



VOLUNTEER SUPPORT
THE DIFFERENCE IT MAKES

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HOW DO YOU SUPPORT YOUR COMMUNITIES?

How do you support your communities?

- Small grants (e.g. for library fees)
- Travel grants
- Meeting places / rooms
- Software & literature access (media)
- Merchandise
- Insurance
- Mentoring program for newcomers
- Help with help pages
- Group dynamics
- Advice concerning legal questions
- Trainings / webinars
- Help with help pages
- Coordination / organizational support in general
- Edit-a-thons / events (often including food / catering + accommodation)
- Local meetings (organized by chapter)
- Photo and writing competitions (including getting prizes from volunteers or organizations / museums)
- Group dynamics
- Support with PR
- Support with requests to officials / official contracts etc.

Note: These examples were named by the participants during the workshop.

**WHAT WOULD
HAPPEN WITHOUT
THIS SUPPORT?**

What would happen without this support?

- Without travel grants → less people would be able to attend meetings, less ideas and learnings would be exchanged there, volunteers might contribute less because they are less motivated or don't feel appreciated
- Without small grants (e.g. for library fees or literature) → people would not write about certain topics they don't have literature for, the quality of the content of Wikipedia might suffer
- Without coordination / organizational support → volunteers might not initiate big projects when feeling they are “on their own”, contact to institutions would be made more difficult
- Without support with PR → there would be less press coverage and thus less awareness of Wikimedia projects
- Without legal support → volunteers might feel left alone and leave projects when encountering problems
- Without insurance for meetups → volunteer organizers might be afraid of being held liable for accidents, they might refrain from organizing meet-ups
- Without support for photo and writing competitions or technical equipment → people would probably contribute content anyway, but the quality might be less good and people might be less motivated

In general: without volunteer support in the Wikimedia movement, volunteers would probably still contribute, but their possibilities would in many cases be more limited. One central aspect of volunteer support seems to be its effect on a volunteer's motivation, so that a lack of support would probably have a negative impact on the motivation to keep contributing to Wikimedia projects.

Note: These examples were named by the participants during the workshop.

MOTIVATION

Why is motivation so important?

Motivation is crucial for volunteer **RETENTION**

Niccolò Caranti
(https://commons.wikimedia.org/wiki/File:Wikimania_2016_-_group_photo_04.jpg), Cropped, <https://creativecommons.org/licenses/by-sa/4.0/legalcode>



What is motivation?

Motivation is the totality of motives and influences which impact a decision or action.

In other words:

Motivation = motives + motivating situation

Motives



Intrinsic
(from
within)

Extrinsic
(from the
outside)



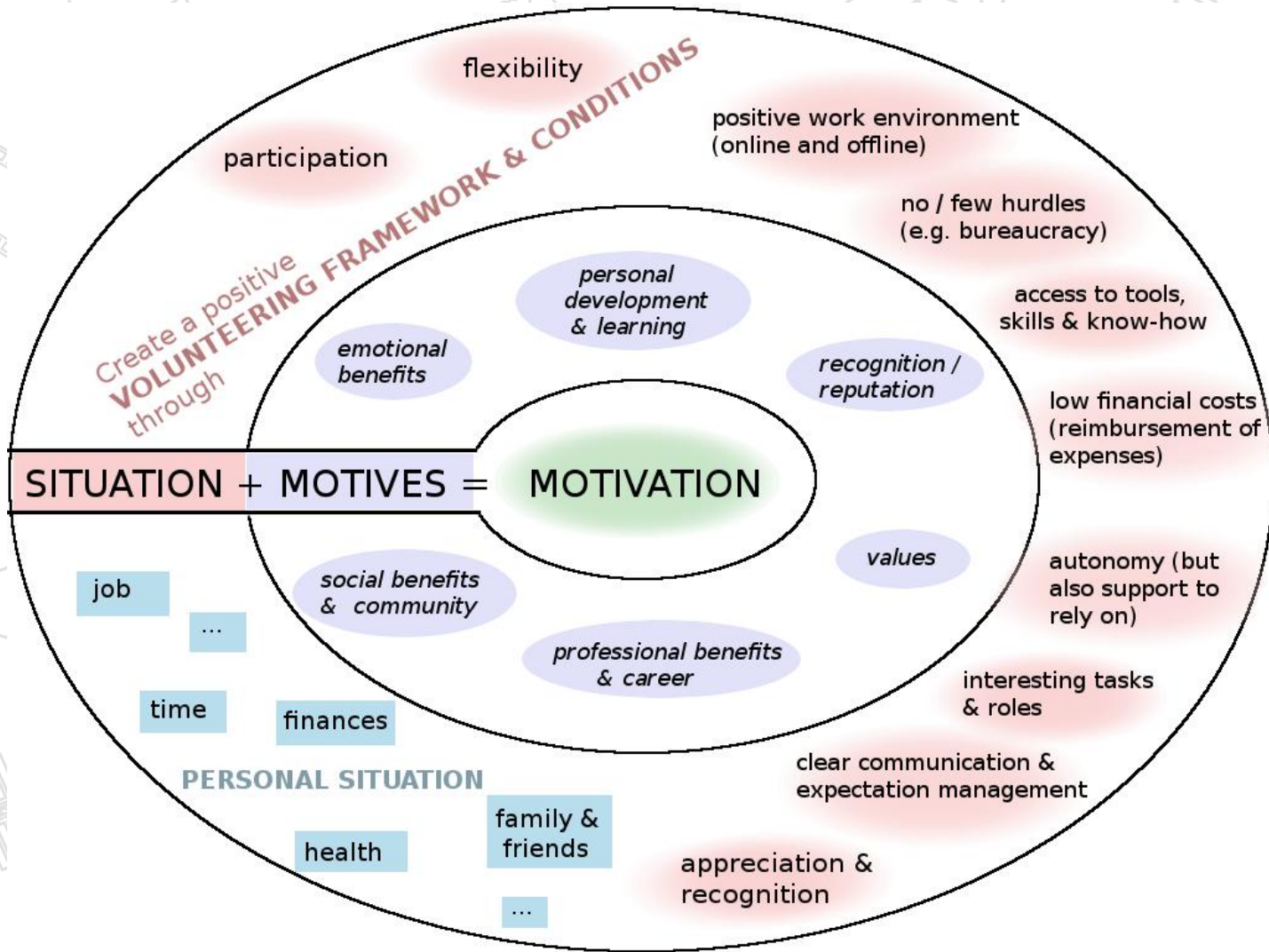
**“motivating
kills
motivation”**

(the overjustification effect)

What influences motivation?

Motivation = motives + motivating situation

In order to have a positive effect on motivation, it is necessary to positively shape the motivating situation.



For the motives of volunteering, also see https://en.wikiversity.org/wiki/Volunteer_Functions_Inventory and https://meta.wikimedia.org/wiki/Wikimedia_Conference_2015/Programme/10

communicate
an easy
accessible
framework of
possibilities



The Photographer
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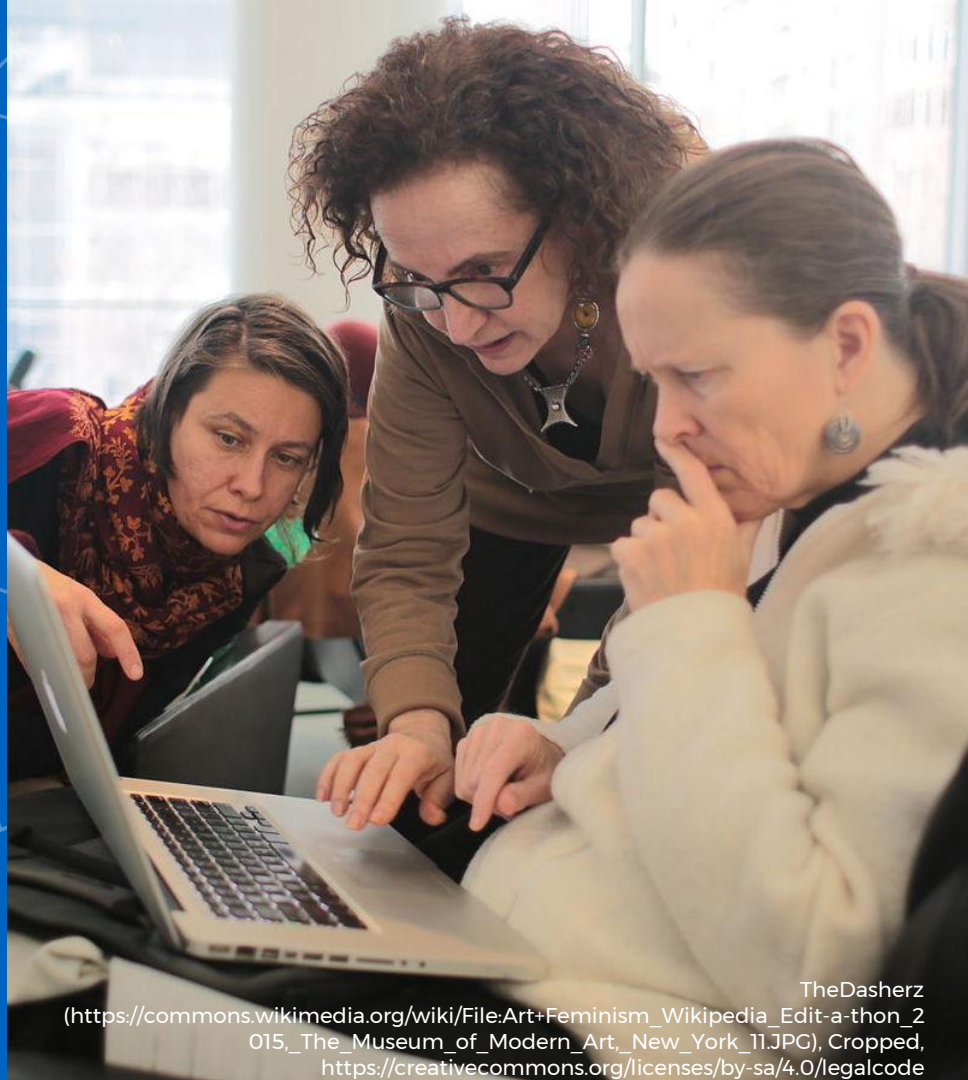
learn about
wishes
needs
expectations

The Land (https://commons.wikimedia.org/wiki/File:Beppo_sightseeing.jpg),
„Beppo sightseeing“, Cropped,
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expect
changes in
motivation



TheDasherz
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the dynamic volunteer



Pascal Hassenforder from Ronchamp, France
(https://commons.wikimedia.org/wiki/File:Amazona_leucocephala_-_Havana,_Cuba_-_pet-8a.jpg), „Amazona leucocephala -Havana, Cuba -pet-8a“, Cropped,
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the
flexible
volunteer
supporter



appreciation

learning patterns on Meta:

1. give individual feedback
2. make it tangible
3. let others know
4. towards a culture of appreciation

https://meta.wikimedia.org/wiki/Volunteer_Supporters_Network#Learning_patterns



WWWweb.pics
(https://commons.wikimedia.org/wiki/File:Wikimedia_Hackathon_2017_Vienna_9001w.jpg), Cropped, <https://creativecommons.org/licenses/by-sa/4.0/legalcode>

VOLUNTEER SUPPORTERS NETWORK

meta.wikimedia.org/wiki/VSN

Facebook: *Wikimedia Volunteer Supporters Network*

Next meeting: Nov 10-12, Berlin

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