

Master's thesis

International Business Management

2017

Eeva Kokkarinen

VALUE OF VOLUNTEERING

Case: The Finnish Lifeboat Institution



TURUN AMMATTIKORKEAKOULU
TURKU UNIVERSITY OF APPLIED SCIENCES

MASTER'S THESIS | ABSTRACT

TURKU UNIVERSITY OF APPLIED SCIENCES

Master of Business Administration | International Business Management

2017 | Total number of pages 75

Instructor: Laura Strömberg

Eeva Kokkarinen

VALUE OF VOLUNTEERING

Case: The Finnish Lifeboat Institution

Volunteering is present in our lives and it is vital part of modern society. The Finnish Lifeboat Institution has a long history in rescue work and still continuing. The aim of this paper is to investigate the different layers of value. Volunteering consists labour input that generates economic value, social value and private value. Individual wellbeing most not be forgotten for greater good. Moreover, the volunteer work needs the active volunteers that day after day, year after year contribute to this important work.

KEYWORDS:

Volunteering, The Finnish Lifeboat Institution, Coast Guard, Fire department, Social Value, Private Value.

OPINNÄYTETYÖ (YAMK) | TIIVISTELMÄ

TURUN AMMATTIKORKEAKOULU

Master of Business Administration | International Business Management

2017 | 75

Ohjaaja: Laura Strömberg

Eeva Kokkarinen

VAPAAEHTOISUUDEN ARVO

Case: The Finnish Lifeboat Institution

Vapaaehtoisuus on läsnä meidän kaikkien elämässä ja on oleellinen osa modernia yhteiskuntaa. Suomen Meripelastusseuralla on pitkä historia vapaaehtoisesta meripelastustyöstä joka jatkuu edelleen. Tämä työn tavoite on tutkia vapaaehtoistyön arvon eri tasoja. Vapaaehtoisuus alkaa työstä joka kehittää taloudellista arvoa, sosiaalista arvoa sekä henkilökohtaista arvoa. Yksilöllinen hyvinvointia ei pidä unohtaa suuremman arvon tavoittelussa. Vapaaehtoissektori tarvitsee aktiivisia vapaaehtoisia jota päivä ja vuosi toisensa jälkeen antavat panoksensa tähän tärkeään työhön.

ASIASANAT:

Vapaaehtoistyö, Suomen Meripelastusseura, Rajavartiolaitos, Pelastuslaitos, sosiaalinen arvo, yksityinen arvo.

CONTENTS

1 INTRODUCTION	8
1.1 Research Objectives	8
1.2 Research Approach	9
1.3 Volunteering and the importance of volunteering	9
1.4 Volunteering in the Finnish Lifeboat Institution	10
2 MEASURING THE VALUE OF VOLUNTEERING	12
2.1 Labour Input	14
2.2 Economic Value	15
2.3 Private Value	17
2.3.1 Well-being	18
2.3.2 Health Benefits	18
2.3.3 Increasing Skills and Employment	19
2.4 Social Value	19
2.5 Disadvantages of Volunteering	21
3 THE FINNISH LIFEBOAT INSTITUTION	23
3.1 Co-operation with Coast Guard and Fire Department	32
4 RESEARCH METHODS	37
4.1 Data collection	37
4.2 Data analysis	38
4.3 Reliability and validity of the research	38
5 FINDINGS OF THE RESEARCH	40
5.1 Labour Input	42
5.2 Economic Value	49
5.3 Private and Social value for the Volunteers	50
5.4 Disadvantages of Volunteering	53
6 DISCUSSION, SUGGESTIONS AND CONCLUSION	60
6.1 Discussion	60
6.2 Suggestions for Finnish Lifeboat Institution	60
6.3 Conclusion	62
6.4 Subjects for future studies	62

APPENDICES

Appendix 1. Survey for the Volunteers

Appendix 2. Interview Jori Norström, Operations managers, The Finnish Lifeboat Institution

Appendix 3. Interview Petteri Leppänen, Commander, Maritime SAR Adviser, Ministry of the Interior, Boarder Guard Headquarters

Appendix 4. Interview Pasi Markkanen, Fire engineer, North Karelia Fire Department, Interview was held 18.10.2017.

PICTURES

Picture 1. Volunteering Onion (Haldane, 26 2014).....	13
Picture 2. Location of the Associations.	24
Picture 3. Income of the Organisation and Associations.....	25
Picture 4. Expenses of the Organisation.	27
Picture 5. Experts in 12 Sectors.	29
Picture 6. Training Levels.	31
Picture 7. SAR Operations in 2011.	32
Picture 8. Working Closely with Governmental Organisations.	35
Picture 9. Gender deviation of the volunteers	40
Picture 10. Age Deviation of Volunteers.....	41
Picture 11. How many years volunteering in this organization in full years.....	43
Picture 12. Time spend for volunteering at the summer.....	44
Picture 13. Response time	46
Picture 14. Volunteering for other organisations	48
Picture 15 The other volunteer organization that are popular	49
Picture 16. Positive impact on health	51
Picture 17. Reasons for joining	52
Picture 18. If ever wanted stop volunteering.	54
Picture 19 Are volunteers appreciated enough	56

TABLES

Table 1. Reasons for not participating in volunteering (Haldane, 29, 2014).	17
---	----

1 INTRODUCTION

Some things are easily taken as granted, we do not pay so much attention to them as long as they are there. It is the man checking your ticket at the local basketball game, the apple-pie seller at kids-fair in the kindergarten or the children's football coach. They all have one thing in common, and it is not the fact that they are all under-appreciated, they are all volunteering.

In my research part I have used both qualitative method as well as quantitative methods. Moreover, by combining those two I have gained deeper understanding and broader view for my case. Questionnaires for volunteers is the core of my research, after all, I am most interested how volunteering affects them on a personal level. However, it is important to have another aspect as well and therefore, interviews from the Finnish Lifeboat Institution as well as from the public side I got support to the arguments.

There is no doubt that volunteers in the Finnish Lifeboat Institution are valuable. But how important they really are, and how can we measure the value?

1.1 Research Objectives

If organisation can demonstrate the value of volunteering to a funder it would definitely help to attract funding. Furthermore, if we can show that each €X invested in the volunteering generates a value of €Y. The aim of the research is to find out the social and economic value of volunteering in a way that it would benefit the organisation.

I personally feel that volunteering is underrated. With this research I want to bring up the importance of volunteering. I am interested in the scale of volunteering and in the added value. In today's world money is important and I am trying with this research to find out the economic value. However, it is the people, the volunteers, which deserve credit as well. I want to know what drives them to give and what do they receive from it. Obviously they are volunteers so

they are not receiving any monetary compensation but could it be that they are actually receiving something even more important and valuable.

As a mother of two I often feel like I do not have enough time to get to the supermarket or brush my teeth in the morning. And at the same time there is a whole army of volunteers that are giving so much of their own time to the organisations and to the community. But just how much time are they giving and how much work are they actually getting done, I hope to find more about that.

1.2 Research Approach

First there is the literature study in order to gain understanding for the concept of Volunteering and different aspects related to it. It was crucial to gain understanding for Volunteering before starting with the interviews and questionnaires. The theoretical background together with the collected data are weaved together for conclusion of the study.

1.3 Volunteering and the importance of volunteering

Volunteering is open for anyone, regardless of age, social status or place of living. United Nations Volunteering Program defines volunteering with multiple factors such as:

- Volunteering is a question of personal choice
- It is unpaid but it would not replace paid labour

The result of research indicates that 36-37% of 15 to 74 years old have contributed to volunteering in some way. Furthermore, the most popular field of volunteering is sports, social sector and health sector. Hence, activity towards children and youngsters, religious activity and actions for the neighbourhood are really popular as well (Salomon et al., 2011).

While I was writing my thesis the local newspaper Salon Seudun Sanomat wrote about volunteering and how it is made possible with new ways. In 2017, it is Finland 100-years celebrations and OP-group has decided to give our country a present of 100 years of volunteer work. The local OP the Lounaismaan Osuuspankki has offered the possibility for its employees to spend one full work day for volunteering. Moreover, the OP-Group has opened a service where all the volunteer organisations can find new volunteers. It is targeted to be a meeting place for organisations offering the volunteer work and the people interested in volunteering (Henttonen 2017, 12). Because let's face it even when people feel that they would like to volunteer it is not easy to find a organisation that fits for you. I think it is great that company is giving the possibility for its employees to do volunteer work. Plus it is totally voluntary so you can just do your job instead.

You can only measure something which you can define at first. The ILO, The International Labour Organisation defines volunteering as following: *"Unpaid, non-compulsory work; that is, time individuals give without pay to activities performed either through and organisation or directly for others outside their own household"*. Moreover, this includes formal volunteering done in groups, clubs or organisation and it is rather easy to measure. The other form of volunteering is informal which can be done through any arrangement and is harder to measure. (Haldane, 2014). In my work, I am only concentration to the formal volunteering.

1.4 Volunteering in the Finnish Lifeboat Institution

The Finnish Lifeboat is not a new organisation. Moreover, it is celebrating 120-years in 2017 so it is older than independent Finland. In my research part I am investigating the organisation and its volunteers. The organisation has about 1300 volunteers all over Finland. Additionally, those volunteers assist approximately 3000 people annually. From the rescued 3000 people, 20 to 30 people would not stay alive without the help.

The Finnish Lifeboat Institution is also a member of the International Lifeboat Federation called ILF (www.meripelastus.fi). So Finland is not the only country with this kind of service provided by volunteers and even Åland has their own similar organisation. However, the structure in Finland is much more different compare to the other countries. In most of the counties like Sweden, Norway and UK they have one organisation and the volunteers are working on stations. Moreover, they do not have any associations. This means that money and administrative tasks are all handled in one place. When compared to Sweden, Norway and UK, Finland is the only country where volunteers need to collect their own money for the operations and manage the administrative work like annual meetings and book-keeping.

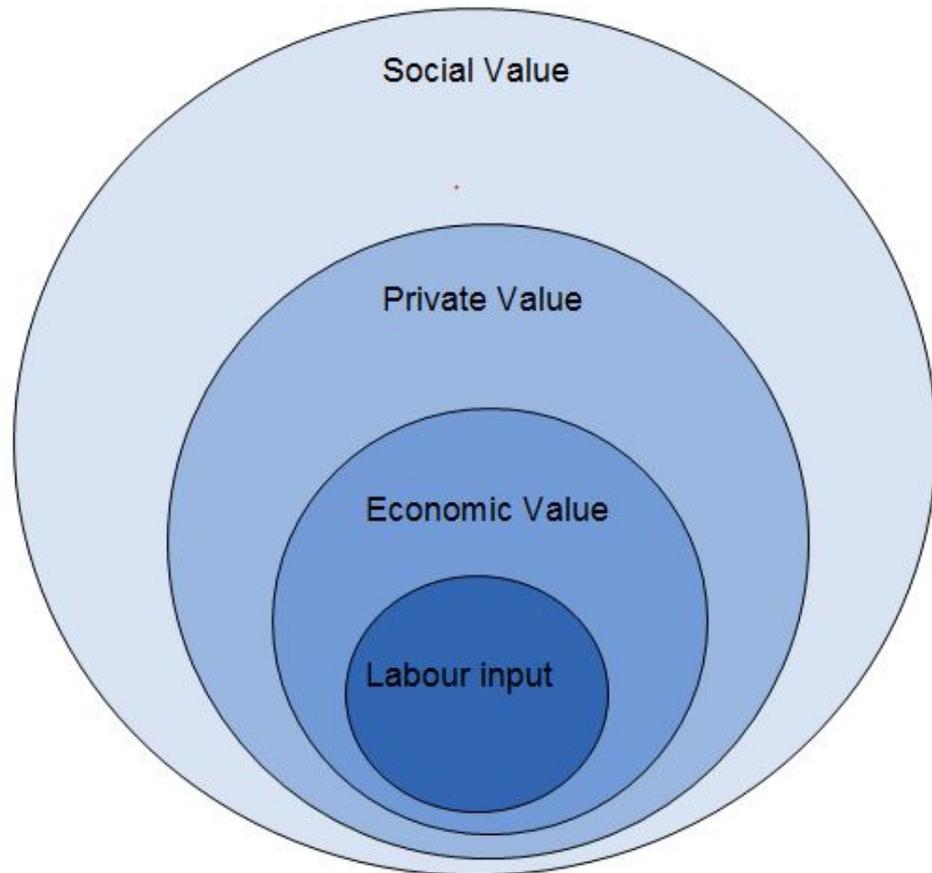
The Coast Guard in Finland is also operating in very different way compared to the Coast Guard of Sweden, Norway and UK. In Finland the Coast Guard is handling the SAR, Search and Rescue, action on sea frontline and also at the coast. However, in Sweden, Norway and UK the volunteers are responsible for the SAR activities on the coast and the Coast Guard is responsible for the sea frontline. Moreover, in those countries the Coast Guard is more military organisation than in Finland. Bear in mind that the volunteers are never official authorities and they never patrol.

2 MEASURING THE VALUE OF VOLUNTEERING

All the benefits gained from volunteering are potentially large. Moreover, they are most certainly under-appreciated and not well measured. In the previous chapter I demonstrated the extent and importance of volunteering. However, volunteering is not part of the official GDP. GDP is the only available form to measure goods and services the economy produces. The speech by Andrew G Haldane he argues that there are other more relevant indicators to be used when measuring the welfare of society more generally. He also points out in his speech that there have been recommendations about shifting towards measures of economic well-being instead of measuring the economic production.

Surprising news for me was that volunteer organizations rarely undertake social cost-benefit analysis. I feel it is important to evaluate your activities. However, it might be expensive to make these studies and the organisations do not have enough money and resources to be spend.

The picture below from Haldane shows all the layers of volunteering. These are the things I am going to focus on in my thesis.



Picture 1. Volunteering Onion (Haldane, 2014, 26).

The Labour Input is the core of the onion, everything starts from that and it is requirement for all the outer layers. Although, everything cannot be measured in money, it is interesting and important to find out the economic value. The private value is the one that fascinates me the most. It is hardest to measure but in the end I think here we find the reasons why people volunteer in the first place. Moreover, I am interested to see what kind of benefits people recognize. Social value is the outer layer of the Onion. I guess many of the inner layers are linked to this one. The range of values the volunteering brings is just enormous.

Although the onion seems like a perfect way to demonstrate the different layers of value it has its limitations. The economic, private and social value are not totally distinct since private benefit from volunteering, the reason why people volunteer in the first place, might create economic value. Measuring the value becomes harder in the outer layers of the onion. For measuring the social value we only have piecemeal evidence. Moreover, none of the layers are captured in any official statistics such as GDP. Therefore the value of volunteering relies on the secondary statistics which often are non-official. (Haldane 7, 2014).

2.1 Labour Input

Volunteering can be formal and informal volunteering. The formal volunteering is always done through clubs, groups or organisations. Therefore the formal volunteering is much easier to measure (Haldane, 4, 2014). The informal volunteering is not so visible and it can be done through any arrangement. For example, helping neighbour or family members.

The article “Measuring the Economic Value of Volunteer Work Globally” compares the global volunteering workforce to the adult population of the world’s largest countries. Furthermore, Volunteer-land would be the world’s second largest country when measure by population, behind only China. Enormous amount of people are contributing to volunteering, however, it also has a large economic force. Again, if it would be a country the economy would be the seventh largest in the world. Moreover, it would mean 2,4% of the entire global economy. It is difficult to understand the importance and extent of volunteering. However, if all volunteering would suddenly disappear it would equal to 40% of the world’s construction industry. (Salomon et al, 2011).

2.2 Economic Value

Eleanor Braw, 1999, in her article speaks really well about the economic value of volunteering and why it is not so easy to convert into cash. We could easily take the information on the activities and hours performed by volunteers and multiply with the salary of paid worker. That way we could get a value of volunteer time. However, volunteers are not getting paid for their work and therefore it seems that the volunteering is creating value to the volunteers and to the organization (Brown, 5, 1999). Moreover, which salary should we use the normal salary that the volunteer gets, perhaps the salary of the worker who is doing similar work or the average salary in Finland? All of which would most likely result different kind of result. In this case I feel that it is important to recognise whose economic value we are evaluating.

‘Replacement cost’ would mean that approach is when we find a close substitute for the non-market services, the volunteer work. We get the wage of a paid worker doing roughly the same job as the volunteers. As a result we get how much it would cost to hire someone to do the work of the volunteers. ‘Opportunity cost’ approach is when we determine the value of the time that the volunteer could spend in his/her regular work if he/she was not volunteering. These two approaches are called ‘observed market proxies’. The second type of proxy is ‘declared market proxies’. Moreover, if the output of the volunteer work, the service, were no longer available for free how much would people be prepared to pay. Basically estimating what the volunteer effort is worth to the person using the service. These proxies are needed in order to present the value of volunteer work. (Salomon et al, 223, 2011).

Brawn, 1999, points out that volunteers are not as productive as paid workers since money is seen as powerful motivator for workers to perform well in their tasks. Moreover, it is also said that volunteers would have lower level of training. Later in the thesis we will discuss more on what is the training level in the example organisation, The Finnish Lifeboat Institution. Although the task – specific training for the volunteer work might be low, there is evidence that

volunteers on average are more educated than the rest of the population (Brown, 9, 1999).

Some might argue that putting a € sign for volunteering is distasteful and dismissing the idea and experience the volunteering brings. Moreover, the commitment as well as personal, social, community and environmental benefits are important but difficult to measure. (volunteerscotland.net). Money is helpful indicator on the contribution that the volunteers make since we all can relate to it. I mentioned in the beginning of the thesis that Volunteer organisations rarely makes surveys on the benefits and value their volunteers bring. However, it might help to attract funding when organisation would be able to demonstrate the value of volunteering. In 2014 the Scottish Household Survey has done just that. With the survey they calculated the volunteering effort in Scotland and estimated that formal volunteers contributed £2.6 Billion to Scotland's economy (volunteerscotland.net). In Euros that would make 3.05 billion. The population of Scotland at the moment is about 5.3 million (scotland.org) and the population of Finland is 5.5 million (vrk.fi). I just wonder how much the volunteers in Finnish might be contributing to our economy.

It is not easy to evaluate the value of volunteering. For volunteering there is no market-determined price which could automatically stand as a proxy for the value of volunteering. Moreover, the volunteers do not get paid for their work so there is no market-determined indication of the value that is placed on their work. Sometimes it might be hard to sort out the volunteer share of the output and often the output created by volunteers is also non-market. (Salomon et al, 222, 2011).

The volunteer Scotland has created really simple approach for organisations to calculating the economic value of their volunteers. Although, this is not taking into account all the other positive benefits created by volunteers they should not be forgotten. (volunteerscotland.net). Volunteering is great and I love the fact that so many people is doing it. However, it is really important to keep in mind that the volunteering is not a way to save in costs and should not be the main motivation for involving volunteers (volunteerscotland.net).

There is no doubt on the fact that volunteering is important and has a huge economic value. Money collections are also typically arranged by volunteers. Some people prefer to give money rather than their own time. I think that is perfectly fine and both of kind of volunteering is important.

2.3 Private Value

This is the second layer of the volunteering onion. There has to be some private value in volunteering what makes people do it. I personally do not believe that people would volunteer for economic reasons. Moreover, they need to gain something for themselves in personal level. Andrew Haldane mentioned in his speech that in 2006 a Helping Out Survey of volunteers found a wide range of benefits such as enjoyment, satisfaction and achievement, meeting people and making friends, broadening life experience, boosting confidence, reducing stress, improving physical health and learning new skills.

Enjoyment and satisfaction ranks high across all volunteer types but the balance of benefits differs across individuals. For example, young people are more likely to emphasize the importance of acquiring new skills and enhancing employment prospects. However, older volunteers highlight the benefits from increased social interactions and improved health. (Haldane, 11, 2014). The benefits mentioned earlier fall into three categories: *enhanced well-being, health benefits and skills and employment*.

Table 1. Reasons for not participating in volunteering (Haldane, 29, 2014).

Work commitments	60%
------------------	-----

Doing other things with spare time	34%
Looking after children /the home	31%
Studying commitments	14%
Not knowing any opportunities to help	14%
Not knowing of any groups needing help	14%
Looking after someone elderly or ill	3%
Feeling too young	1%

2.3.1 Well-being

It is said that helping others make people more happy (Meier et al., 2, 2004). The study made by Oswald et al. shows that there is a link between happiness and productivity.

Trotter et al. has based their survey on conducted a clear ranking on factors which matter for well-being, health (physical and mental) as well as employment prospects are at the top of the list. Surprisingly volunteering is the next in the list and volunteering has a similar place as playing sports. More common things to us like watching TV is really close to the bottom of the list so it is not good for our well-being.

2.3.2 Health Benefits

Health and social care costs in Finland in 2013 were 19,6bn (stm.fi). Moreover, those costs increase every year and therefore, anything that improves the health, even a little bit, can make a huge difference to social welfare. Mental health is something which has been in headlines for quite some time already. It seems that mental health problems are more common these days. Although, I

do not know why mental health problems are more frequent, but one reason might be stress. Volunteer work is said to reduce stress so it might have a positive impact to the mental health.

Mental health issues are one major cost in health care. Another large section is older age groups. Remaining active and socially engaged has a huge impact particularly for older age groups. In his speech Andrew G Haldane refers to a systematic review of the international literature studies of the impact of volunteering on mental health.

2.3.3 Increasing Skills and Employment

In his research Oswald provides evidence that happiness makes people more productive. However, there is no strong evidence on the impact of volunteering on employability. Most likely not all types of volunteering will lead to better employment outcomes. There might be potential benefits for employers, as well as for their employees. Research has found that many managers believe that that workplace skill can be gained from volunteering. (Haldane, 11, 2014).

Volunteers, without a doubt, learn new skills. Whether they benefit from the skills by employing better is hard to say. However, learning new abilities and skills can never harm you. It is said that by giving you receive. By volunteering you truly receive more than we even realise.

2.4 Social Value

Profit focused company can look the financial details to check if activities are working. However, organisation which seeks to create improvements in society needs a measure its social impact. (Trotter et al, 6, 2014).

The social value of volunteering is one of the key elements of this thesis. Again, Haldane has a great example in his speech, "consider a volunteer who helps out a charity providing support services for the homeless. Is the value of this

activity captures by the hours spend volunteering? By the amount it would have cost to hire that person to provide that help? By the amount that person themselves benefit from volunteering?” Those are that aspects mentioned earlier and they are large and important. However, the value society should place on this activity is highly under-estimated. The homeless comes with wide range of costs for society generally, the reduction in employment and income aspect, the risk of criminal activity as well as addictions to drugs and alcohol, and not to forget the costs for health care caused by physical and mental health problems. Therefore, the social value created by reducing homelessness might be significant compared to the cost of labour input to volunteering. (Haldane, 13, 2014).

In 2013 a volunteer economists from Oxera Consulting together with a charity called CenterPoint conducted a study to know the social benefits of their work with the homeless. Moreover, the Oxera team sought to capture the benefit of reducing homelessness by for example gets young people employment or training, and treating their mental health issues. The study says that from every 1£ spend by CenterPoint there was social benefits of at least 2,40£. The return on investment is 140% over a five year period. (Haldane, 13, 2014).

In 2011 Juhani Laasanen has made a survey about the impact of volunteering to the national economy. When calculating the impact of volunteering to the national economy the basic assumption is that the work would be transferred to the public sector. In his study Laasanen is using model created by Ruralia-Institution and it is called Reg-Fin. In order to use that model certain variables are needed. (Laasanen, 11, 2011)

The variables needed for the Reg-Fin –model are things such as the hours spend for volunteering and the total amount of money spend. From this information average hourly cost of volunteers can be calculated. There also needs to be a public sector operator from the similar field and their hourly cost and hours done. With those variables you can calculate the relation between the hourly cost of volunteers and hourly cost of the public sector operator. (Laasanen, 11, 2011). The Reg-Fin –model gives the result on how much more

money the government would need if the volunteer work would be stopped and the work should be organised by public sector. This model truly gives us the social value of volunteering. The Reg-Fin –model is just one of the many ways of determining the value of volunteering.

The results of the volunteer work also require money. Meaning that even though the volunteers do not get monetary compensation from the work they have done money is still needed for organizing the work. Most common expenses are training, supplies, recruiting and organizing. (Laasanen, 9, 2011)

2.5 Disadvantages of Volunteering

As stated in the beginning volunteering is done voluntarily since it personal choice. However, there is such this as mandatory volunteering. In these cases the volunteers are volunteering in order to fulfil the requirements of third party. Mandatory volunteering takes place for example in schools where students and parents are required to participate in volunteering.

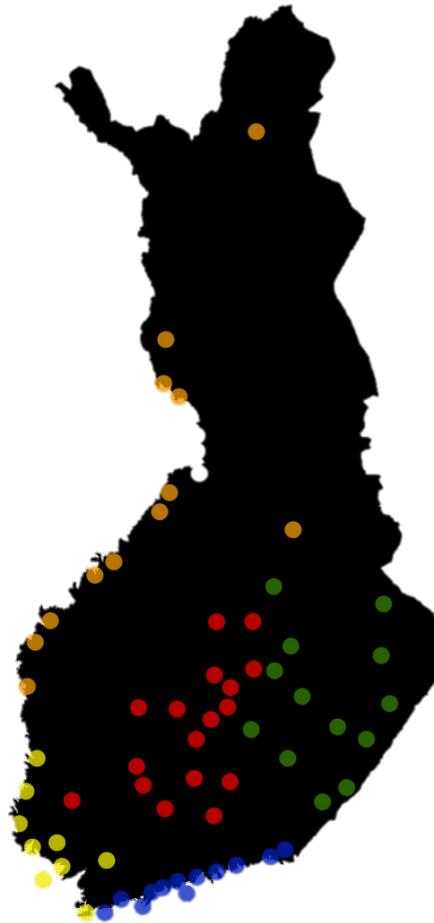
Especially this compulsory volunteering is said to be bad especially for the health. Might be that the person has already long hours at work or has a lot of responsibilities at home and this forced volunteering might affect health, motivation, productivity and cause exhaustion (bccvolunteering.wikispaces.com).

Many voluntary organisations also has mandatory administrative task such as secretary, chairman and financial manager. Moreover, since they are registered associations they need to have certain meetings held annually. Those positions of responsibility cause extra hours of work which in the end is rather different from the actual volunteering tasks. Might be that year after year these tasks pile up for the same people. This might cause that people get fed up with volunteering and give up the whole thing. This is something that associations should pay attention to since no-one should have too big burden. We often have paid-jobs to do and family to take care of and the volunteering should not result other areas of life being neglected.

Depending on the area of operation the volunteers might get into various situations. The volunteers of the Finnish Lifeboat Institution are focusing on helping and assisting people. As said earlier they have 1600 missions annually where they assist 3000 people and save 20-30 people from certain death. In that amount there must be some hard and intensive cases as well. Moreover, the physical and psychological well-being of volunteers should not be forgotten. In organisations like the Finnish Lifeboat Institution are keeping the volunteer active so I guess the physical well-being is taken care. But what comes to the psychological well-being is often forgotten. The Finnish Lifeboat Institution is part of VaPePa Voluntary Rescue Service. They have qualified people to help with psychological well-being. However, is it right that volunteers are piling the work of other volunteers? Either or I think it would be important to have an action plan ready for those situations.

3 THE FINNISH LIFEBOAT INSTITUTION

This year the Finnish Lifeboat Institution celebrates its 120 years in voluntary rescue work. The organisation was founded in 1897. It is the roof organisation for all the rescue associations around Finland. Moreover, there are 62 rescue associations in Finland, from Hanko to Ivalo. They are located in the sea areas as well as at the lake districts, see the picture below. The Finnish Lifeboat Institution is non-profit organisation and their mission is to save lives and assists people at sea and inland waters. Furthermore, another aim of the organisation is to promote safety at sea and good seamanship. The rescue work is based exclusively on the contribution of volunteers. The total number of active volunteers is proximately 1.300. However, the total number of members in the associations is over 20.000. Moreover, typical member is a boat owner who has a membership in one of the associations plus Trossi service.



Picture 2. Location of the Associations.

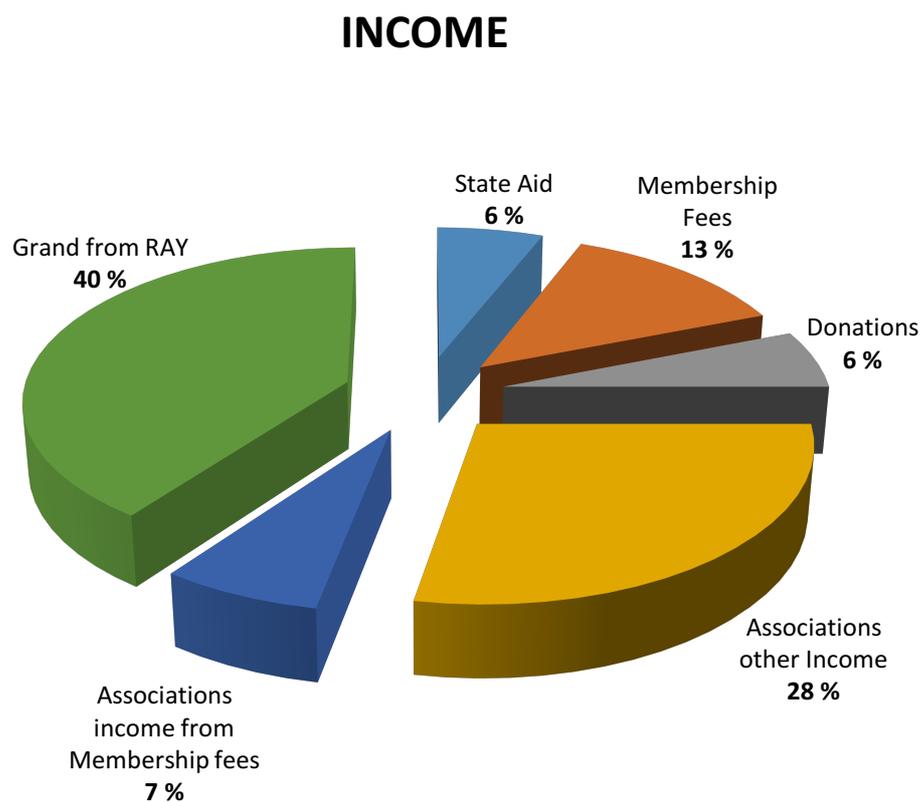
The picture above shows how widely the operations has spread. Moreover, each association has one station but they operate in large areas. Finland is divided into five operational areas Gulf of Finland (blue), Archipelago (yellow), Gulf of Bothnia (brown), Päijänne (red) and Vuoksi (green). Those operational areas act close together in areas such as training.

In the Gulf of Bothnia there is more and more pressure for volunteers. Government is saving money and therefore Coast Guard is downsizing its operations in the north. The state of readiness is significantly lower outside of office hours.

The boats used by the organisations belong to the Finnish Lifeboat Institution and there are 135 boats around Finland. Annually they complete approximately 1.600 missions and rescue 20-30 people from certain death.

As mentioned earlier, the Organisation is non-profit organisation and the biggest supporter used to be RAY, Finland's Slot Machine Associations, nowadays called Veikkaus. However, the organisation has multiple smaller funders and donators, firms and individuals. Every donation is equally important and every Euro is spend into important work. The funders of the Associations are typically from the region where they operate.

In the next picture we have the income of the organisation. I could imagine that this is typical situation for many volunteer organisations. The money is gathered from multiple sources.



Picture 3. Income of the Organisation and Associations.

The chart above clarifies where the money is coming from. The associations' income is also included in the chart since that money is used directly to the operations locally. Moreover, associations' income is on total 35%, 7% comes from the membership fees and 28% is other income. Furthermore, the other income is for example donations from individuals, aid from the city or aid from the local fire-department. Although Finnish Lifeboat Institution collects the membership fees certain percentage is always returned to the associations.

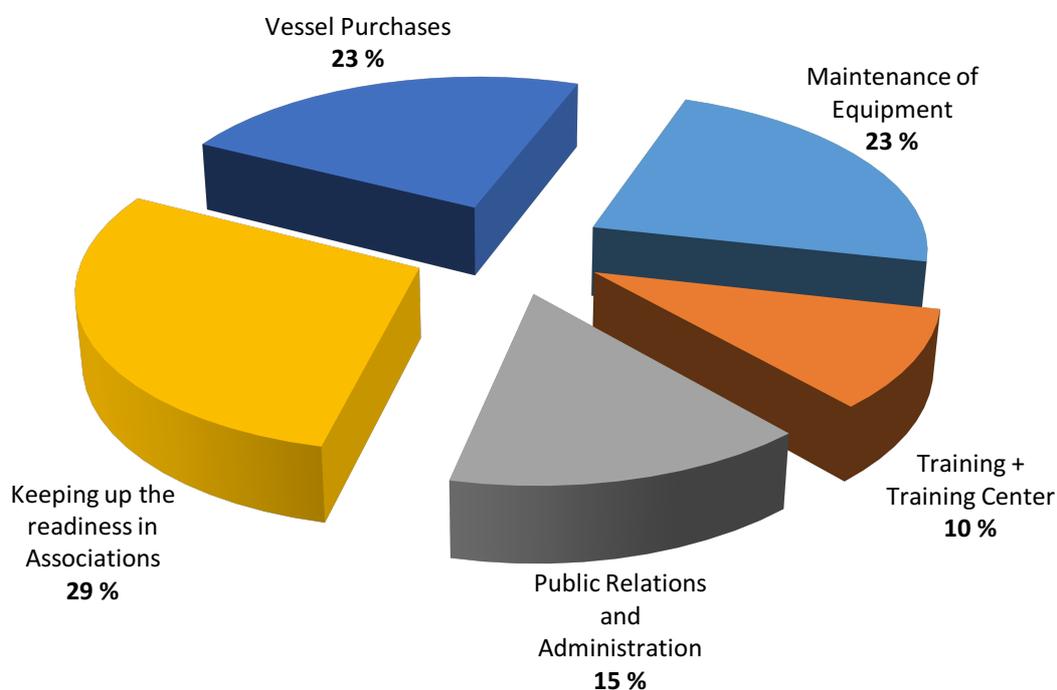
The 65% of the total income is coming to Finnish Lifeboat Institution. The RAY, currently called Veikkaus due to the merge of different disciplines, is the biggest funder of the operations. Moreover the grand is 40% of the total income but it is 62% of the income coming to the Finnish Lifeboat institution. The Finnish Lifeboat Institution is heavily leaning on the money received from Veikkaus. The aid received from them is not fixed and it changes from year to year. I could see potential risk here.

State Aid used to be aid collected from commercial ships. However, due to a change in legislation this aid has changed a bit and from now on the aid is coming from Coast Guard. The Lifeboat Institutions portion from membership fees is 20%. I already mentioned Trossi-service earlier. However, Trossi is a major part of the membership fees and it is said to be the main form of income in the future. Donations has significant role in the income that the organisations receives.

The income of the Associations is a bit different compare to the income of The Finnish Lifeboat Institution. Every euro from Associations income is spend to the actual operations to things like operating costs and maintenance of the boat and fuel. Bigger reparations of boats are paid by the Finnish Lifeboat Institution.

A large organisation has massive expenses as well. In this picture the yellow slice 29% is the expenses of the associations and the other slices are the expenses of the Finnish Lifeboat Institution.

EXPENSES



Picture 4. Expenses of the Organisation.

As I mentioned earlier the income of the associations is going to the operations locally and to keeping up the readiness. The expenses of Finnish lifeboat are going to the “support” activities. New vessels are being purchased and those are expensive but truly important acquisitions. Although new boats are being bought there are a lot of old arsenal which needs constant maintenance and repairs. Also the boats need to have required equipment on board, such as fire equipment, first aid equipment, tools for technique problems, life suit and of course life jackets.

The Finnish Lifeboat Institution is organizing trainings for the volunteer. It takes money and time to plan and organise everything. The courses are typically held in their own training centre Bågaskär and they last several days. The volunteers joining the courses are accommodated and feed during the courses.

The Finnish Lifeboat Institution has nine paid employees;

Managing Director is responsible for the cooperation with the interest groups as well as all the stakeholders. He also executes the decisions made by the board.

Operations Manager takes care the operational readiness of the organisation. He is also maintaining the cooperation together with the public authorities.

Technical Manager is handling everything related to purchasing new vessels and equipment. He is also responsible for the technical training for the volunteers.

Financial manager in charge of the flow of money and all the required paperwork related to that.

Communications Manager is organizing the fairs where the organisations participates and is in charge of the magazine.

Training Manager is planning and running most the trainings in the organisation. He is making sure that everyone, volunteers and the associations, are faithful to the training system.

Craft Inspector makes the inspections to all the vessels. He is also responsible for the technical maintenance of the existing vessels.

Membership Coordinator is looking after the needs of the members. Not just the volunteers but the ones that are members in the associations but not actively involved. Those are for example Trossi-members.

There is also a Host for the Training Centre.

The volunteers are also heavily involved in many projects. The Finnish Lifeboat Institution has workgroups for such things as training, vessels and etc.

Public relations includes for example the different the fairs they participate. Boat Fair in Helsinki on February in the most important fair to participate. They also have a magazine for their members. As mentioned earlier they have over 20.000 members around Finland.

The work done in the Organisation is so much more than it might look like for outsider. It is a puzzle with multiple pieces. The volunteers are giving so much of their free time to the rescue work and much more. The picture below shows the 12-different area of expertise.



Picture 5. Experts in 12 Sectors.

Safety comes first in everything. Everyone needs to learn the basic knowledge and qualifications of safe boating. The volunteers are also spreading the knowledge of safety on water in different events.

Management is part of the volunteers training system. The educational system is aiming to the commander status on the boat. However, management tasks are present in other levels of training system.

Seamanship skills are thought to every volunteer.

Navigation is important skill and volunteers need to be able to navigate even in difficult circumstances.

Message part means the usage of radiotelephone. This is also thought to all the volunteers since it is important to know the official way of communicating through radiotelephones.

Rescue and helping people is where all the qualifications are aiming to. There is also course called the rescue technique.

Fire Fighting is important part of the rescue and helping others. All the boats have fire extinguisher equipment and special courses are also held.

Search and Rescue is ultimately the purpose the organisation and its associations.

First Aid courses are held. Also practical trainings in the associations are arranged in order to sustain the knowledge.

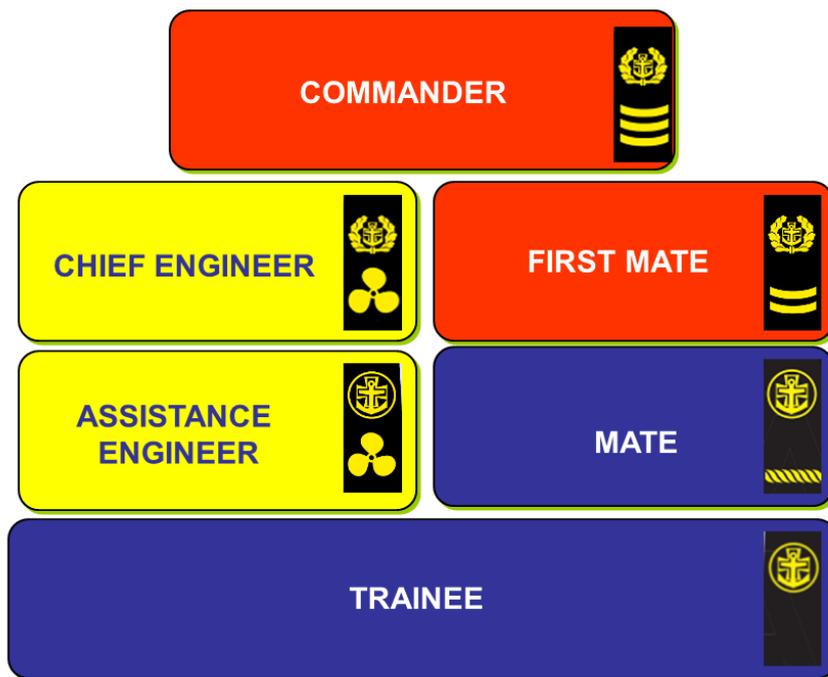
Support Operations is about teaching the volunteers to handle different kinds of situations.

Technique is deeper knowledge about the technology, engine and electricity of the boats.

Maintenance of the vessels belongs to the associations. It is important that they are responsible for keeping the vessels in good shape so that they are ready for missions.

Volunteers do not need to be experts when they start. Knowledge from the different fields is gained on the trainings and on actual missions. Open mind and the desire to learn new things is what matters the most.

The picture below show the training levels on the Finnis Lifeboat Institution. It does not mean that all of these would be required on board before the boat can even move. This is just give more information about the training system in the organisation.



Picture 6. Training Levels.

In the beginning of the volunteer career everyone participates on the Trainee course in order to get all the basic knowledge. Only after completing the course one can join the crew and is called the trainee. Trainee needs to gain certain amount of experience and hours before can continue to the next level.

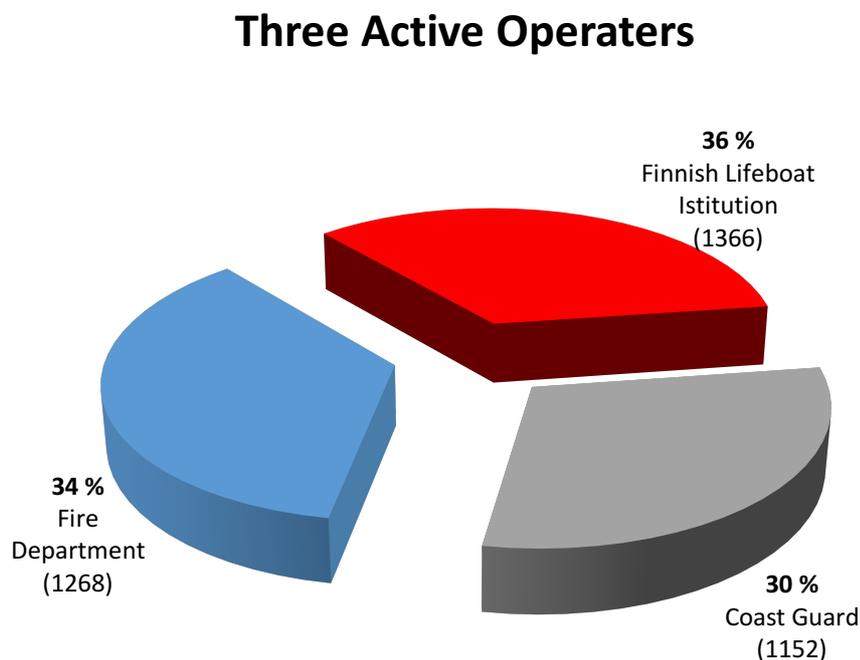
On the second level comes Mate and there is also possible to gain extra knowledge on the engineering. After the Mate comes First mate and deeper knowledge on the engineering for the ones that wish to do so. And the last on the top is the Commander. Although I mentioned earlier that commander is the position where the training systems is aiming at not everyone can or want to be commanders. Commander is in charge and she/he has all the responsibility.

The training- and vehicle inspection systems are taken into account in the national legislation. Moreover, this means that the Finnish Lifeboat Institution has dispensation on the manning compared to the law on the manning in merchant ship in Finland. They are also allowed to inspect their own vessels.

Plus the training system in Finnish Lifeboat institution gives a lot of important knowledge and it is excellent base if targeting for professional.

3.1 Co-operation with Coast Guard and Fire Department

The Finnish Lifeboat Institution is an important partner for Coast Guard and Fire department. The picture below shows how the mission was divided between the three operators in 2011. Coast Guard is handling the mission on the sea areas and they had total of 1152 missions which is 30% from the total. The Fire Department handles the mission in inland waters and they had a bit more work to be done overall 1268 missions so 34% from the total. The Finnish Lifeboat Institution was the most active operator with 1366 missions and it is 36% from the total amount.



Picture 7. SAR Operations in 2011.

The picture shows that the volunteers had the largest share of tasks in 2011 and they do not even get paid for what they do.

Coast Guard is the leading SAR, Search and Rescue, authority and responsible for coordinating all SAR activities at sea. In Finland, maritime SAR services are under the Coast Guards responsibility and they are led from the coordination centre in Turku and Helsinki. Although there are multiple authorities operating at the sea areas, such as Police and emergency service, Coast Guard and Volunteers of Finnish Lifeboat Institution are the only authorities patrolling.

The Maritime Search and Rescue (SAR) service helps people at the sea. However, SAR typically does not include the salvage of property, such as ships and vessels. Moreover, that service is usually provided by private sector such as the Finnish Lifeboat Institution. Assisting ships and vessels is one of the Coast Guards main tasks. Furthermore, they undertake number of other activities as well such as accident prevention, search and rescue, medical consultation, and patient transport from Finland's sea areas and islands. (www.raja.fi)

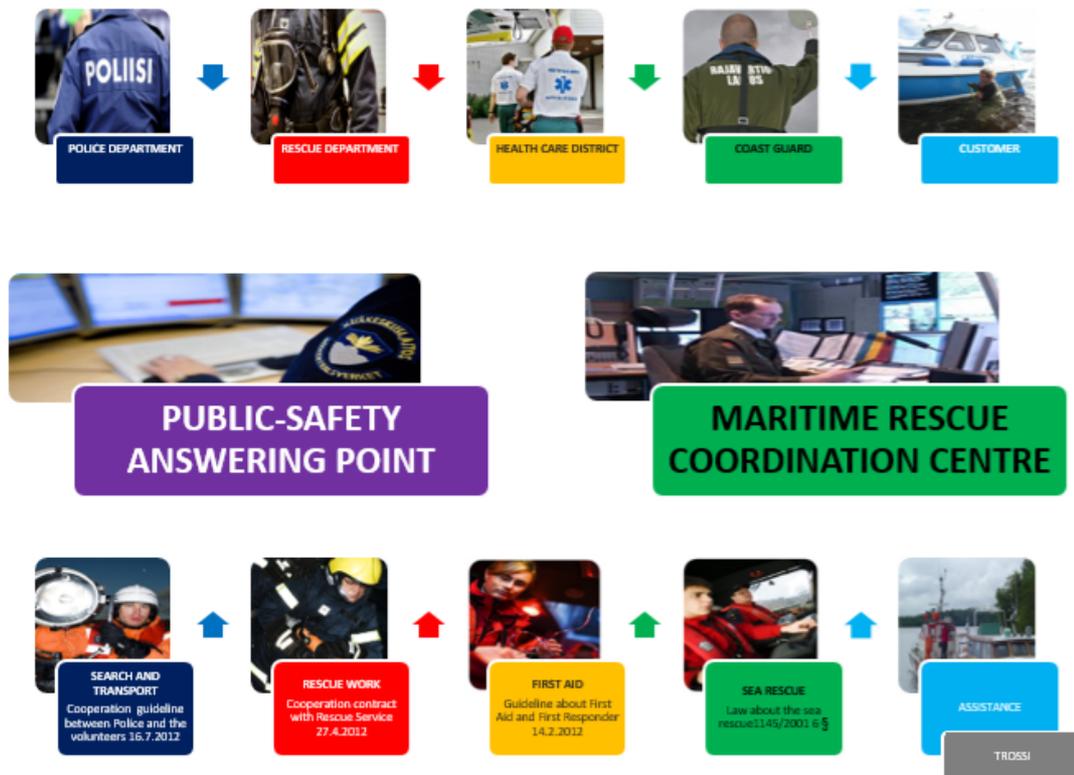
SAR is included in multiple laws and regulations. The International Convention on Maritime Search and Rescue (89/1986) sets the minimum requirements for a national maritime search and rescue function. SOLAS, International Convention for the Safety of Life at Sea, contains rule for a general duty to provide maritime SAR services. Moreover, Finland has concluded bilateral agreements with Estonia, Russia and Sweden. The aim of the agreement is to clarify areas of responsibility and arranging maritime SAR cooperation. In the national law the Maritime Search and Rescue Act (1145/2001). It covers the search and rescue of persons in need at sea and relevant first aid and radio communications. (www.raja.fi)

Coast Guard is operating under the Ministry of the Interior. Volunteers and other organisations contributing to the SAR activities in accordance with their own rules and regulations.

The Maritime Rescue Coordination Centres, MRCC, are often compared to the Finnish Emergency Response Centres. However, Emergency Response Centres are tasked with receiving emergency calls and sends the required units in accordance with the emergency response plans devised by the relevant authorities. The command centres are additionally responsible for communications and operational coordination.

So the Coast Guard is only operating at the sea areas and the thousand lakes are on Fire Departments responsibility. As the picture above shows the Fire Department were only slightly less active when compared to the Finnish Lifeboat Institution.

The next picture shows cooperation with the governmental organisations. Typical start for any volunteer operation is that the customer calls 112 and the calls are connected to the Public-Safety Answering Point, or they call to the Maritime rescue number and the call is connected to the Maritime Rescue Coordination Centre. Or the customer might call directly to the Finnish Lifeboats Institutions own Help-line.



Picture 8. Working Closely with Governmental Organisations.

The Finnish Lifeboat Institution is part of network called the Voluntary Rescue Service Vapepa. It is a network of volunteer helpers from 52 different organisations. Police has an agreement with Vapepa and therefore the Finnish Lifeboat Associations might get a mission from the Police directly. Moreover, in most of the cases it would be search or transport aid for the Police.

Fire Department is responsible for the missions on inland waters and it has direct agreements with associations operating on lakes. Those missions come through 112, the public-safety answering point and those missions are search and rescue missions.

Healthcare District has direct agreements with some of the associations. Moreover, in those missions at least two of the volunteers need to have training

on first response. First response is much more than first aid. First aid is part of the training system and the skills needs to be up to date for all the volunteers.

Coast Guard is responsible for the mission on the sea areas just like fire department is responsible for the missions on the inland waters. The calls come to the MRCC, maritime rescue coordination centre. MRCC makes the decision on whether the mission is handled by Coast Guard or by the volunteers.

The Finnish Lifeboat Institution also has their own help-line where customers can call directly. This help-line is rather new and it was introduced in 2016.

4 RESEARCH METHODS

Data was collected both in qualitative and quantitative way. The questioner for the volunteers presents the quantitative part of the research. The aim was to get as much answers from the volunteers as possible. In total 304 volunteer answered for the questioner which was done online via Webropol. The qualitative research was done with the presentative from the Finnish Lifeboat Institution, Coast Guard and Fire Department.

4.1 Data collection

The data from the volunteers where gathered with semi-structured questionnaire, quantitative approach. Some of the questions where more open giving the volunteers change to speak of their own mind. The link to the questionnaire was open a bit over a month and in total 304 volunteers answered it. At the beginning of the questionnaire I had a little introduction of myself and why I am doing this survey. The survey was totally anonymous. I wanted to keep the question simple to avoid miss interpretation of questions.

Due to the fact that the questionnaire to the volunteers had relatively many open questions I have surprising amount of data to be analysed. Moreover, I am not familiar with making questionnaires and afterwards I realise that I should of have more ready options rather than give the possibility to write the answer by them self. Furthermore, I got over 80 pages from the survey. On the other hand I feel grateful that people took the time to answer and also wrote down things that they had in mind. Those answers I were able to use in the interviews done later.

Since my aim was to get the deeper insight I wanted to use qualitative approach as well. Moreover, I was able to get more deeper understanding. All of my interviews were made via email since it seemed to be more flexible way of contacting my interviewees. My first interview was made after I had analysed a little the first results from the survey answered by the volunteers. Since I am

doing this project to the Finnish Lifeboat Institution I needed to have their aspect as well. I wanted to interview someone who has been in the organisation for long time and knows it thoroughly. Therefore I choose to interview the Operations Manager, Jori Nordström. Jori has worked for the Finnish Lifeboat Institution since 2000, first in the field of training and since 2005 in his current position. Moreover, he has been a volunteer since 1987 and is still continuing. I also interviewed person form the Finnish Coast Guard and Fire department.

4.2 Data analysis

I first gathered the data from the questionnaire. Based on those answers it was lot easier to have the interviews. Moreover, I was able to go through with them some of the answers from the volunteers and ask for their point of view.

For my data collection, I am using a Mixed Methods approach where I use both quantitative method as well as qualitative method. However, timewise this mixed method has its own weaknesses. Naturally, two different research approach takes much more time. However, in my personal option in this particular work I were able to get so many different viewpoints by including these two approaches.

With the Mixed Methods approach I were able to get plenty of responses form the volunteers but also deeper insight with the interviews. I believe that this gave more layers as well as interest to the work.

4.3 Reliability and validity of the research

The questionnaire was send to all the active members by using email group. All together there are 2553 active members in the associations. I received 304 answers. Moreover, the answering percentage was for the questionnaire was 8.4%. With a questionnaire, there is always the change that people interpret the questions in a different way. Moreover, the is no change to go through the

questions and make sure there is common understanding. However, the questions were short and simple to avoid misconceptions.

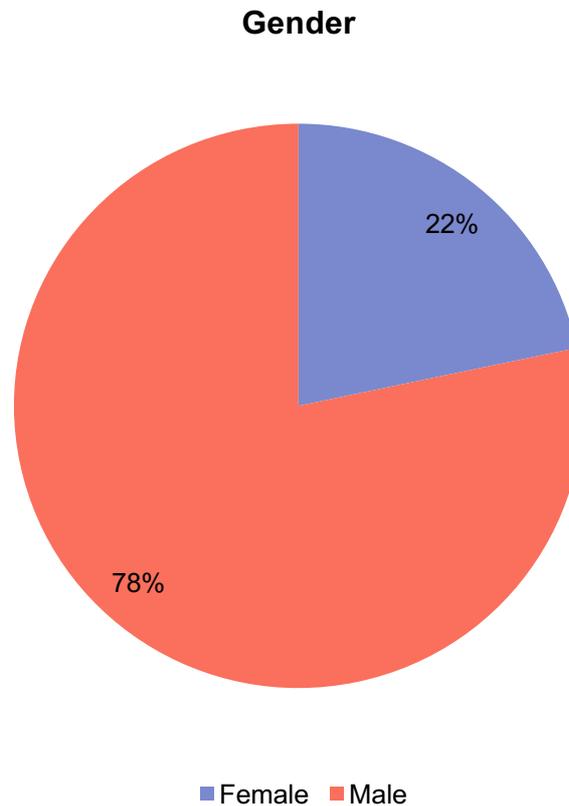
When going through the findings I have only presented the data received from the research. Moreover, I have not let my personal thoughts or beliefs influence the findings of the research.

Validity of the research is ensured by using multiple research methods. First the questionnaire and then interviewing three persons via email.

5 FINDINGS OF THE RESEARCH

I wanted to get some kind of insight on who volunteers, what kind of people volunteer for the Finnish Lifeboat Institution are. Seems that they are mostly male (78 %) and age between 30-60 (71 %).

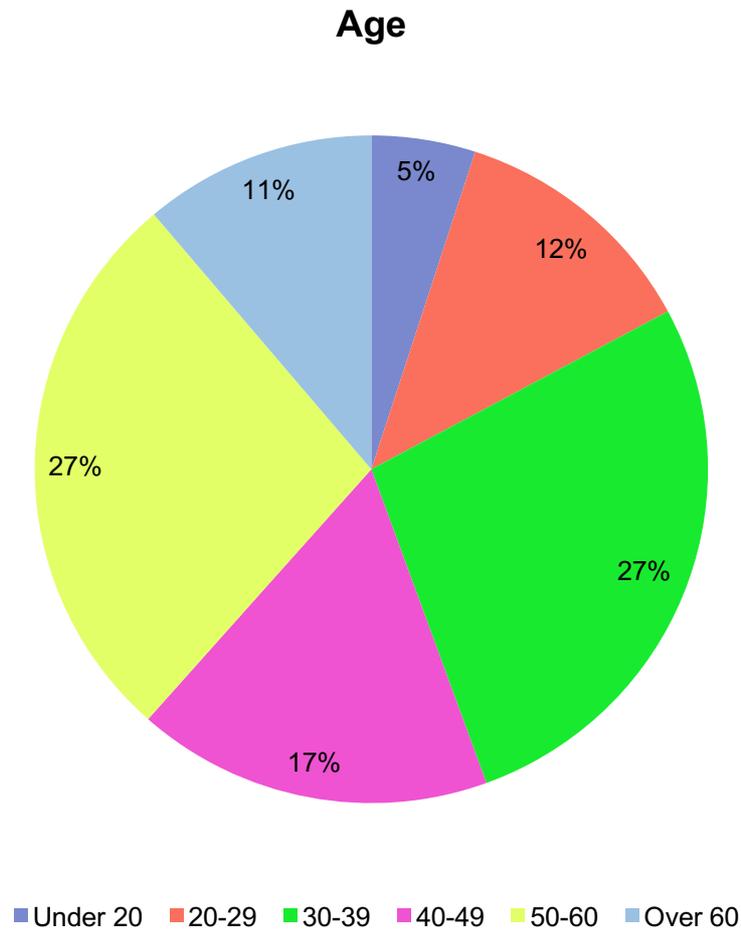
I would have never thought that almost 80 % of the volunteers would be men. I knew and were expecting that less than half would be women but only 22 % is lot less that I expected. However, I could imagine that in some point the number of female participants has been even lower. This hoppy is gender equal and I hope that more women would participate in the future.



Picture 9. Gender deviation of the volunteers

Age deviation of the volunteers seem to be more stable, the most common ages where 30-39 and 50-60. I was really clad to see that there is space also for the

older generation since 11 % of the responders were over 60 years old. The smallest portion belongs to the under 20 year olds. I know that the Finnish Lifeboat Institution has a great junior activity as well but they are not presented in the research.



Picture 10. Age Deviation of Volunteers

I mentioned in the beginning of the paper that volunteering is open for anyone, regardless of age, social status or place of living. In my research I have not taken into consideration the last two, social status and place of living. However, I did as in the questioner about the education background and I were pleased to find that various educational backgrounds in the answers. Moreover, some had

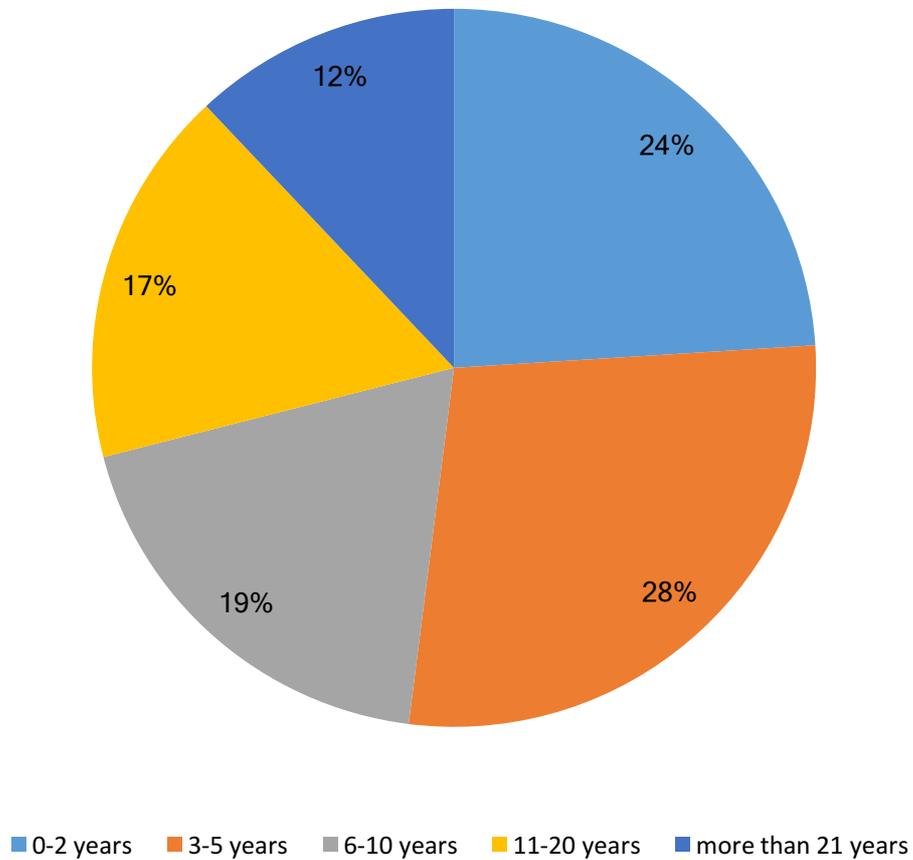
not even finish primary school and some had master's degree from the university and everything in the between.

5.1 Labour Input

This is the core of the volunteering union introduced earlier. Everything starts with this since there would not be any economic value, social value or private value if no one volunteered. Moreover, this might be the smallest part of the union but in my opinion it still is the most important. Still, every day it keeps me surprises how much people are volunteering.

Majority of the answers has been volunteering in the Finnish Lifeboat institution for 11-20 years. Moreover, it tells that this hobby is something that people continues year after year. From 0-2 was the second most common answer with 24% of the answers. It is also important that there are new volunteers coming and that they have been able to attract new participants. The fact is that x amount of people do quit every year. However, 12% said that they have been volunteering for more than 21 years. Two had said that they have been volunteering for 45 years.

Volunteering in full years

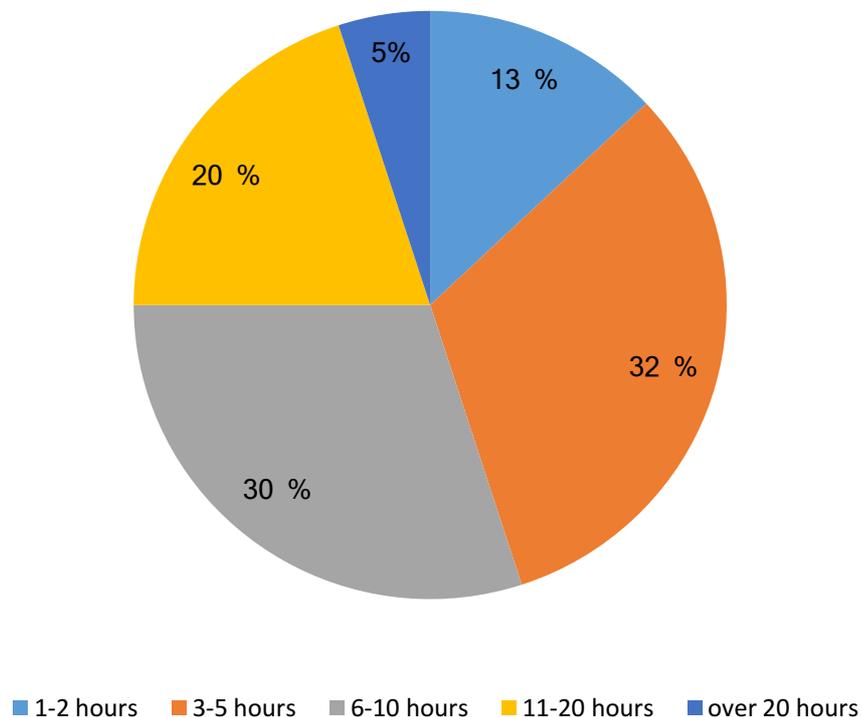


Picture 11. How many years volunteering in this organization in full years

The associations have a wide range of volunteers. Some of which are more active some are less active. Some people might be more involved with the administrative task and some people like to participate more on the actual operations. Moreover, everyone's input is needed. I feel that it is important to be flexible on the amount volunteers should / need to participate. Everyone has private life and different situations. It is clear that some cannot participate as much as others. Family, work plus other commitments determine the available time. However, it is important that people can volunteer as much or as little as they want or can without been judged.

Summer is the active time for volunteers in the Finnish Lifeboat Institution. At the winter time the boats are on the dock and nothing really happens. Therefore, I were more interested on the hours people volunteer on average at the summer. The picture below show how much the volunteers estimated that they volunteer per week. It is understandable that the hours can vary a lot from week to week. Most of the answers, 32 %, was 11-20 hours per week. Moreover, 62 % of the responders said that they volunteer 6-20 hours per week at the summer. That is about 1-3 hours per day. As I said earlier this is estimation on the average hours spend. One might only volunteer really actively for 4 weeks during the summer and someone participate couple evenings every week the whole summer. We are all different and that should be taken into account.

Volunteering hours / week at the summer

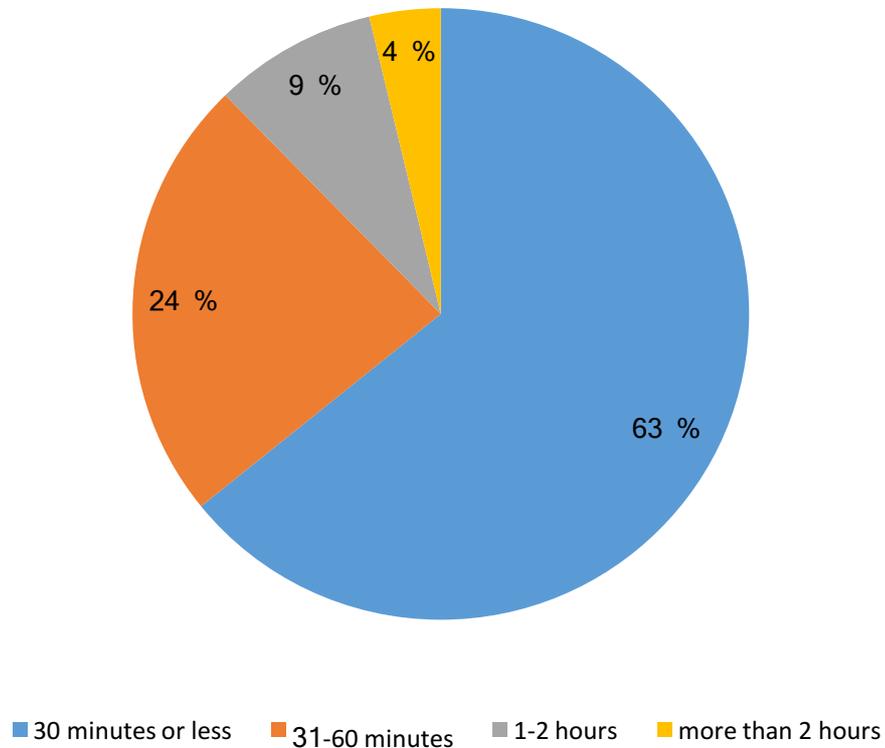


Picture 12. Time spend for volunteering at the summer

I have written earlier that the volunteers get some of the tasks directly from the Coast Guard or the Fire Department. When the mission comes 63 % of the responders said that it would take them 30 minutes or less to be ready. That sounds amazing. Moreover, almost 90 % said that they would be ready within 60 minutes. That's really shows the commitment these volunteers have towards helping others.

When compared the response time to the authorities we should also keep in mind that these are volunteers that we are talking about. Petteri Leppänen from the Coast Guard, had a very different kind a view about the response time. For them in critical situations is a bit less than 30 minutes. Moreover, that is the time between the first contact to their emergency centre and the time when they arrive to the scene. When presented the findings of the research it is clear that this is seen in very different way. For volunteers this is the time it takes to get to boat and start reparations and actual actions. Petteri also mentioned that there are areal differences to the response time. Moreover, this is something I spoke in the beginning of the thesis that Coast Guard is downsizing it operations in some areas. Moreover, the response time in some cases is higher than the mentioned 30 minutes. The Interviewee from Fire Department also pointed out that there might be differences how the Response Time is understood as a concept.

Response Time



Picture 13. Response time

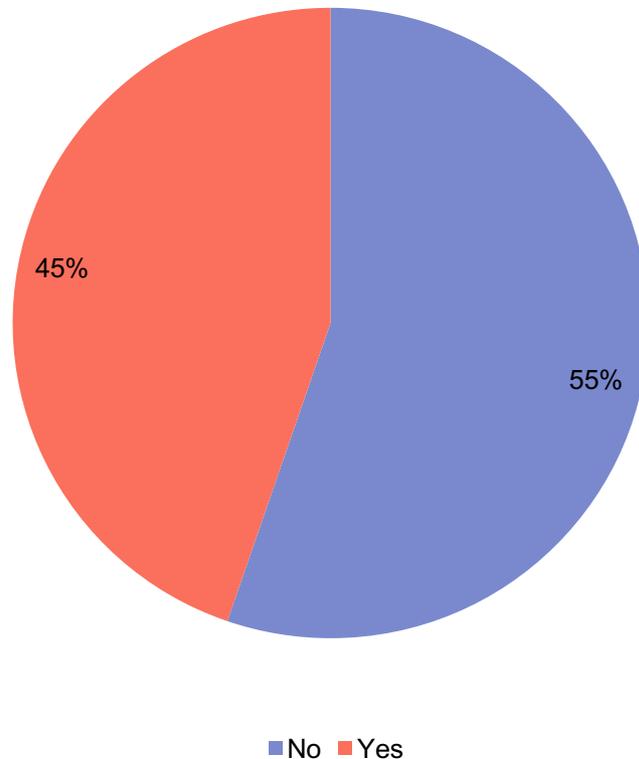
From the volunteers only 10% said that they feel like too much knowledge is required and the rest 90% thought that they do not feel like too much knowledge and knowhow would be required. This goes in line with the answers received from Jori Nordström since he thought that sufficient knowhow is required in order to keep the operations safe, effective and interesting for the volunteers. The training system ensures the minimal knowledge. Jori also said that the volunteers do not have too much responsibility. Everyone is primary liable for themselves and their own safety. The chief on board is liable for the crew, for the rescue ship as well as the possible assisted vessel according to his/her own training, abilities and guidance's.

Jori also pointed out that the help from third sector supplements and supports the work of the authorities. Volunteer work is important part of our civil society and without the volunteers the society's ability to response to the different emergency situations would be significantly lower.

In my thesis I have talked a lot about the Coast Guard as well as the Fire Department. In The Finnish Lifeboat Institution the Operations manager is in charge of the cooperating with the official authorities. However, he pointed out that in the work conducted by the authorities there are lot of things that the volunteers do not need to know or care about. Volunteers can solely focus on the helping the boaters as well as develop his/her own skills and abilities. In the urgent cases the nearest and appropriate unit will handle the case, regardless of colours or symbols they are wearing.

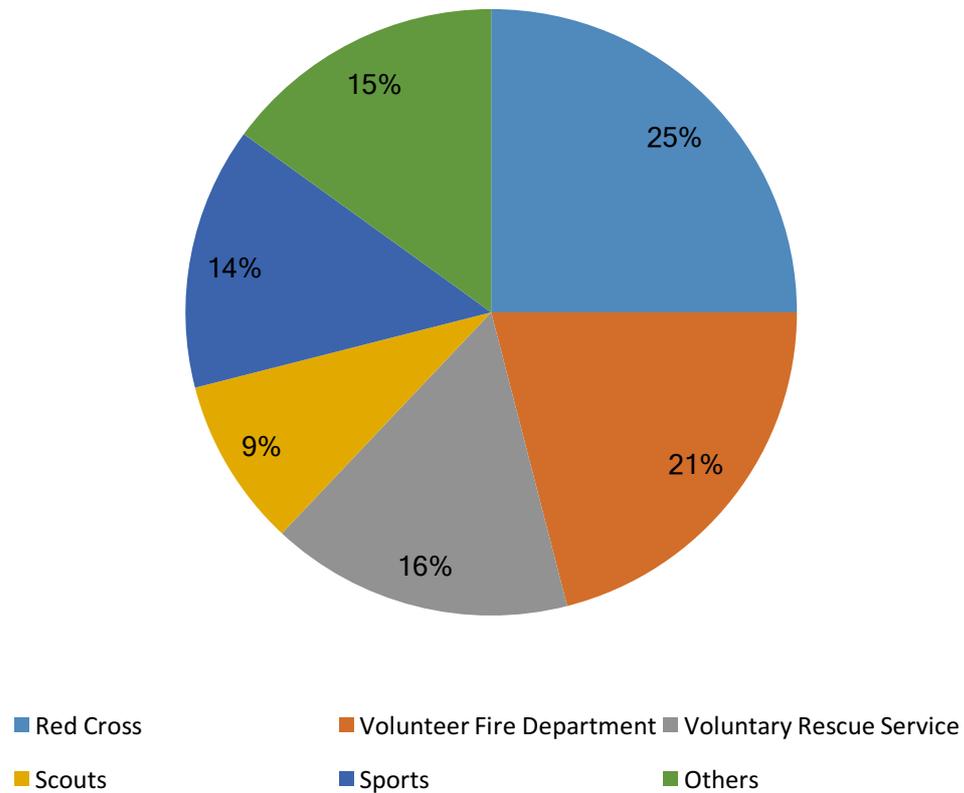
Earlier in my thesis I said that volunteers might also volunteer for few different organisations. In total 45 % said that they volunteer for other organisations as well. Few percentage even said that they started volunteering in the Finnish Lifeboat Institution due to an earlier volunteering they had done.

Volunteering for other organisations



Picture 14. Volunteering for other organisations

Most popular organisations among our volunteers where Red Cross, Volunteer Fire Department and Voluntary Rescue Service with total 62 %. I feel that they are all strongly linked with the purpose of helping others. Sports and Scouts were also popular. Some less popular where Church related volunteering, politics and national defence. These findings are really in line with theoretical part in the beginning. In the page 9 I spoke that it is common that people are volunteering for multiple organizations at the same time. The organizations are also similar to ones mentioned in the beginning, like sports, social –and health organizations. Moreover, no one mentioned informal volunteering. Could it be that the informal volunteering, such as helping neighbours is not really seen as volunteering.



Picture 15 The other volunteer organization that are popular

The picture above shows how the participation to other volunteer organizations is divided between the volunteers.

5.2 Economic Value

The Labour Input was the core of the onion and Economic Value is the second layer and really important part. Money related questions were not asked from the volunteers since they are experts on answering to all the other layers. For the economic value I interviewed the representative from the Finnish Lifeboat Institution, from the Coast Guard and from the Fire department.

I argued in the beginning of the thesis that is it wrong to talk about money and volunteers. However, the Operations Manager, Jori Nordström, from The Finnish Lifeboat institution said well that without money there would not be prerequisite for operations. However, it is still important to remember that volunteers of the organisation are truly volunteering since no money compensation is given for the work they or for the time they spend.

The financing of the operations is also one major question. Mr. Nordström said that the fundament of financing is really too narrow as well as small-scale. In his opinion it is not replicating the level of the operations nor the requirements, in the fields such as training and operative functions. It is clear in his opinion that the funding should be on more stable grounds and that the government should participate. He suggests that the government could play a part in areas like training or information systems. One option might be local support directly to associations like some of the local Fire Departments are already doing.

5.3 Private and Social value for the Volunteers

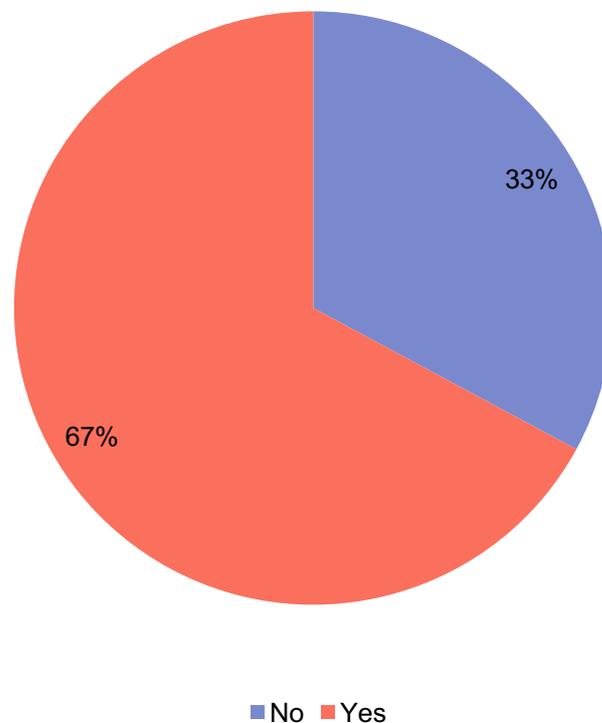
Private value was the second layer of the volunteering onion and the Social value was the first layer of the onion. They are both really important, and moreover, these are really the key facts that I have been waiting to get from the volunteers.

Earlier in my thesis I wrote that helping others makes people happy. Moreover, total of 96 % said that they are happy. I do not think this is coincidence although Finland was ranked 5th on the world happiness report in 2017 (Helliwell et al., 20, 2017).

Total of 93 % said that they feel healthy. Moreover, the picture below shows that 67 % said that they feel that volunteering has had positive impact on their health. I have to say that I were surprised that most frequently people said that volunteering has had positive impact on their mental health. I mentioned earlier that mental health issues are on major cost in the health care. Moreover, it is also something that is not easy to notice and people might not get help for that

kind of problems as easily as they would if they had injured their leg for example. I do not mean that all the volunteers would have serious mental issues unless they volunteer but this is great way to stay active, meet others and take care of personal health mentally and physically. A study has been made that volunteering reduces depression as well as stress, hospitalization, pain and psychological stress. However, mental issues seem to be increasing and the news that we read relating to this are often heart breaking and devastating. I do not know if it is due to high demands on the work places, social pressure or maybe cuts in the health care budget. All I know that staying active and meeting other people were also important factors for the health. I also mentioned that the older age groups are one major expense for our health care. However, keeping the older people active they stay healthier and are not such as financial burden for our society.

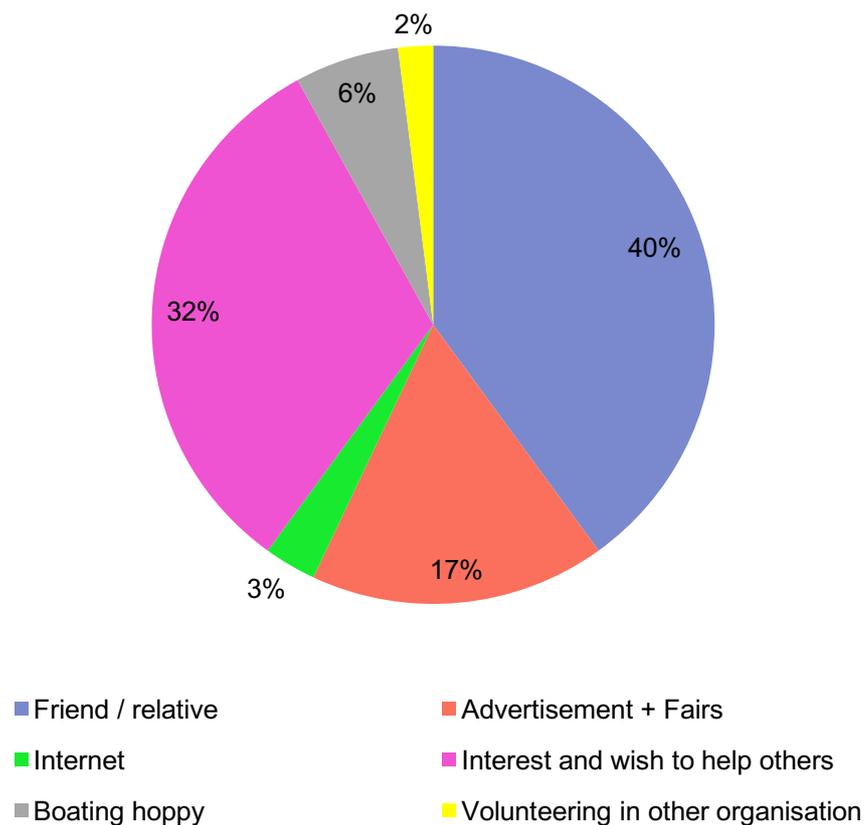
Do you feel volunteering has had positive impact to your health



Picture 16. Positive impact on health

The picture below shows through which channels the volunteers have started in the first place. This picture really shows the impact what other people have on us. Total 40% said that they have started this hobby because of friend or family member. Second most common answer with 32% was people's own interest and the desire to help others. However, this survey does not tell how those people found this hobby. Advertisements and fairs also play an important role. The associations are typically presented in the local happenings. The Finnish Lifeboat Institution is participating in boating fairs every year plus they have their own magazine. It is really important to keep bringing up this volunteer work because it is not as well known as it should be.

What made you start volunteering for Finnish Lifeboat Institution



Picture 17. Reasons for joining

Friends seems to be one of the biggest reason people have started this great hobby in the first place. I also asked what motivates them to continue. Moreover, desire to help seemed to be the greatest motivator for the volunteers. And I am not surprised since 32 % said that to be the reason they started this hobby. Top two was the other volunteers and the group spirit. Moreover, seems that friends mind of been greater reason to start but as time goes by the need and desire to help comes more important. And the top third was the water element and the nature. Those three motivators were repeated in almost all the answers. People also said that this is a great hobby and the enjoy learning new skills and abilities. For some of the volunteers this is already more of a lifestyle than a hobby.

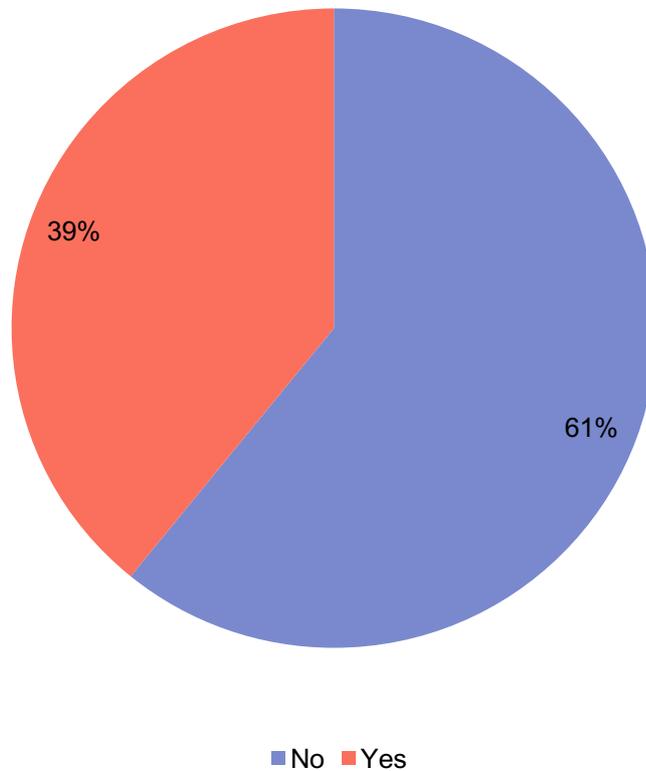
5.4 Disadvantages of Volunteering

Although volunteering is an excellent way to spend your free time it still has its downside.

I asked if the volunteers have ever thought of stopping the volunteering. Massive 39 % said that they have thought that in some point, see the picture below. Lack of time seemed to be the number one reason why people have thought of leaving. However, reasons such as dissatisfaction to the roof organization and the training system where seen as negative things.

Jori Norström mentioned that the changes, people stopping the volunteering and new ones starting, is not massive, but it is significant. That is due to the long careers in which a lot of effort is but to the training. That eats the resources in the local associations as well as for the trainers.

Have you even considered dropping out



Picture 18. If ever wanted stop volunteering.

Seems that people feel that the administrative work is building up for some and not divided equally. Shocking 42 % said that they do not have at the moment nor have they had before any position of responsibility such as secretary or financial manager. I feel that those jobs in the management of the associations should be circulated and there should be no room for cherry picking. About 21 % said that they have too heavy workload from the volunteering and 18 % said that too much time is required for this hobby. Some of the associations are small and therefore the workload is not as well divided as in larger associations.

The administrative side came up in many occasions. Moreover, it requires too much, not enough volunteers for that and those tasks tend to build up for certain people. However, registered associations have certain duties to be filled. I mentioned in the beginning that in other countries they are using a different

organisational structure. In Finland, we are using associations rather than stations. There is been a study if Finland could also change to other organisational structure. However, in Finland the law at the moment is making it impossible. Moreover, associations are more unrestricted at the moment but the freedom comes with responsibilities.

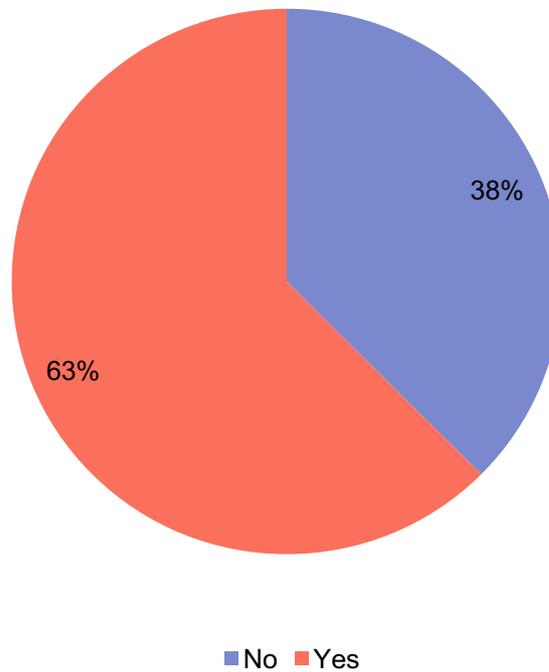
Jori Norström from the Finnish Lifeboat Institution did not see this as a general problem. However, he did mention that in smaller places this is a dilemma since the workload is piling for the few active members. This results inactive volunteering on this areas and does not attract new volunteers to join. In his interview Jori also said thought that

I also wanted to know if people feel that the volunteers are appreciated enough, see the picture below. Almost 40 % thought that they do not get the appreciation they deserve. I were surprised to find out that volunteers often face situation where outsiders think they get paid for the work they are doing.

In the Finnish Lifeboat Institution they feel that the volunteers are appreciated. However, they might be differences locally which are visible in the usability and in the quality of missions. These differences are not visible in the statements made by public authorities. Moreover, Jori said in his interview that the only way to increase the trust and usability is to perform well and show the knowledge in practise. By knowledge this will instantly increase the usability.

Jori mentioned that the paid labour force and the volunteers should and cannot be compared. They are both meaningful and the input of every volunteer is important locally but also when looking at the big picture. The Operations Manager from the Finnish Lifeboat Institution said that the volunteers are truly doing something that has a meaning and that it gives to the volunteers in many different aspects. The operations itself is valuable aid work in which others are help even from dying. At the same time the volunteers get the change to improve themselves within the interesting hoppy. Not to mention the new friends they will be making along.

Are volunteers appreciated enough



Picture 19 Are volunteers appreciated enough

Petteri from the Coast Guard said that Volunteers of the Finnish Lifeboat Institution are essential part of the rescue work. However, he also said that the importance of their work is significant but not as high in the scale as they often say themselves. He also added that even if the volunteers would do all the rescue work there are still certain governmental rights that cannot be given do the volunteers. Therefore, the volunteers can never replace the public officers. This is exactly what was said in the beginning. Moreover, one of the definitions by the UN volunteering programs was that “it is unpaid but it would not replace paid labour”.

In the response received form the Coast Guard was stated that in general volunteers are well trained and equipped. However, regional differences are significant. Naturally in the areas where is a lot of actions volunteers are getting

more missions. However, areas that do not have so much traffic the annual missions might be only few. Petteri also said that in general could be said that volunteers in the active areas have better know-how and readiness. Although I got a feeling that the Coast Guard is a bit reserved towards the volunteers it was still clear that they see them as important actor from them. Moreover, Volunteers are highly appreciated among the officials and one key factor is that nowadays they have relatively good vessels in use. Together with the volunteers' officials can more easily be prepared to high seasons and "rush-hours" and use the volunteers in case of catastrophe.

Fire Department presentative Pasi Markkanen said that he thinks that volunteers are really qualified. Moreover, he feels that the appreciation is based on the trust evolved in cooperation.

Same 38 % thought that coping with the workload is not taken enough into consideration. Moreover, this seems like a relatively huge percentage.

Negative impact on health was one of the questions I had for the volunteers because I wanted to gain information about the possible negative side of volunteering. Volunteering is great and everyone benefits from it. However, every coin has other side and I want to bring that up as well. Moreover, 11% said that the volunteering has had a negative effect on their health. After reading the open responses related to this question I am not as worried as I was at first since only minor things were mentioned such as sleepless night due to the long missions. These kinds of things have only temporary impact.

Yes answered for physically demanding missions were 35%. It is clear that operating on a vessel is more demanding physically then many other activities. The weather seems to be often one factor that makes the mission more demanding. Heavy lifting and large vessels to be rescued were also mentioned many times. Plus 20% said that they have injured themselves on a mission. The interviewee from the Finish Lifeboat Institution mentioned that volunteers hardly ever injure themselves on the mission. Furthermore, they have proceedings for these situations and the insurance would cover all the expenses. Jori also

pointed out the importance of the training, instructions and the safety equipment in preventing accidents. There is a clear reason why these are such a huge portion from the expenses of the organisation.

I were surprised to find out that 22% of the respondents said that they have been on a mission which is been mentally demanding. Although, everyone has their own idea on what is mentally demanding I personally find the percentage to be high. Over 50% mentioned search and rescue of death or rescue from a certain death. I could not imagine anything more mentally demanding or even traumatizing. Moreover, when dealing with death, especially children, it is intense and harsh to the rescue workers. These are the kind of situations I hope no one would ever need to cross but ones we do it is important to act in a proper way and not to forgot to go through the cases afterwards. I feel that these kinds of situations should be dealt with a professional. However, the Finnish Lifeboat Institution does not have own specialist for that and the volunteers should then lean on the help of the Red Cross. And not to forget how to act in presence of the deceased family and friend. They still have the hardest part and important not make their burden even heavier.

In his interview Jori mentioned that these mentally demanding missions are really rather rear. However, seems that they might stay in ones mind for longer times because so many of the volunteers mentioned about them. Jori also mentioned that they have their own proceedings for this kind of situations. However, he also mentioned that it might be that some of the volunteers do not know about it, and it is not in actively used. Jori also said that nothing special actions are taken to manage the wellbeing of individual volunteers. He also pointed out that the best support for the wellbeing of volunteers are the other volunteers with whom they can share and carry the work load and responsibility. Jori also mentioned the importance of having enough persons to handle the administrative side to keep the volunteering meaningful and long-lasting. This is something I have talked a lot about earlier and this is what should be done but in most cases seems that it is not happening.

I have mentioned mandatory volunteering already earlier in my thesis. The Finnish Lifeboat Institution representative, Jori Nordström feels that there is not mandatory volunteering in the Finnish Lifeboat Institution or in its associations.

6 DISCUSSION, SUGGESTIONS AND CONCLUSION

The purpose of the thesis was to investigate the value of volunteering. Value is a broad term and in this paper I am only covering certain part of value. People are often referred to be the most valuable asset for an organisation. Are the volunteers the most valuable asset to the Finnish Lifeboat Institution? In my opinion they are, because without them any rescue for would not get done. Therefore, they are valuable and there is value in volunteering.

6.1 Discussion

The fellowship between the volunteers seemed to be one key factor that is easy for them to identify. Health aspect is something we do not actively, if at all, pay attention to. Health factors are also hard to measure and evaluate. Nobody can say what health issues one might have if not participating in volunteering. It also might be that although we do not actively pay attention to those benefits we still subconsciously knowledge them.

For the volunteers, this is a hobby and like any other hobby they are paying annual membership fees. However, at the same time they are doing something important and I guess we can all agree that they would deserve a compensation for the valuable work they are doing. But then we would not be able to call it volunteering anymore and in volunteering you give but you end up receiving even more. That's what make volunteering so valuable. Interviewee Pasi Markkanen said really well that the greatest benefit is that someone is being saved, and it does not matter is it done by public officer or a volunteer.

6.2 Suggestions for Finnish Lifeboat Institution

Based on my research I have few successions for the future. First of all there seems to be rather significant differences compared to public sector how to measure response time. Additionally, seems that The Finnish Lifeboat

Institution is not currently measuring the response time in any way. Therefore, I feel it would be highly recommended to start measuring this factor. I also highly recommend having a look to the concept of response time and to make sure everyone is understanding it in the same way. For the future it might be more convenient to have a similar understanding of the concept with public authors.

Secondly, I recommend having evaluation of local skills to evaluate the level on each association as it seems that there might be significant variation throughout Finland. This would help to keep up the good professional level all around Finland and would make sure that not even the smallest associations would not be forgotten.

Personally, the most significant finding in the research was the level of work load and motivation. It is sad to see that some volunteers feel that the work load is over bearing and it is crucially effecting their motivation. There should be a system to evaluate work load to make sure that there is effective rotation in the management tasks. Total of 39% of the volunteers answered that they have considered dropping out. More than every third has thought about leaving the organisation and I think in current situation where there is real competition about volunteers this is too much. Moreover, the organisation needs to wake to this situation before there would be a massive outbreak of resignations. Motivation level should be regularly monitored to be able to interface in a problem situation on an early stage.

Thirdly, create and give training for how to handle and recover from fatal accidents and rescue missions. The organisation should have their own clear procedure for this kind of situation. I personally got a feeling that they feel like there is not really demand for this kind of training and guide. However, it is important to create this kind of action plan before anything dramatic happened in order to guarantee after-care one it is needed.

6.3 Conclusion

I feel blessed to be able to get all the important information from some of the key stakeholders of the organisation and well as internal information. There is no doubt on the fact that lot of good work has been done in the Finnish Lifeboat Institution. They have well established training system with training levels and volunteers gain knowledge from several areas.

I were able to find several points for improvement which I feel that are much in line with the thoughts of the volunteers. Although we are not talking about and enterprise and employees one should not overlook the importance of the volunteers for this organisation. For company the key resource often is the motivated and skilled employees and I think one can never highlight this enough. Likewise, the volunteers are the key resource for the Finnish Lifeboat Institution and their well-being should be more acknowledged.

6.4 Subjects for future studies

As mentioned above, value is a broad term. In this research, I was mainly focusing on the people side. What value it is bringing to the people and since they are happier and healthier it is valuable for the society as well. However, future study might focus more on the financial side and calculate the money saved when rescue work in done by volunteers.

REFERENCES

ARTICLES

Brown, Eleanor. (1999) "Assessing the Value of Volunteer Activity. Nonprofit and Voluntary Sector Quarterly, vol. 28, no. 1, March 1999 3-17.

Helliwell John, Layard Richard and Sachs Jeffrey (2017) "World Happiness Report"

Henttonen Katri (2017) Päiväksi vapaaehtoistyöhän, Salon Seudun Sanomat, 12.

Laasanen Juhani (2011) "Raportteja 70 Vapaaehtoistyön Kansantaloudelliset Vaikutukset. Helsingin Yliopisto Ruralia-Instituutti.

Meier Stephan, Stuzer Alois. (2004) "Is Volunteering Rewarding it Self?", Institute For The Study Of Labour.

Oswald J. Andrew, Proto Eugenio, Sgroi Daniel, (2014) "Happiness and Productivity", Working paper. University of Waewick, UK and IZA Bonn Germany.

Salomon M. Lester, S. Wojcierch Sokolowski, Megan A. Haddock. (2011) "Measuring the Economic Value Of Volunteer work Globally: Concepts, Estimates, and a Roadmap to the Future". Annals of Public and Cooperative Economics. P. 217-252.

Trotter Lizzie, Jim Vine, Matt Leach, Daniel Fujiwara. (2014) "Measuring th Social Impact of Community Investement: A Guide to using the Wellbeign Valuation Approach".

ONLINE RESOURCES

www.raja.fi

<http://stm.fi/talous-ja-toiminta/palvelujen-menot-ja-rahoitus>

www.volunteerscotland.net/policy-and-research/resources/economic-value-of-volunteering-in-scotland/

www.scotland.org/about-scotland/facts-about_scotland/population-of-scotland

www.vrk.fi

www.bccvolunteering.wikispaces.com/Volunteerism+Advantages+and+Disadvantages

www.meripelastus.fi

SPEECH

Andrew G Haldane, Chief Economist, Bank of England. (2014) In giving, how much do we receive? The social value of volunteering, a Pro Bono Economics lecture to the society of Business Economists, London 9 September 2014.

APPENDIX 1 – Survey for the volunteers

Semi-Structured Survey, carried out during 2017, 28 questions, 304 responses

1. Ikä
2. Sukupuoli
3. Koulutustaso

4. Koetko olevasi terve
5. Oletko kokenut vapaaehtoistyöllä positiivista vaikutuksia terveyteesi
6. Oletko kokenut että vapaaehtoistyöllä olisi ollut negatiivinen vaikutus terveyteesi
7. Oletko koskaan loukannut itseäsi vapaaehtoistyössä
8. Oletko ollut tehtävällä joka olisi ollut fyysisesti hankala
9. Oletko ollut tehtävällä joka olisi ollut henkisesti raskas
10. Koetko että vapaaehtoisten jaksamisesta pidetään huolta
11. Koetko että olet oppinut hyödyllisiä taitoja

12. Miten pitkään olet ollut Vapaaehtoisena Meripelastusseurassa
13. Mikä sai sinut lähtemään mukaan alun perin
14. Mikä saa/motivoi sinut jatkamaan
15. Oletko koskaan miettinyt lopettamista, jos olet niin miksi
16. Oletko vapaaehtoisena myös jossain muualla, Missä
17. Miten paljon keskimäärin käytät aikaa vapaaehtoisena (noin tuntein per viikko)
 - kesällä
 - talvella
18. Millaisella vasteajalla olet valmis lähtemään tehtävään
19. Koetko että sinulla on liikaa kuormaa vapaaehtoisuudesta
20. Koetko että sinulta vaaditaan liikaa aikaa
21. Koetko että sinulta vaaditaan liian suurta osaamista

22. Oletko ollut tai onko sinulla nyt jokin luottamustehtävä yhdistyksessä kuten sihteeri, taloudenhoitaja jne.
23. Oletko työelämässä
24. Koetko että palkkatyösi on tärkeämpää kuin vapaaehtoistyö
25. Koetko että vapaaehtoistyötä arvostetaan tarpeeksi
26. Koetko että teet työtä jolla on merkitys

APPENDIX 2 – Interview

Structured Interview, Jori Nordström, Operations Manager in the Finnish Lifeboat Institution. Interview was held 18.8.2017.

1. Kuka, miten kauan seurassa töissä sekä tausta organisaatiossa?

Jori Nordström, syntynyt 11.9.1972, koulutus merikapteeni AMK. Töissä Seurassa vuodesta 2000, koulutuspäällikkönä 2005 saakka ja valmiuspäällikkönä sen jälkeen. Rajavartiolaitoksen palveluksessa meriturvallisuushankkeessa projektipäällikkönä 06/2014-06/2015.

Vastuualueena Meripelastusseurassa aikajärjestyksessä vaihtelevasti ja päällekkäin; miehistön koulutus, pätevyys, miehitys, turvallisuus, operatiivinen toiminta, viranomaisyhteistyö, tiedotus, valistus ja Trossi-palvelu, sekä kansainvälinen yhteistyö.

2. Oletko tai oletko ollut mukana vapaaehtoisena?

Vapaaehtoinen meripelastaja vuodesta 1987, aluksen päällikkönä vuodesta 1990; PV Mikko, PR Harmaja ja edelleen PR Jenny Wihuri vuodesta 1999. Päivystän edelleen säännöllisesti ja tuen vapaaehtoisten jaksamista jakamalla työkuormaa päälliköiden osalta.

3. Miten mielestäsi vapaaehtoisten jaksamisesta pidetään huolta?

En voi sanoa, että yksittäisen vapaaehtoisen jaksamisesta pidettäisiin huolta tällä hetkellä mitenkään erityisesti. Valtakunnallisesti vapaaehtoisten jaksamisesta huolehtiminen tarkoittaa riittävien taloudellisten resurssien huolehtimista, edunvalvontaa viranomaisten suuntaan ja vapaaehtoisten motivointia.

Paras tuki vapaaehtoisten jaksamiselle on toiset vapaaehtoiset, jotka kantavat vastuuta ja jakavat työkuormaa. Yhdistyksen hallintoon ja toimihenkilötehtäviin pitää löytyä riittävä määrä vapaaehtoisia, jotta toiminta on mielekästä ja yksilön kannalta kestävä.

4. Vaaditaanko heiltä liian suurta osaamista?

Vapaaehtoisilta meripelastajilta ei vaadita liian suurta osaamista, vaan riittävä osaaminen jotta toiminta on turvallista, tehokasta ja mielekästä. Meripelastusseuran koulutusjärjestelmä takaa minimiosaamistason, joka on tunnustettu lainsäädännössä ja antaa nousujohtaisen koulutuspolun, jota kukin vapaaehtoinen voi seurata omien resurssiensa ja ajankäyttönsä puitteissa.

5. Onko mielestäsi heillä liikaa vastuuta vapaaehtoisiks?

Vapaaehtoisilta ei edellytetä liikaa vastuunkantoa, vaan kukin kantaa vastuuta ensi sijassa omasta turvallisuudestaan, aluksen päällikkö vastaa luonnollisesti miehistöstä, pelastusaluksesta ja mahdollisesti avustettavasta koulutuksensa, osaamisensa ja ohjeistuksen puitteissa. Pelastusviranomainen vastaa toiminnasta aina tehtävillään ja Meripelastusseura turvaa vakuutuksillaan toimintaa oman toiminnan ja koulutustoiminnan puitteissa.

6. Koetko että joillain vapaaehtoisilla olisi liikaa kuormaa vapaaehtoisuudesta, esim. jonkun luottamustehtävän vuoksi?

Liian pienillä asemilla/yhdistyksillä työkuorma keskittyy liian harvoille, joka voi johtaa yksilön loppuun palamiseen ja joka tapauksessa tehotomaan toimintaan, joka puolestaan ruokkii epätoivottua kierrettä edelleen. Tehoton toiminta ei kiinnosta, eikä uusia vapaaehtoisia ja vastuunkantajia saada mukaan.

7. Koetko että vapaaehtoiset tekevät työtä jolla on merkitys?

Vapaaehtoinen meripelastustoiminta on ehdottomasti työtä, jolla on tarkoitus ja joka antaa merkitystä vapaaehtoisille monelta kantilta. Itse toiminta on arvokasta auttamistyötä, jolla autetaan lähimmäisiä erilaisissa tilanteissa, joskus jopa hengenvaarasta. Samalla vapaaehtoiset pääsevät kehittämään itseään monipuolisesti mielenkiintoisen ja teknisen harrastuksen puitteissa, sekä saavat uusia ystäviä.

8. Koetko että oma työsi olisi tärkeämpää kuin vapaaehtoisten panostus?

Palkkatyötä kolmannen sektorin valtakunnallisessa keskusjärjestössä ja vapaaehtoistoimintaa ei voi, eikä pidä rinnastaa. Kumpikaan ei ole vähemmän arvokasta, jokaisen vapaaehtoisen panos on merkittävä niin paikallisesti kuin kokonaisuudenkin kannalta. Vastaavasti palkatut toimihenkilöt pyrkivät parantamaan vapaaehtoisten toimintaedellytyksiä laajalla rintamalla yhdessä luottamusjohdon kanssa.

9. Loukkaavatko vapaaehtoiset usein/koskaan itseään tehtävillä, miten nämä asiat hoidetaan?

Vapaaehtoisemme loukkaavat itseään tehtävillä/koulutuksessa onneksi harvoin tai hyvin harvoin. Vakavia onnettomuuksia on todella harvoin ja hyvin vakavia (kuolemantapauksia) ei ole ollut koskaan. Onnettomuuksien ehkäisyyn vaikuttaa luonnollisesti koulutus, ohjeistus ja turvavarusteet. Vahinkotilanteisiin on oma ohjeistus ja vakuutukset, jotka kattavat syntyneet vahingot ja hoitokulut.

10. Entä henkisesti vaikeat tehtävät, miten usein koet näitä olevan ja miten jälkihoito on hoidettu?

Henkisesti vaikeita tehtäviä tulee vapaaehtoisille vastaavasti hyvin harvoin, niihinkin on olemassa oma menettely ja prosessi, mutta se ei ole varmastikaan kaikilla vapaaehtoisilla tiedossa tai aktiivisessa käytössä.

11. Onko vaihtuvuus suurta / millaista?

Vaihtuvuus ei ole suurta, mutta merkittävää, koska vapaaehtoisen meripelastajan urapolku on pitkä ja panostus koulutukseen on merkittävä ja syö yhdistyksen ja kouluttajien resursseja.

12. Miten koet, että valtio hyötyy vapaaehtoistyöstä?

Kolmannen sektorin auttamistoiminta tukee ja täydentää vastuuviranomaisten työtä ja tarkoituksenmukainen osa suomalaista / pohjoiseurooppalaista kansalaisyhteiskuntaa. Ilman vapaaehtoisjärjestöjä yhteiskunnan kyky vastata erilaisiin poikkeustilanteisiin olisi merkittävästi huonompi.

13. Mitä mieltä olet yleisesti vapaaehtoisten työmäärästä?

Vapaaehtoisten työmäärä ei ole liian iso, paikallisesti vapaaehtoisten käytettävyyttä voitaisiin lisätäkin ja sitä kautta kohottaa myös vapaaehtoisten motivaatiota. Vilkkailta asemilla pitää huolehtia toki vapaaehtoisten riittävydestä ja vastuun jakamisesta erityisesti päälliköiden osalta.

14. Miten vertaisit vapaaehtoisia Rajaan ja Pelastuslaitokseen, vastaako kuinka paljon heidän työtään?

Rajavartiolaitoksen ja vastaavasti Pelastuslaitosten tehtäviin kuuluu paljon sellaista, josta vapaaehtoisten meri- ja järvipelastajien ei onneksi tarvitse tietää tai välittää. Vapaaehtoiset voivat keskittyä puhtaasti vesilläliikkujien auttamis- ja pelastustoimintaan ja kehittää omaa ammattitaitoaan siinä. Akuutissa tilanteessa lähin ja

tarkoituksenmukaisin yksikkö hoitaa tehtävän kuin tehtävän, väristä tai tunnuksista riippumatta. Vapaaehtoisten osaaminen on korkealla tasolla.

15. Onko yhteistyö viranomaisten kanssa hyvää ja koetko että vapaaehtoisten panosta arvostetaan?

Yleisellä tasolla vapaaehtoisia arvostetaan ja heidän osaamiseensa luotetaan, mutta on toki paikallisia eroja, joka näkyy vapaaehtoisten käytettävyydessä ja tehtävien laadussa. Viranomaisten juhlapuheissa ja virallisissa lausunnoissa tätä eroa ei näy.

Ainoa tapa kasvattaa luottamusta ja lisätä käytettävyyttä on suoriutua tehtävistä hyvin ja osoittaa oma osaaminen käytännössä, tämä lisää kokemuksen mukaan välittömästi myös käytettävyyttä.

16. Koetko että organisaatiossa ilmenisi ns. pakollista vapaaehtoisuutta?

En usko

17. Miten paljon kursseja järjestetään vuosittain?

Kysy Jaakolta

18. Minkälaisia kuluja vapaaehtoisista seuralle koituu, esim koulutuksiin liittyen?

Kysy Jaakolta, mutta vapaaehtoisille kouluttajille maksetaan muodollinen kouluttajanpalkkio, jolla pyritään motivoimaan heitä antamaan erityispanoksensa koulutuksen läpiviemiseksi. Polttoaine ja materiaalikulut ovat toinen merkittävä tekijä.

19. Onko mielestäsi väärin puhua rahasta, kun kyse on vapaaehtoisuudesta?

Ei, ilman rahaa Meripelastusseuralla, eikä sen paikallisyhdistyksillä ole toimintaedellytyksiä. Meripelastusseuran toiminta on kuitenkin puhdasta vapaaehtoistoimintaa koska tehtäviä suorittaville ja koulutuksiin

osallistuville vapaaehtoisille ei makseta mitään korvausta tekemästään työstä / antamastaan ajasta.

20. Pitäisikö rahoituksen olla vakaammalla pohjalla, miksi?

Pitäisi, nykyinen rahoitus on liian kapealla pohjalla ja vaatimattomalla tasolla, eikä vastaa enää toiminnan tasoa ja vaativuutta, esimerkiksi koulutustoiminnan ja operatiivisen toiminnan osalta.

21. Pitäisikö valtion tukea?

Pitäisi, kohdennetusti valtakunnallisesti esim. koulutustoimintaan ja tietojärjestelmiin tai paikallisesti / alueellisesti yksikön toimintavalmiuden ylläpitoon, kuten alueelliset pelastuslaitokset jo nykyäänkin paikoitellen tekevät.

22. Miten näet organisaation Taloudellisen ja Yhteiskunnallisen hyödyn?

Suomen Meripelastusseura ja sen paikalliset jäsenyhdistykset tuottavat merkittävää yhteiskunnallista hyötyä kansalaisten hyvinvoinnille ja terveydelle, välittömin ja välillisin keinoin. Organisaation tehokkuus ja hyötysuhde on ylivoimainen verrattuna mihinkä tahansa muuhun kolmannen sektorin toimijaan. Varainhankinnassa ja toiminnan markkinoinnissa olemme vastaavasti todella huonoja.

APPENDIX 3 – Interview

Structured Interview, Petteri Leppänen, Komentaja, Meripelastusasiantuntija
Sisäministeriö Rajavartiolaitoksen Esikunta. Interview was held 21.9.2017.

1. Miten koette vapaaehtoisten tärkeyden?

Suomen meripelastusseuran ja Ahvenanmaan meripelastusyhdistyksen vapaaehtoiset meripelastajat ovat hyvin keskeinen toimija, joka hoitaa

merialueella noin 25 % meripelastustehtävistä ollen Rajavartiolaitoksen (n. 67 %) toiseksi suurin toimija.

2. Koetko että vapaaehtoisia arvostetaan?

Kyllä heitä arvostetaan myös viranomaispuolella hyvin suuresti. Lisäksi heillä on nykyisin varsin hyvä kalusto käytettävissä, mikä omalta osaltaan vaikuttaa arvostukseen.

3. Miten paljon vapaaehtoiset tukevat omasta mielestäsi viranomaisen toimintaa?

Viranomaiset pystyvät vapaaehtoisten avulla varautumaan merkittävästi paremmin "ruuhka huippuihin" (esim. kesäkauden viikonloput, Juhannus jne). myös merellisissä suuronnettomuuksissa vapaaehtoisia voidaan hyödyntää monilla eri tavoin.

4. Mikä on viranomaisen vasteaika tehtäville?

Tähän ei ole yksiselitteistä vastausta / vaatimusta, koska vaste on aina aikaan, paikkaan ja olosuhteisiin sitoutuva käsite. Merialueella kaikkiin hätätilanteisiin (kriittisin kategoria) keskimääräinen vasteaika on hivenen alle 30 minuuttia. Tämä tarkoittaa aikaa meripelastuksen johtokeskuksen hätäilmoituksen vastaanottamisen ja meripelastusyksikön saapumisen onnettomuusalueelle välistä aikaa. On selvä, että kaukana rannikolta / asutuskeskuksista tapahtuvissa onnettomuuksissa vasteaika voi olla YKSITTÄISESSÄ TEHTÄVÄSSÄ jopa 2 tuntia. Samanaikaisesti esim. Helsingin edustalla vaste voi olla vaikka alle 10 minuuttia. Myös vuodenaika vaikuttaa oleellisesti vasteeseen. Samoin huono lentosää voi estää helikopteritoiminnan tai korkea aallokko hidastaa veneiden siirtymistä onnettomuusalueelle.

5. 63% vapaaehtoisista vastasi, että vasteaika on 30min tai vähemmän, mitä ajatuksia tämä herättää?

Tämä on hyvin subjektiivinen näkemys, eikä vastaa kattavasti todellisuutta. Tuo aika menee monesti täysin siihen, että siirtyvät kotoa veneelle, mikäli venettä ei ole valmiiksi miehitetty. Kts. edellinen kysymys.

6. Oletko huomannut/kuullut negatiivisia asioista liittyen Meripelastusseuran vapaaehtoiisiin?

Toki yksittäisiä negatiivisia asioita kuuluu silloin tällöin, mutta yleisesti ottaen palaute heistä ja heidän toiminnasta on positiivista.

7. Minkälainen käsitys sinulla on vapaaehtoisista meri-/järvipelastajista?

Ovat hyvin koulutettuja ja varustettuja tehtäviin. Siitä huolimatta alueelliset erot ovat hyvin merkittäviä. Siellä missä tapahtuu paljon, saavat vapaaehtoiset meripelastajat runsaasti tehtäviä hoidettavakseen. Siellä missä ei ole paljoa liikennettä, vapaaehtoisten rooli saattaa vuositasolla rajoittua vain muutamaan tehtävään. Koska tehtävät tiivistävät yhteistoimintaa ja opettavat on vilkkaiden alueiden vapaaehtoisilla YLEISESTI OTTAEN huomattavasti parempi toimintavalmius ja -osaaminen, kuin hiljaisilla alueilla. Tämä sama asia pätee muihinkin vain kuin vapaaehtoisuusiin.

8. Minkälaisena näet vapaaehtoisten tuoman yhteiskunnallisen hyödyn?

Kts kys 3. Hyöty on suuri, mutta ei niin suuri, kun he itse ovat tuoneet monesti esille. Vaikka vapaaehtoiset hoitaisivat kaikki pelastustehtävät, osassa tarvitaan julkisen vallan käyttövaltuuksia, joita ei voida kolmannelle sektorille antaa. Näin ollen vapaaehtoistoiminnalla ei voida korvata viranomaisten toimintavalmiutta.

9. Entä rahallinen hyöty, miten suurena näet tämän?

En pysty arvioimaan.

APPENDIX 4 – Interview

Structured Interview, Pasi Markkanen, Fire Engineer, North Karelia Fire Department. Interview was held 18.10.2017.

1. Miten koette vapaaehtoisten tärkeyden?

Vapaaehtoistoiminta on tärkeä viranomaistoimintaa täydentävää toimintaa. Viranomaisten resurssit ovat rajalliset ja oikein käytettynä vapaaehtoisten resurssi on oiva jatkumo tehtävillä.

2. Koetko että vapaaehtoisia arvostetaan?

Kyllä. Vapaaehtoisten arvostus perustuu yhteistoiminnassa kehittyneeseen luottamukseen.

3. Miten paljon vapaaehtoiset tukevat omasta mielestäsi viranomaisen toimintaa?

Meidän alueella on vapaaehtoistoimijoiden kanssa on sovittu toimintamallit ja näin ollen he tukevat hyvin toimintaa yhdessä sovituilla tavoilla.

4. Mikä on viranomaisen vasteaika tehtäville?

Kiireellisissä tehtävissä viranomaisten vasteaika noin 15 min. PKPELAlla on keskimäärin noin 12 min hälytyksestä

5. 63% vapaaehtoisista vastasi, että vasteaika on 30min tai vähemmän, mitä ajatuksia tämä herättää?

Valtaosa vapaaehtoisista pitää viranomaisten toimintaa nopeana. On kuitenkin huomioitava, että Suomessa on harvaan asuttuja alueita, joissa luonnollisesti vasteaika on pidempi kuin taajaan asutuilla alueilla. Lisäksi on otettava huomioon sillä miten vasteaika käsitteenä ymmärretään sekä se, onko tarkastelussa mukana myös kiireettömät tehtävät.

6. Oletko huomannut/kuullut negatiivisia asioista liittyen Meripelastusseuran vapaaehtoisiiin?

Joskus kauan aikaa sitten on ollut kädenvääntöä viranomaistoimijoiden ja meripelastusseuran välillä. Kädenvääntö on liittynyt osaamiseen ja ajatukseen "vievät meidän keikat". Ajansaatossa nämä ovat jääneet pois ja olivat ehkäpä enemmän persoona-asioita.

7. Minkälainen käsitys sinulla on vapaaehtoisista meri-/järvipelastajista?

Osaavaa porukkaa.

8. Minkälaisena näet vapaaehtoisten tuoman yhteiskunnallisen hyödyn?

Tehtävien ohjautuessa oikein, on hyöty suuri etenkin pienemmillä ja harvemmin asutuilla seuduilla. Kiireettömät, tukevat ja suuria henkilömääriä vaativat tehtävät sopivat vapaaehtoisten tehtäväksi, jolloin viranomaisten resurssit ovat käytettävissä paremmin kiireelliseen pelastustoimintaan. Myös osaltaan kiireelliset tehtävät sopivat vapaaehtoisten toimintakenttään, esim järvipelastuksessa. Järvipelastajat purjehtivat paljon ja ovat tällöin vesistöissä / saaristoissa tapahtuvissa onnettomuuksissa nopeasti paikalla.

9. Entä rahallinen hyöty, miten suurena näet tämän?

Suurin hyöty tulee kun pelastetaan joku, olipa pelastajana viranomainen tai vapaaehtoinen.