overall assessment of their experience of voluntary work, 96% rated it as: “good” or “very good”. (Figure 12). Their level of satisfaction is very high, not only because volunteering allows them to meet people from very different circles than they would normally mix with, but also because the help they provide has beneficial, sometimes immediate effects on the groups or issues in which they are working. In many cases, they are also pleased because they are acquiring pre-professional experience, in that the work they are doing is related to the courses they are studying.

Figure 12. Assessment of their voluntary work experience by the UGR university community



The above results indicate that given its youth, knowledge and initiative, the university community has great potential for promoting sustainable local development.

Having reached this point, the next stage is to find out more about the NGOs that collaborate with UGR Solidaria and in which the members of the university community carry out their voluntary work.

7. NUMBER, TYPES AND LOCATION OF THE NGOs

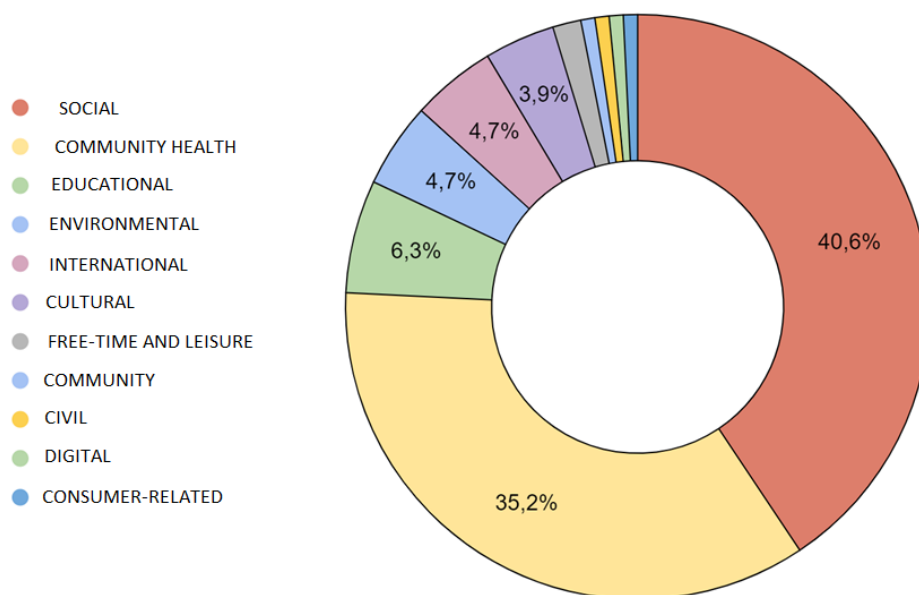
UGR Solidaria publishes a list of the NGOs with which it collaborates. The latest list had a total of 128 NGOs. A new list is currently being drawn up to update the information and to find out if any NGOs have stopped collaborating with the UGR or if any new ones have started. This new list has not yet been published.

According to Law 4/2018, of 8th May, on Voluntary Work in Andalusia, these 128 NGOs can be classified into various different types (Figure 13). The vast majority are social (52 or 40.6%) or community health (45 or 35.2%) voluntary entities, while educational (8 or 6.3%), environmental (6 or 4.7%), international (6 or 4.7%) and cultural (5 or 3.9%) NGOs also play an important role.

Leisure and free-time (2 or 1.57%) and community, civil, digital and consumer-related voluntary entities (less than 1%) are less influential. None of the NGOs performed exclusively sports-related or online/virtual voluntary work.

In spite of this, all the NGOs carry out work of very different kinds in different spheres and sectors. This means that these classifications often overlap and are subject to change.

Figure 13. NGOs by type of voluntary work



Source: The authors.

As regards the location of the NGOs near the 3 UGR campuses, of the total of 128 NGOs, 9 are located near the Melilla Campus, 12 near the Ceuta Campus and 107 near that of Granada.

As regards the Granada campus, 81 of the NGOs are in the city of Granada itself and there are 12 more in its surrounding metropolitan area in the towns of La Zubia (2), Atarfe (2), Armilla (2), Maracena (2), Pinos Genil (1), Alhendín (1), Santa Fe (1) and Churriana de la Vega (1). If we look beyond the metropolitan area, there are also NGOs in Motril (3), Baza (3), Salobreña (2), Almuñécar (1), Benamaurel (1), Loja (1), Huéneja (1), Albuñol (1) and Huéscar (1). These are some of the most important towns in the different *comarcas* or sub-regions that make up the province of Granada, in terms of both their economic dynamism and their populations.

The above is just one of the challenges facing volunteering in general and in Granada University in particular, namely encouraging voluntary work in rural towns and villages, and in particular in those at risk of depopulation, so furthering the cause of gender equality. This last assertion is based on the enormous amount of studies that make clear that without rural women, the countryside has no future. It also refers to others in which we are currently working, which argue that a good way to encourage women not to leave their villages or to inspire those who have left to return would be to foment associationism in deep rural areas.

If we look at the location of the NGOs by districts (Figure 14) and within the city of Granada (Figure 15), the map shows quite a wide distribution. The greatest number are concentrated within the Distrito Centro or city centre with 21 associations, despite this being the district with the second lowest population. The Beiro and Ronda districts, which border on the Distrito Centro and have higher populations, also stand out, followed by the Zaidin neighbourhood.

In most cases, the higher the number of inhabitants, the greater the presence of NGOs. The exception is the Distrito Centro. This is due to the advantages of having a city centre location for their offices, not only to ensure visibility amongst the general public and the population aided by the volunteers, but also due to the fact that there are premises in old buildings with cheap rents. Proximity to certain political and economic decision-making centres is another possible advantage.

The fact that the association offices are located in a particular place does not mean that the voluntary activities that they perform are aimed exclusively at the people in that neighbourhood. Due to the territorial imbalances within the city of Granada, most voluntary action is focused on the most disadvantaged groups in society who generally live in the poorest districts of the city. The seven districts in the Distrito Norte, classified as vulnerable neighbourhoods by the Ministry of Transport, Mobility and the Urban Agenda, are the main focus of NGO action and where UGR Solidaria concentrates most of its efforts and resources, as this is where a large proportion of the people being helped live. We have noticed that some NGOs are opening offices in these neighbourhoods, as demonstrated by the fact that seven of the 81 NGOs on the UGR Solidaria database in the city of Granada, are located there.

Figure 14. Number of associations in each district of the city of Granada

DISTRICT	Nº INHABITANTS	Nº ASSOCIATIONS
DISTRITO ALBAYZIN	10,131	6
DISTRITO CENTRO	22,690	21
DISTRITO CHANA	24,988	6
DISTRITO NORTE	25,013	7
DISTRITO GENIL	32,893	7
DISTRITO BEIRO	41,739	12
DISTRITO ZAIDIN	42,412	9
DISTRITO RONDA	46,149	13
CITY OF GRANADA	246,015	81

Source: The authors on the basis of information from the municipal census 2021 (Granada City Council)

Figure 15. Location of the NGOs that collaborate with UGR Solidaria in Granada



Source: Drawn up by the authors on the basis of information from the database of associations in Granada, Ceuta and Melilla

6. CHARACTERISTICS, MISSION/VISION AND OBJECTIVES OF A SAMPLE OF THE NGOs THAT COLLABORATE WITH UGR SOLIDARIA

The survey we conducted (Annex I) provides more detailed information about 14 NGOs in the city of Granada. This contains a profile of the managers of each entity, of the people they employ and of the volunteers who collaborate with them. We also analysed their main lines of action, the groups that they help and some of the impacts they have had on local development. This section is concluded with a brief analysis of the impact of COVID-19 on these associations, the media in which their work is reported and publicized, and their sources of finance.

Firstly, 66.7% of the NGO managers interviewed were women and 33.3% were men. This is a sign of the dominant role played by women, not only as volunteers, but also as managers of NGOs and solidarity associations. They vary a great deal in age although many fall within the 40-44 age bracket (as in 7 of the 15 NGOs studied).

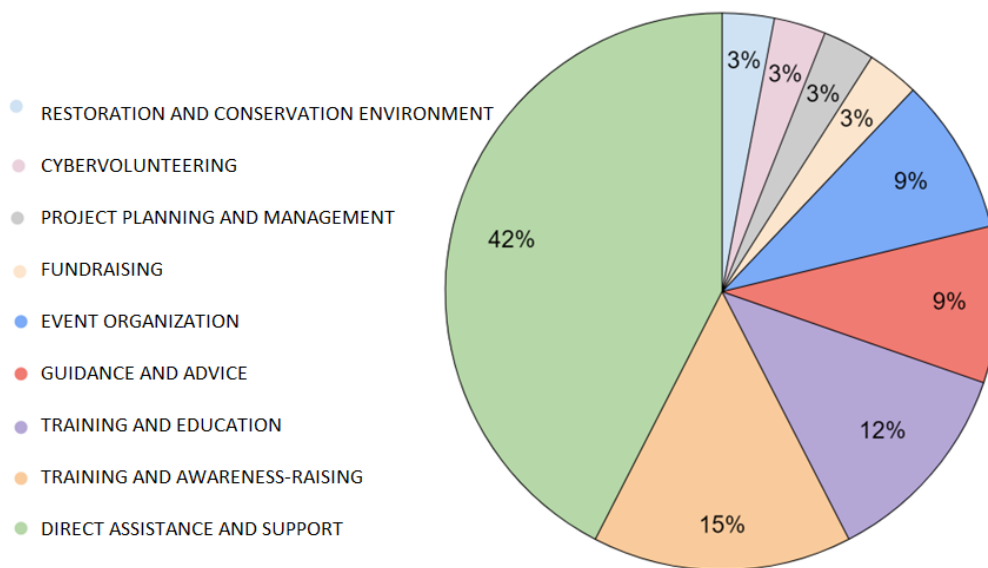
Similarly, amongst the NGO employees, there is a huge predominance of women with 86.67% compared to just 13.4% of men. The majority age range is between 20 and 49 years old, with maximum frequency in the 30-44 age bracket. 86.67% have further education qualifications (university degrees or high level vocational) and 13.4% intermediate level studies (baccalaureate or intermediate level vocational).

The number of workers per association varies greatly and the data are not conclusive in that various associations have offices in other cities, which means that the figures they provide for the number of employees are at a national level. None of the associations that operate exclusively in Granada have more than 30 employees.

In the same way the number of volunteers varies greatly from one association to the next. There are four associations that have between one and nine volunteers, four between 10 and 19, two between 20 and 29, one between 40 and 49 and lastly three which have over 50 volunteers.

The volunteers carry out a wide range of jobs (Figure 16). 42% focus on providing direct support and assistance to people. Other important objectives include “training and awareness raising” and “training and education”, which represent 15% and 12% respectively. Work involving guidance and advice” and “event organization” each account for 9% of all the actions. The other activities were of less importance with a maximum of 3%. None of the associations stated that their volunteers carried out “research” or work involving “reporting problems and demanding change”.

Figure 16. Different types of work done by the volunteers



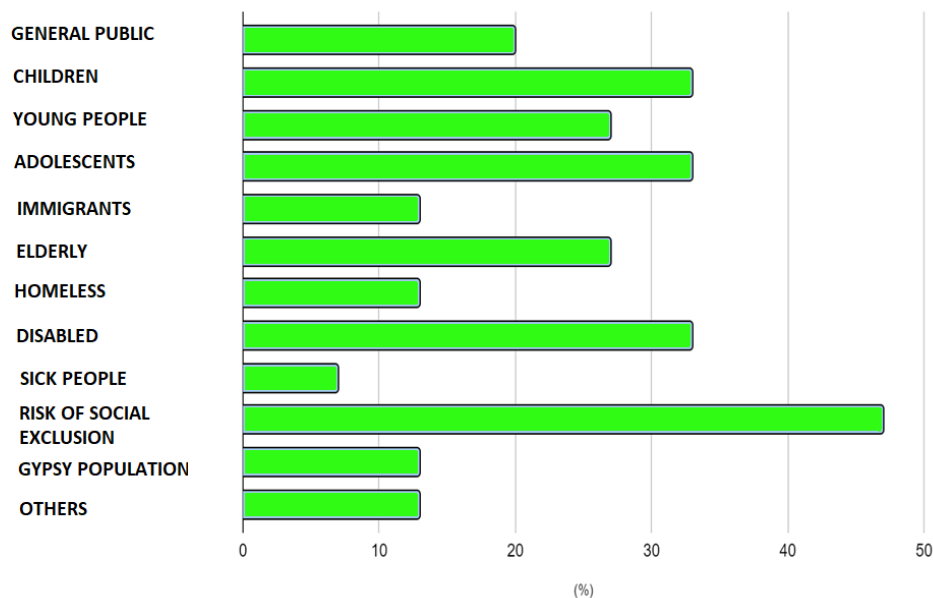
Source: The authors

As regards the number of people or the social groups at whom the voluntary work is directed, we found that on average 80% of the associations attend to over 90 people each year.

They were also asked about the main groups within society that benefit from the support they provide (Figure 17). They all answered that their work was aimed at different social groups. After an integrated analysis of the data, we found that the main group to benefit from their voluntary actions were people at risk of social exclusion, as almost 50% of the associations said that they focused their efforts on this group.

People at risk of social exclusion is category covering people of all ages. They are followed by groups focusing above all on children, adolescents and disabled people. The NGOs that support sick people, immigrants, homeless people, women and the gypsy population play a lesser role in our sample group.

Figure 17. Social groups at which most of their voluntary actions are aimed



Source: The authors

As regards the number of actions carried out by the NGOs, most of them, 60%, carry out over 40 actions a year. This is not a very significant indicator in that the actions have widely varying characteristics and are closely linked to the particular vision/mission of each NGO and the objectives that they set themselves.

The two main sources of information were the answers to the questionnaire that was sent to the NGOs, and the information provided on their websites. This information has been completed with a visit to the association premises to observe how they operate, and the work they do to achieve their annual objectives.

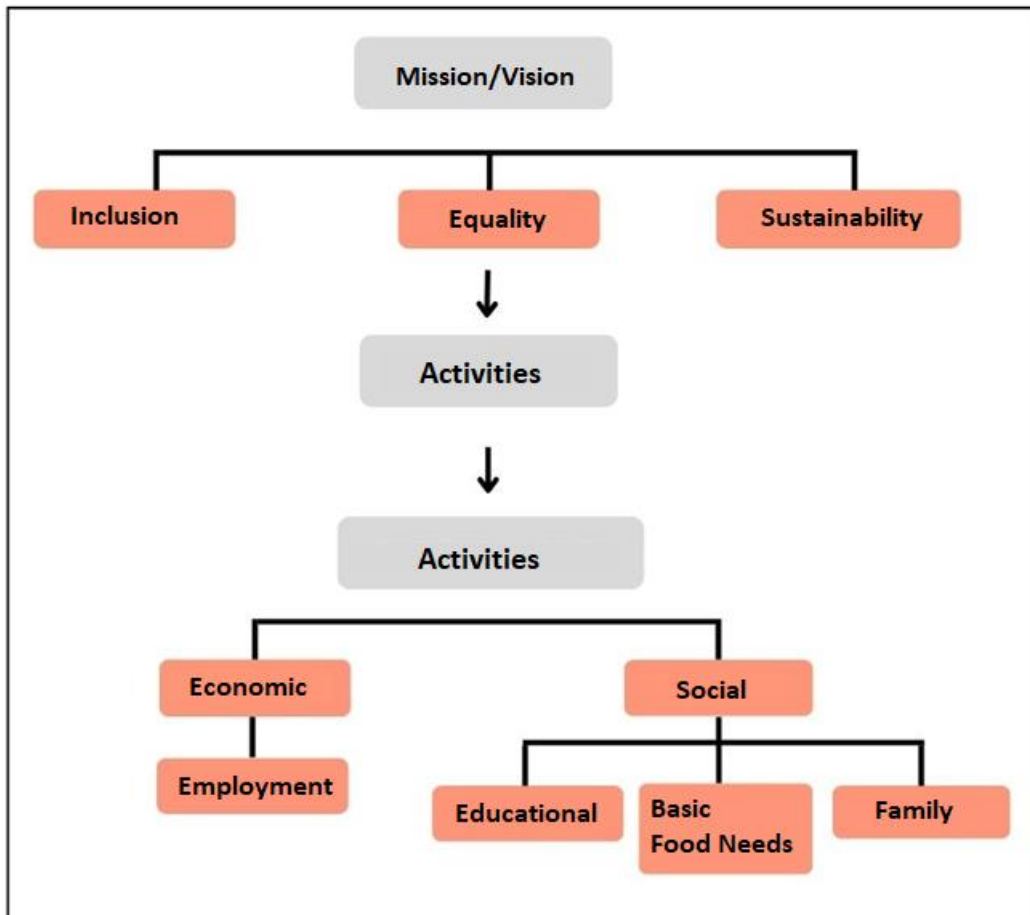
Unfortunately, there are no standardized approaches to enable us to analyse these associations' current strengths, weaknesses, opportunities and threats (SWOT) or the plans that they are drawing up to improve the way they do things in the future.

We will now briefly present the action process followed by the associations, as obtained from the analysis we have performed. This process must be substantially improved in the future, if we really want to ensure that their huge contribution to sustainable local development is properly publicized, so receiving the recognition it deserves from society in general, and obtaining increased support from the various public administrations, private companies, individuals and

volunteers.

In line with the answers to the questionnaires, the voluntary actions can be classified into the following three dimensions; equality, inclusion and sustainability (Figure 18).

Figure 18. Process followed by the associations



Source: The authors

It is not always easy to distinguish between the activities aimed exclusively at “equality” or “inclusion”. Separating them can cause confusion in the sense that they often contain elements belonging to both. We analysed the elements of these lines of action to enable us to classify them within the dimension (“equality” or “inclusion”) that seemed most influential.

Of the 13 lines of action detected, six were aimed at improving equality and seven at inclusion. In spite of the increasing importance of sustainability in recent times, none of the associations claimed to have a mission/vision focused exclusively on sustainability, although we have found that some of the activities carried out by the NGOs take this dimension into account.

Figure 19. Principal lines of action according to the different dimensions.

EQUALITY	INCLUSION
Attending to the basic needs (food, clothing, hairdressing, cleanliness) of people in need and homeless	Make up for difficulties by searching for and creating resources via specific support, rehabilitation and skills training.
Search for the necessary resources to ensure proper accessibility to the physical and social world around us	Support and facilitate social inclusion from very early ages.
Search for and provide services, programmes and activities to satisfy the needs of each family.	Education, integration, attention and support for children
Canteens/catering facilities for children of families who are needy and/or at risk of social exclusion	Single mothers with children in social exclusion
Advice in criminal cases and mediation in community disputes. Positive parenting (intervention in child-to-parent violence).	Accompanying lonely elderly people
Child fostering support service	Intervention with children and families in social exclusion
	Training and advice for immigrants

Source: The authors

In line with the answers provided and the information available on the websites of the 15 associations, we classified them according to the three dimensions in line with their mission-vision (Figure 20).

Figure 20. Classification of the associations according to their mission/vision

ASSOCIATION	MISSION/VISION
EQUALITY	
A.S. (ASOCIACIÓN PARA LA SOLIDARIDAD)	Cooperation work for the development of the most disadvantaged groups in society, promoting all-round education of the people concerned. Encourage social volunteering
ASOCIACIÓN IMERIS	Provide specialized attention to children and their families in situations of social and/or family conflict
HIJAS DE LA CARIDAD EN OBRA SOCIAL “SAN VICENTE DE PAUL”	Provide resources for people in situations of social disadvantage
MOVIMIENTO POR LA PAZ EL DESARME Y LA LIBERTAD DE GRANADA	Ensure full compliance of human rights, democratic governability, equality and solidarity between people and between peoples and the eradication of all discrimination between human beings.
EDICOMA	Attend to basic food and clothing needs by providing material and human assistance.
CRUZ ROJA ESPAÑOLA	Provide comprehensive responses from a development perspective to the victims of disasters and emergencies, to social, health and environmental problems.
FUNDACIÓN DOCETE OMNES	Offer solutions to cover the educational and assistance needs of the most disadvantaged social groups Help people with intellectual disabilities
INCLUSION	
ASOCIACIÓN BORDERLINE GRANADA	Integration of people with borderline intellectual functioning
ASOCIACIÓN SOLIDARIA DEL REVÉS	Help young people achieve social inclusion in socioeconomic conditions of risk offering leisure alternatives and education in values.

	Encourage young people to get involved in social volunteering
ASOCIACIÓN CALOR Y CAFÉ	Social attention, integration, promotion and reinsertion of marginalized people and groups in society
ASOCIACIÓN ALMAJAYAR EN FAMILIA ALFA	Develop all the personal qualities that improve the quality of people's lives, empower them and help them break out of exclusion and marginality through education. Boost socio-educational activity
ASOCIACIÓN SINDROME DE DOWN	Improve the quality of life of people with Down's Syndrome, striving towards full development of their individual capacities and bringing about their full inclusion in society
ALDAIMA	Ensure the rights of children and adolescents through fostering and psychological therapy and counselling
FES (FUNDACIÓN ESCUELA DE SOLIDARIDAD)	Nurture a sense of family in people who, for different reasons, have not been able to enjoy it. The Foundation has a home where it provides shelter to rootless, disadvantaged people who have suffered abuse or exclusion.

Source: The authors

In order to carry out their different lines of action, the NGOs perform the following activities:

- Publicity and awareness-raising campaigns
- Fund-raising activities
- Solidarity camps
- Training workshops
- Job searches
- School back-up: classes for children who have been expelled from school
- Programmes for the empowerment of women
- Programmes and workshops for raising awareness and defending personal rights and freedoms
- Spanish classes, training and advice for immigrants

- Soup kitchen
- Supervised housing for homeless people
- Training, promoting independence and raising awareness
- Campaigns for the collection and distribution of food, clothing and personal hygiene products
- Development of specific support, rehabilitation and training measures
- Direct contact with public and private institutions and sectors working with children, welfare, differently abled people, etc.

The positive impacts and repercussions of these voluntary work actions are above all of a social nature. We found improvements at an educational level and in terms of food, basic needs and work/family balance. Other improvements have been achieved in people’s economic outlook, mainly related with employment. All these positive impacts are set out below in Table 5.

Figure 21. Impact of these actions on local development

SOCIAL	
FAMILY	EDUCATIONAL
Improvement of intra-family dynamics Support for families with intellectually disabled members Nurturing and coordination of the parents’ associative movement. Prevention of family and social conflict Prevention of delinquency and repair of damage due to trauma Accompaniment of lonely elderly people Offer minors in care foster families	Improve the social skills of different groups Training at different levels of education and provision of specific educational skills (course, programmes) Raising the awareness of the educational community Educational advice and accompaniment Promotion of education as a way of breaking out of poverty and exclusion
FOOD AND OTHER BASIC NEEDS	Other aspects...

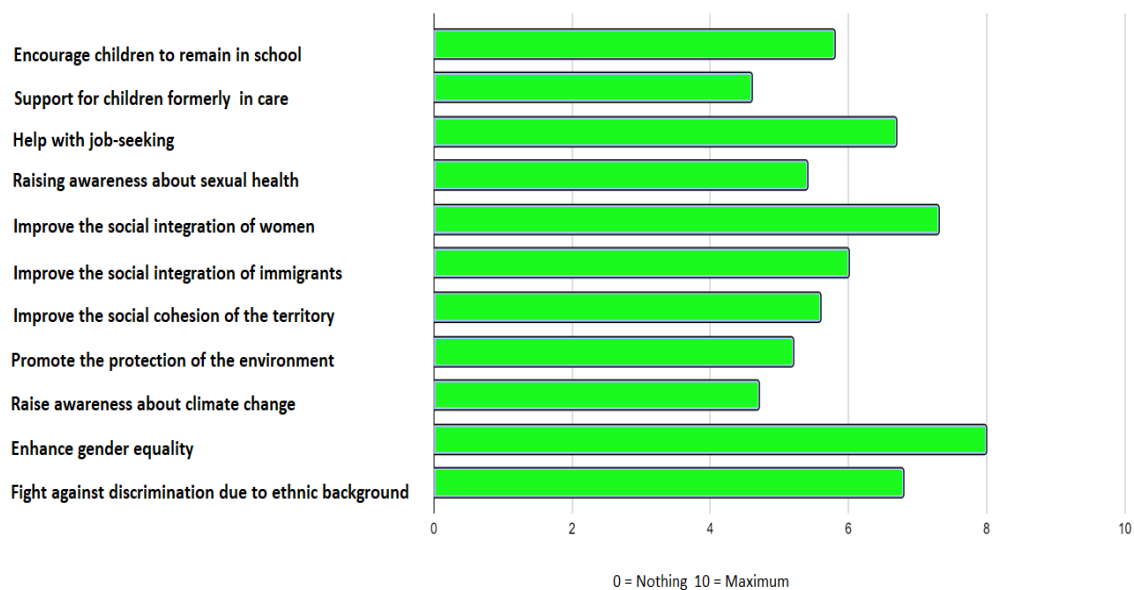
<p>Coverage of basic food needs through soup kitchens Handing out clothing and personal hygiene products</p> <p>Access to basic products for women (sanitary products) and babies/children (nappies, baby bottles, etc)</p>	<p>Inform and raise awareness of the general public Acquire new skills for preventing and/or avoiding conflict Social insertion Promote social volunteering, encourage associationism and the creation of alliances</p>
ECONOMIC (Employment)	
<p>Creation of social and employment opportunities</p> <p>Advice and accompaniment in relation to problems at work</p> <p>Careers advice, legal advice and economic emergencies</p> <p>Adapting workplace to special needs</p> <p>Promotion of inclusive employment (aimed at people with Down's syndrome or borderline intelligence)</p>	

Source: The authors

In the questionnaire they were also asked about the impact of their work on certain specific issues (Figure 22).

In general, all the associations try to have a positive impact on their target populations through the different actions they perform. The actions with the greatest impact on the territory are those enhancing gender equality, followed by the social integration of women. The fight against ethnic discrimination and help with job-seeking are also important questions.

Figure 22. Impact of their work on different issues in the areas where the associations operate



Source: The authors

Finally of the 14 entities interviewed, 13% claimed that they had “maximum” impact on local and territorial development, 67% said that they had “quite a lot” of impact and 20% said that they had “some” impact. 100% believed that their work was a form of innovation that favoured progress.

As regards the effects of the COVID-19 pandemic on the management and operations of the NGOs, 11 said they had reduced their activities by at least 20%, two between 20% and 40%, one between 40% and 60%, and one by over 80%. After the pandemic, just 40% said that they had had difficulty in returning to the pre-crisis figures (number of volunteers, actions, people attended to..).

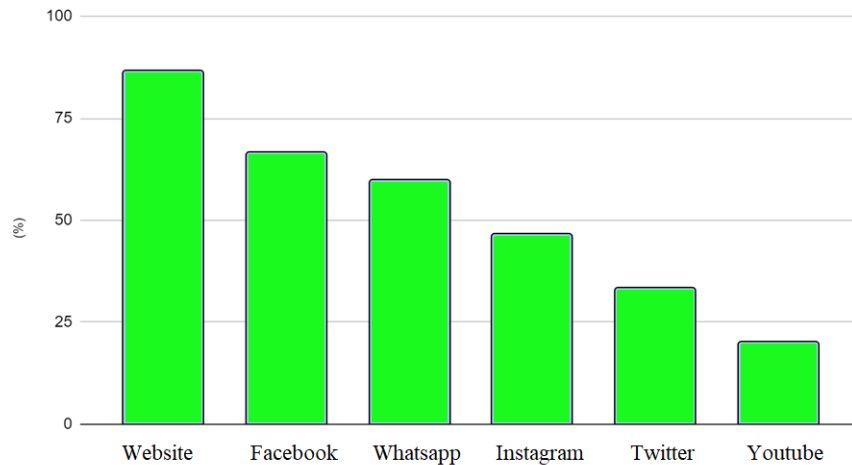
The problems they encountered were above all:

- Users were afraid to participate
- Changes in the way they attended to the population
- Difficulties in finding volunteers and funding (Capital and HR shortages)
- Management problems
- Difficulties carrying out certain activities and meetings face-to-face.

It is also important for the NGOs to promote the work they do in order to raise funds and find volunteers. All the entities said that they issued an annual report or similar document describing the different activities they had carried out during the year. In the same way, they also use different online media to publicize their work (Figure 23).

Almost 9 out of 10 used websites, and nearly 7 out of 10 also used Facebook. 6 out of 10 used WhatsApp and less than half, Instagram. They also used Twitter and YouTube, albeit to a lesser extent.

Figure 23. Media used to publicize the work done by the NGOs

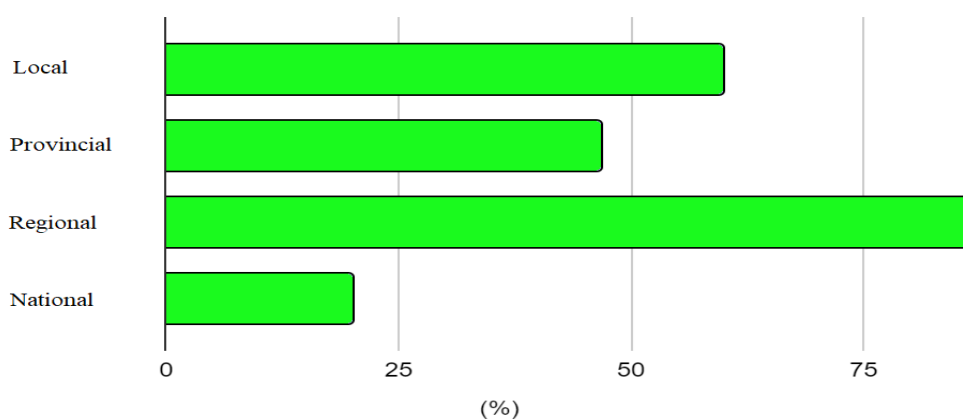


Source: The authors

Lastly, we discovered that their finance comes from various different sources (Figure 24). The most common source of funding for the NGOs is the regional administration, in this case the Regional Government of Andalusia, with over 75% of them assuring that they received funds from this source. Over half the entities receive funds from the Local Administration, while the Provincial Council provides funding for just under 50%. Less than one in four said that they received aid from the State.

For almost half the associations, self-financing (Figure 24) accounted for less than 20% of total spending, while 13% said that they put up between 20 and 40%. 33% said that they contributed between 40 and 60%, while only one association said that it was capable of self-financing 60 to 80% of its spending requirements.

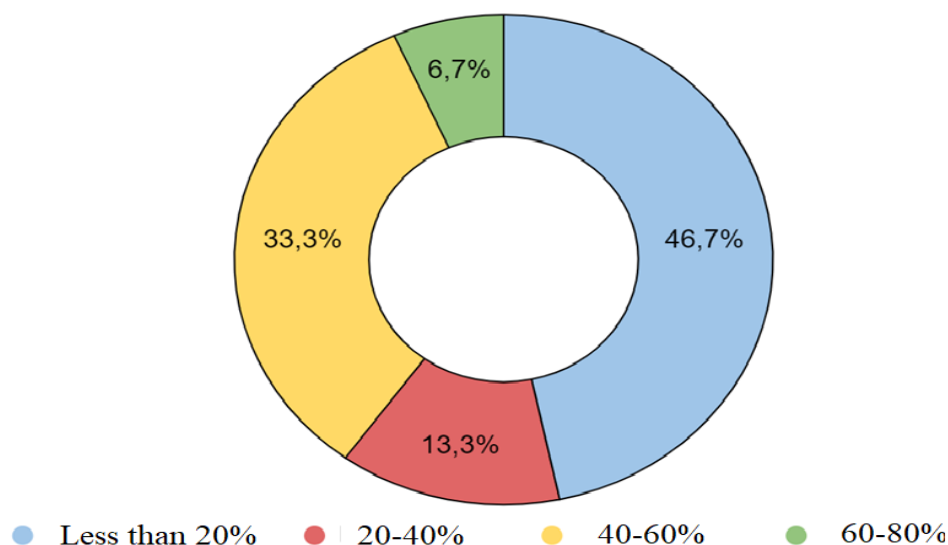
Figure 24. Source of funding (%).



This analysis of the degree to which they self-finance their operations highlights how reliant the NGOs are on grants and subsidies from the public administrations.

This is a question of enormous importance as we look towards the future, as evidence has shown that during important economic crises, a significant number of NGOs disappear due to a lack of resources.

Figure 25. Self-financing as a percentage of total available funds



Source: The authors

7. FINAL REFLECTIONS AND CONCLUSIONS

Our society continues to suffer important imbalances, which are manifested in the inequality of rights and opportunities suffered by part of the population. This shows that in spite of their efforts, the public administrations are incapable of eradicating inequality and deprivation by themselves. This requires much greater participation from civil society through various different channels, including voluntary work.

The solidarity of volunteers should not be regarded as an acceptance of the current social situation or as a way of demobilizing the struggle for a better society. Far from it, voluntary work should be seen as a mature response to the regrettable situation in our cities where the value of human life varies enormously depending on the area in which you live (something of which the residents of the seven neighbourhoods in the Distrito Norte of Granada are well aware). Similarly, many of our fellow citizens do not enjoy the same opportunities as we do, perhaps because they are disabled, or have had to flee their home countries and cultures or due to any number of different circumstances in their lives.

Their situation is starkly different from that of the University community, made up of people

who not only have their needs in terms of food, clothing and accommodation well covered, but also who study and/or work in one of the best universities in the country. This fact is recognized in many of the league tables, such as the Shanghai ranking, and should lead us to value the important role played by public universities financed by the taxes paid by society as a whole.

This realization of how fortunate we are should encourage us to make an effort to give back to society part of what it has given or is giving us. What better way of doing this than helping those who are most in need or have not enjoyed decent living conditions or been as fortunate as those of us who make up the university community?

This study has focused on the important work being done by the University of Granada Voluntary Work scheme, whose main objective is to enable the entire community of the UGR's three campuses to do voluntary work with local NGOs.

Local and international voluntary work have been promoted at the UGR since the year 2000. This was initially carried out through the Centre for Cooperation for Development (CICODE). However, in 2015, UGR Solidaria was set up to manage the local volunteering side, although coordinated by the CICODE.

It is important to remember here, as evidenced in other studies, that the different Governing Boards of the UGR have made a determined effort to promote voluntary work. They have considered it not only a key aspect to help the students concerned develop a full, much wider skill set, but also for highlighting the social responsibility of universities towards the people and the territories in which they operate, which can provide an important boost to sustainable local development.

There are numerous studies that highlight the motivations and the sociodemographic profile of the people who do voluntary work. They have also described the important work done by voluntary organizations with the neediest groups in society and to help solve many of the territorial/environmental problems that we suffer.

However, in this research we have highlighted the fact that there are few studies that join these lines of research together (people who do voluntary work, NGOs/Solidarity Associations and how their work improves the local situation).

Authors such as Suárez Zozaya (2006), Martínez Porta (2014) and more recently Maroto et al (2018) have all stressed the role that universities can play as agents of sustainable local development. Within this context, this study seeks to explore the work done by voluntary associations in coordination with UGR Solidaria to further local development in Granada.

Nowadays, the promotion of voluntary work by universities is widespread throughout Spain, with women being more actively involved than men. The latest report by the Fundación Mutua Madrileña entitled "9th Study on University Volunteering" (2021), shows that 72% of university volunteers are women, a percentage that is even higher in the UGR at 85%. This fact was confirmed at a state level in a report entitled "Voluntary work in the mirror" (*El voluntariado ante el espejo*) issued by the Spanish Volunteering Platform (SVP) (2021), which claimed that the feminization of voluntary work was the first sign of inequality and argued that the tendency to

reproduce traditional sexist roles in voluntary activities should be eradicated.

If we return to the study by the Fundación Mutua Madrileña, we find that 9 out of 10 Spanish universities have a voluntary work scheme, where the most common type of project involves working with children, and that 8 out of 10 universities award their students ECTS credits towards their degree courses, as happens in UGR Solidaria.

By consulting the documents “Voluntary work at universities. Reflections and proposals” (2020) and “Voluntary work and universities as seen by the voluntary associations” (2019) drawn up by the SVP, we can compare the results for other countries and universities with those in the annual reports issued by UGR Solidaria and with the surveys of some of the collaborating entities in Granada.

The voluntary associations operating in the social field are the most frequent, followed by those in community health and education. This same conclusion regarding the dominance of social voluntary associations was also reached for Spain as a whole in the study by Mutua Madrileña.

This explains why in this research we decided to focus on the answers provided by social NGOs. Even so, in future studies the questionnaire should be expanded to cover all types of voluntary associations in order to obtain a better, more complete image of this question.

As regards the fields in which they operate, the SVP identified: social action, integration and inclusion, community health, human rights and participation; with the first of these dominating the others. In our research, we decided to reduce this to three fields namely equality, inclusion and sustainability, which are more general and a closer match for the structure and the name of the vice-rectorate to which the UGR Solidaria scheme belongs. We also believe that this division into three fields is more didactic and intuitive for the reader and that the categories created by the SVP could be incorporated into these three large fields of action.

In addition to the above, it is clear that many of the activities carried out by voluntary associations are not confined to a single field of action. The complexity of this question obliged us to examine each action carefully so as to be able to identify the main field in which the association operated. It is obvious for example that integration and inclusion, community health, and work in favour of human rights and participation are all fields of action that seek to promote both equality and inclusion.

The analysis of the actions of NGOs, supported by volunteers, highlights the great job they do to advance the local development of the territories in which they operate. However, the lack of standardized official information prevents us from applying indicators that measure their impact on sustainable local development. This is a challenge that must be tackled in the future.

There is plenty of evidence that the associations affect different dimensions (economic-social- environmental) of the situation in the areas in which they operate, with the social field being most affected. They also attribute great importance to the family as a key Institution for the development, social inclusion and wellbeing of all its members. Volunteers play an essential role in this work given that, as noted earlier, their main activity is providing direct aid to people.

The actions they perform benefit society as a whole, in that through specific activities aimed at specific groups, the benefits are spread to other social groups and spheres.

In short, the general objective of all the voluntary associations is to help different social groups (families, the elderly, children, immigrants, unemployed people, vulnerable people, the general public) in different fields (inclusion, health, education, employment), so as to ensure that they achieve full personal development and the attention they require, and enhance their inclusion in the community.

As regards the conclusions of this research, we must emphasize the following:

The first conclusion to be drawn is that our initial hypothesis was well-founded, namely that the work done by the voluntary associations that cooperate with the UGR Solidaria scheme (part of the Vice-Rectorate of Equality, Inclusion and Sustainability) makes an important contribution to local development. These associations make an important impact in the form of a wide range of improvements in local communities, the economy, the environment, in short in the territory and its contents. This research shows that the work they do tries essentially to improve the social dimension of the area in which they operate, although as we have seen, they also bring about improvements of an economic and environmental nature.

The second major conclusion is that UGR Solidaria is an essential nexus between the university community and the voluntary associations and NGOs in Granada. The number of NGOs that collaborate with the University volunteering scheme is rising continually, so requiring more people from the university community to participate in their projects. The NGOs value not only the high level of education and technical training of the university community, but also their availability, the time they are prepared to devote and their eagerness to help tackle the problems suffered by society.

However, there is still a very pronounced gender gap in the University voluntary programme, which means that more work should be done to encourage men to get involved in volunteering, so breaking away from the traditional gender role of women as carers of the family and of society as a whole.

The number of associations that collaborate with UGR Solidaria is quite high at over 100. We have found that their activities, as mentioned in in-depth interviews and explained on their websites, are aimed essentially at the most vulnerable populations in the city of Granada situated above all in the Distrito Norte, where the neediest groups in society live. In spite of this, our geo-referencing of their offices showed that most associations are not located in these districts and are normally situated in the Distrito Centro in the centre of the city.

The Distrito Centro is an area characterized by its elderly population and ancient buildings. It contains a large number of premises run by the City Council and the Catholic Church, which play an important role in attending to excluded people or to people at risk of exclusion. In addition, as most of the city's artistic and historical heritage is located in this area, as well as some key city services and infrastructures, it is traversed everyday by large numbers of people, both residents of the city and tourists. The city centre location of many associations makes them easily accessible to

potential volunteers who wish to find out how to collaborate. Furthermore, the Distrito Centro is also where most of the homeless population and people who hoping to earn a few euros from begging tend to congregate, as it is also where most soup kitchens and social hostels are located. Finally, there is also the fact that there are many small shops in the vicinity that are frequent collaborators with the NGOs.

Granada University must therefore continue to develop its social responsibility through Volunteering Schemes with NGOs. The results provide benefits for all those involved.

- The university must continue to act, not only through teaching and research but also through their transfer and social responsibility, as a beacon that guides those seeking to improve the current situation, so laying the foundations and providing the theoretical, methodological and even practical tools to enable us to advance towards a more hopeful future.
- The NGOs rely not only on people with the highest technical qualifications, but also and fundamentally on young people who are very keen to help improve the world in which they live. Not only do young people have the opportunity to put their knowledge into practice to help the NGOs (learning through service), but also to acquire new competencies, skills and knowledge that together result in pre-professional experiences that will make them better in their specialist field, find work more easily, progress within their chosen professions and above all be more committed, much happier citizens.
- Finally, the public administrations must provide much more support to NGOs and voluntary associations so that they can continue reaching the parts of society that others cannot reach, while not forgetting that they have a duty to be much more effective when carrying out their responsibilities as public services.

More resources are required to provide us with standardized reliable information that enables us to measure the impact of voluntary work at a microspatial or neighbourhood level.

This is the challenge in which we are now engaged, as we believe that a full evaluation of the benefits of voluntary work must measure its impact in economic, social and environmental terms and reflect it in a geo-referenced way, so as to improve the design of effective policies and action strategies and ensure that they are managed correctly, monitoring their progress over time and space. We hope that the administrations come to appreciate their importance and help us to rise to this challenge.

BIBLIOGRAPHY

- Arias Cariaga, S., & Rincón Becerra, C. (2016). El fomento y la promoción del voluntariado en las universidades españolas. *Revista Española del Tercer Sector* (34), 39-63.
- Ballesteros Alarcón, V. (2016). ¿Medir el trabajo voluntario? ¿Por qué? ¿Para qué? ¿Cómo? *Revista Española del Tercer Sector* (34), 125-154.
- Ballesteros Alarcón, V. (2021). ¿Son solidarias las universidades españolas? El voluntariado universitario. Máquez, Vázquez, C. (Dir.). *Transformación universitaria. Retos y oportunidades* (641-651). Universidad de Salamanca.
- Ballesteros Alarcón, V. (Dir.) (2019). *El voluntariado y las universidades visto por las entidades de voluntariado. Estudio de opinión. Plataforma de Voluntariado de España*, Madrid.
- Ballesteros, V., Velasco, A., Álvarez, J., Amate, M., Franco, P & López, E., (2020). *Voluntariado en el ámbito universitario. Reflexiones y propuestas. Plataforma de Voluntariado de España*, Madrid.
- Castellano, I. (2016). La medición del voluntariado: una aproximación a través de los datos. *Revista de Estadística y Sociedad*, 66, 11–13.
- Cívico-Ariza, A., Colomo Magaña, E., González García, E., y Sánchez-Rivas, E. (2020). Volunteering in the University Context: Student Perception and Participation. *Education Sciences*, 10 (12), 380.
- Fernández Prados, J. S. (2002). La categoría social de voluntariado y su realidad en España. *Revista Internacional de Sociología*, 60, 182-198.
- Fresno, J. M., & Tsolakis, A. (2012). *Profundizar el voluntariado: los retos hasta 2020. Plataforma del Voluntariado de España (PVE)*, Madrid.
- Gómez Vílchez, M.S. (2008). *Voluntariado cultural. Media Musea*.
- Iáñez Domínguez, A., & Álvarez Pérez, R. (2014). La cooperación al desarrollo en las universidades públicas andaluzas. *Alternativas Cuadernos de trabajo Social*, 21(21), 143. <https://doi.org/10.14198/altern2014.21.07>
- Krauskopf, D. (2010). Perspectivas para el desarrollo del voluntariado juvenil. *Revista Observatorio de Juventud*, 26, 13-23.
- Lachance, E. L. (2021). COVID-19 and its Impact on Volunteering: Moving Towards Virtual Volunteering. *Leisure Sciences*, 43(1-2), 104-110. <https://doi.org/10.1080/01490400.2020.1773990>

- Maroto Martos, J. C. & Portillo Portillo, A. R. (2018). ¿Conoces UGR Solidaria? Guía de voluntariado universitario local. Campus de Granada. Universidad de Granada.
- Maroto Martos, J. C., & Barrera Rosillo, D. (2018). Importancia de las universidades en materia de cooperación al desarrollo y en el impulso del voluntariado. López Bustos, L. (Dir.) Régimen jurídico del voluntariado y de la cooperación al desarrollo. (447-479). Editorial Comares.
- Maroto Martos, J. C., & Pinos Navarrete, A. (2020). Voluntariado por y para el desarrollo local sostenible. Universidad de Granada. <https://digibug.ugr.es/handle/10481/72357>
- Martínez Porta, L. (2014). Universidad y territorio: la universidad como agente de desarrollo local. Universidad de San Andrés. Departamento de Ciencias Sociales.
- Media Ruiz, E. (2016). El voluntariado en España: situación actual, tendencias y retos. *La Razón histórica*, 33, 110-129.
- Mora Mayoral, M. J., & Martínez Martínez, F. R. (2018). Desarrollo local sostenible, responsabilidad social corporativa y emprendimiento social. *Equidad y desarrollo*, 31, 27–46. <https://doi.org/10.19052/ed.4375>
- Ortíz, E. M. (2016). El voluntariado. *Revista Oikonomos*, 3 (1), 21-43.
- Pérez-Díaz, V & López Novo, J, P., (2003). El tercer sector social en España, Ministerio de Trabajo y Asuntos Sociales, Madrid.
- Rebollar, F. P. y Guilló, C. (2011). Situación y tendencias actuales del voluntariado de acción social en España. *Documentación Social. Revista de Estudios Sociales y de Sociología Aplicada*, 160, 15-42.
- Rincón Verdura, J. C. (2010). Voluntariado y escuela: la educación cívica para la participación ciudadana a través del servicio a la comunidad. Bordón. *Revista de pedagogía*, 62(4), 113-130.
- Silva Peralta, Y., Pacenza, M. I & Aparicio, M., (2013). Voluntariado universitario. En Labrunée, M. E., & Mercedes, L. (Eds.). *Tejiendo Redes por la infancia, la experiencia de un proyecto de extensión de UNMdP*, (55-63). Universidad Nacional del Mar de Plata.
- Suárez Zozaya, M., H. (2006). Universidad y desarrollo local en Latinoamérica. En Girardo, C., de Ibarrola, M., Jacinto, C., & Prudencia, M., (Cords.), *Estrategias educativas y formativas para la inserción social y productiva* (195-211).
- Tallarico, G., & Berti, H. (2005). *El voluntariado*. Barcelona.
- UNIDERE (2007). Universidad- actor del Desarrollo Local. *Observatorio iberoamericano del desarrollo local y la economía social*, 2, 217 – 232. *Voluntariado*. Márquez Vázquez, C (Dir.). *Transformación universitaria, retos y oportunidades* (273-285). Universidad de Salamanca.

Yarwood, R. (2005). Geography, Citizenship and Volunteering: Some Uses of the Higher Education. Active Community Fund in Geography, *Journal of Geography in Higher Education*, 29 (3), 355-368. <https://doi.org/10.1080/03098260500290918>

Yuriev, A. (2019). Exploring dimensions of satisfaction experienced by student volunteers. *Leisure/Loisir*, 43 (1), 55-78. <https://doi.org/10.1080/14927713.2019.1582355>

Zurdo Alaguero, A. (2006). Voluntariado y Estado: Las funciones ambivalentes del Nuevo Voluntariado. *Política y Sociedad*, 43(1), 169-180.

ANNEX I: QUESTIONNAIRE SENT TO NGOS

PROFILE OF THE ASSOCIATION MANAGER			
P1. Sex		P2. Age groups	
Male		15-19	40-44
Female		20-24	45-49
		25-29	50-54
		30-34	55-59
		35-39	60-64
			>85
TYPE OF VOLUNTARY WORK			
P3. In line with the Andalusian Law on Volunteering of 2018, select the main type of voluntary work carried out by the association.			
Social voluntary work		Community health voluntary work	
Educational voluntary work		Cultural voluntary work	
International voluntary work		Digital voluntary work	
Sports-related voluntary work		Consumer-related voluntary work	
Environmental voluntary work		Civil protection voluntary work	
Leisure and free-time voluntary work		Community voluntary work	
Online or virtual voluntary work			
P4. Briefly comment on your association's 3 main lines of action			
<input type="text"/>			
PROFILE OF THE PEOPLE EMPLOYED BY YOUR ASSOCIATION			
P5. Average annual number of employees		P6. Dominant gender	
<input type="text"/>		Male	
		Female	
P7. Average age range			P8. Main level of education
15-19	40-44	65-69	Basic (Compulsory Education)
20-24	45-49	70-74	Intermediate Level (Baccalaureate or Intermediate Vocational)
25-29	50-54	75-79	Further Education (University degree or high level vocational)
30-34	55-59	80-84	
35-39	60-64	>85	
PROFILE OF THE VOLUNTEERS			
P9. Average annual number of volunteers			
<input type="text"/>			
P10. Select the 3 main tasks performed by volunteers in your association			
Direct support and assistance to people		Training and education	
Research		Reporting problems and demanding change	
Training and awareness raising		Fundraising	
Guidance and advice		Event organization	
Environmental conservation		Online voluntary work activities	
Project planning and management			

PEOPLE ASSISTED BY THE ASSOCIATION																							
P11. Annual average number of people assisted <table border="1"> <tr><td>10-20</td></tr> <tr><td>21-30</td></tr> <tr><td>31-40</td></tr> <tr><td>41-50</td></tr> <tr><td>51-60</td></tr> <tr><td>61-70</td></tr> <tr><td>71-80</td></tr> <tr><td>81-90</td></tr> <tr><td>91-100</td></tr> <tr><td>Over 100</td></tr> </table>	10-20	21-30	31-40	41-50	51-60	61-70	71-80	81-90	91-100	Over 100	P12. Main groups assisted <table border="1"> <tr><td>General public</td></tr> <tr><td>Children</td></tr> <tr><td>Young people</td></tr> <tr><td>Adolescents</td></tr> <tr><td>Immigrants</td></tr> <tr><td>Elderly</td></tr> <tr><td>Homeless</td></tr> <tr><td>Disabled</td></tr> <tr><td>Sick people</td></tr> <tr><td>People at risk of social exclusion</td></tr> <tr><td>Women</td></tr> <tr><td>Gypsy population</td></tr> </table>	General public	Children	Young people	Adolescents	Immigrants	Elderly	Homeless	Disabled	Sick people	People at risk of social exclusion	Women	Gypsy population
10-20																							
21-30																							
31-40																							
41-50																							
51-60																							
61-70																							
71-80																							
81-90																							
91-100																							
Over 100																							
General public																							
Children																							
Young people																							
Adolescents																							
Immigrants																							
Elderly																							
Homeless																							
Disabled																							
Sick people																							
People at risk of social exclusion																							
Women																							
Gypsy population																							
ACTIONS CARRIED OUT IN FAVOUR OF LOCAL DEVELOPMENT																							
P13. Number of actions carried out in academic year 2020-2021 <table border="1"> <tr><td>1-4</td><td>30-34</td></tr> <tr><td>5-9</td><td>35-39</td></tr> <tr><td>10-14</td><td>40-44</td></tr> <tr><td>15-19</td><td>45-50</td></tr> <tr><td>20-24</td><td>Over 50</td></tr> <tr><td>25-29</td><td></td></tr> </table>		1-4	30-34	5-9	35-39	10-14	40-44	15-19	45-50	20-24	Over 50	25-29											
1-4	30-34																						
5-9	35-39																						
10-14	40-44																						
15-19	45-50																						
20-24	Over 50																						
25-29																							
P14. Do you document your activities in a report of some kind? <table border="1"> <tr><td>Yes</td></tr> <tr><td>No</td></tr> <tr><td>Don't know</td></tr> </table>	Yes	No	Don't know	P15. Media in which you publicize your work <table border="1"> <tr><td>Website</td><td>Facebook</td></tr> <tr><td>Instagram</td><td>Whatsapp</td></tr> <tr><td>Twitter</td><td>Youtube</td></tr> </table>	Website	Facebook	Instagram	Whatsapp	Twitter	Youtube													
Yes																							
No																							
Don't know																							
Website	Facebook																						
Instagram	Whatsapp																						
Twitter	Youtube																						
P16. List the 3 main impacts that your association has on the life of the local community <table border="1" style="width: 100%; height: 20px;"> <tr><td></td></tr> </table>																							
P17. Do you think that the work done by the association affects the local development of the area? <table border="1"> <tr> <td>Not at all</td> <td>A little</td> <td>To some extent</td> <td>Quite a lot</td> <td>Maximum</td> </tr> </table>		Not at all	A little	To some extent	Quite a lot	Maximum																	
Not at all	A little	To some extent	Quite a lot	Maximum																			

P18. Indicate the impact that the association's work has on the local community with regard to the following issues (0=not at all, 3=little, 5=some, 7=quite a lot, 10=maximum)					
	0	3	5	7	10
Encouraging children to remain in school					
Support for children formerly in care					
Helping with the job-seeking process					
Raising awareness about sexual health					
Improving the social integration of women					
Improving the social integration of immigrants					
Improving the social cohesion of the territory					
Promoting the protection of the environment					
Raising awareness about climate change					
Enhancing gender equality					
Fighting against discrimination due to ethnic background					

EFFECTS OF COVID19	
P19. Percentage by which the association's activities were reduced by COVID-19	
Less than 20%	
Between 20-40%	
Between 40-60%	
Between 60-80%	
Between 80-100%	

P20. Are you having difficulties returning to the number of actions and of people assisted after COVID-19?	
Yes	
No	
Don't know	

P21. If yes, what was the main problem encountered by the association?	

FUNDING OF THE ASSOCIATION	
P22. Does it receive economic support from any administration?	P23. Self-financing as a percentage of the association's total annual spending
Yes, local	Less than 20%
Yes, provincial	Between 20-40%
Yes, regional	Between 40-60%
Yes, national	Between 60-80%
No	Between 80-100%

FINAL CONSIDERATIONS	
P24. Do you feel that the work done by the association is an innovation in favour of progress?	
Yes	
No	
Don't know	
P25. If you think that any important information is missing, please mention it briefly here. Thank you for your collaboration and attention	

ANNEX II: LIST OF UNIVERSITIES WITH VOLUNTARY WORK SCHEMES

UNIVERSITY OF LA CORUÑA	INTERNATIONAL UNIVERSITY OF CATALONIA
UNIVERSITY OF SANTIAGO DE COMPOSTELA	UNIVERSITY OF LLEIDA
UNIVERSITY OF VIGO	OPEN UNIVERSITY OF CATALONIA
UNIVERSITY OF CANTABRIA	POLYTECHNIC UNIVERSITY OF CATALONIA
UNIVERSITY OF LA RIOJA	POMPEU FABRA UNIVERSITY
UNIVERSITY OF ZARAGOZA	RAMON LLULL UNIVERSITY
UNIVERSITY OF ALICANTE	ROVIRA Y VIRGILI UNIVERSITY
POLYTECHNIC UNIVERSITY OF VALENCIA	UNIVERSITY OF MURCIA
UNIVERSITY OF JAIME I IN CASTELLÓN	SAN ANTONIO CATHOLIC UNIVERSITY
MIGUEL HERNANDEZ UNIVERSITY ELCHE	POLYTECHNIC UNIVERSITY OF CARTAGENA
UNIVERSITY OF VALENCIA	CATHOLIC UNIVERSITY OF ÁVILA
UNIVERSITY CARDENAL HERRERA-CEU	UNIVERSITY OF BURGOS
UNIVERSITY OF THE BALEARIC ISLANDS	UNIVERSITY OF SALAMANCA
UNIVERSITY OF CASTILLA LA MANCHA	UNIVERSITY OF LEÓN
UNIVERSITY OF ALMERÍA	UNIVERSITY OF VALLADOLID
UNIVERSITY OF GRANADA	UNIVERSITY OF EXTREMADURA
UNIVERSITY OF JAÉN	UNIVERSITY OF LAS PALMAS DE GRAN CANARIA
UNIVERSITY OF MÁLAGA	UNIVERSITY OF LA LAGUNA
UNIVERSITY OF CÓRDOBA	UNIVERSITY OF ALCALÁ
UNIVERSITY OF SEVILLA	AUTONOMOUS UNIVERSITY OF MADRID
UNIVERSITY OF PABLO OLAVIDE	KING JUAN CARLOS UNIVERSITY
UNIVERSITY OF CÁDIZ	POLYTECHNIC UNIVERSITY OF MADRID
UNIVERSITY OF HUELVA	CARLOS III UNIVERSITY
UNIVERSITY OF OVIEDO	COMPLUTENSE UNIVERSITY
UNIVERSITY OF THE BASQUE COUNTRY	ANTONIO NEBRIJA UNIVERSITY
DEUSTO UNIVERSITY	CAMILO JOSÉ CELA UNIVERSITY
UNIVERSITY OF NAVARRA	CEU SAN PABLO UNIVERSITY
PUBLIC UNIVERSITY OF NAVARRA	EUROPEAN UNIVERSITY OF MADRID
AUTONOMOUS UNIVERSITY OF BARCELONA	FRANCISCO DE VITORIA UNIVERSITY
UNIVERSITY OF BARCELONA	VILLANUEVA INTERNATIONAL UNIVERSITY
UNIVERSITY OF GERONA	COMILLAS PONTIFICAL UNIVERSITY