

## KEY ACTORS INTERVIEWS GUIDELINES

**About this document:** *In this document there are some information and a list of questions to conduct interviews to key actors (i.e. organizations representatives). This is just for the target group “organizations”, identified at the kick-off meeting. Another document is available with guidelines for collecting inputs from volunteers (through focus groups). This guidelines can be of course modified and improved once we start the interviews and have possible “lessons learnt”.*

### INTRODUCTION

This group of interviews aim at giving external inputs and insights from **key actors from the civil society and others with direct knowledge of the topic of volunteers working<sup>1</sup> with refugees and asylum seekers.**

In particular, **5 (or more) key respondents** will be selected, contacted and interviewed by each partner **from 3<sup>th</sup> to 20<sup>th</sup> January** at the latest, in order to get their perspective, key orientation for the focus groups, test the pertinence of our analysis and facilitate the contact with the target of the focus groups. It is preferable to select different types of respondents (from different context or geographical areas, national relevance vs. local relevance, etc.).

Suggested profiles for our interviews round are representatives of civil society organizations – or any other actors – involved in the **work with refugees/asylum seekers and volunteers at national or local level.**

Interviews can be conducted **both face to face or via Skype** (or similar system). In every case **they need to be recorded<sup>2</sup>** (if this is not possible, it is anyway important to note down as much as you can/the most relevant parts, as the transcriptions will be part of the national reports as annexes).

### QUESTIONS

#### Introductory questions

- 1) Respondent: role, brief personal story, expertise
- 2) Type of organization (association, cooperative, etc.)

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<sup>1</sup> “Working” here (and in the rest of the document and in other documents produced for the IO1) is of course intended as “engaging in activities with refugees and asylum seekers”, and not as paid/formal work (job).

<sup>2</sup> It is good practice to ask interviewed people to sign a brief release for recording. You can find a template for it as attachment at the bottom of this document.

**Part 1: The context<sup>3</sup>**

- 3) Can you describe briefly the reception system for asylum seekers and refugees (including unaccompanied minors) in the country/region/local context? (Kind of reception structures, geographical distribution, characteristics of people hosted, etc.)
- 4) Can you describe briefly the state of the art of volunteering in the country/region/local context? (Main characteristics, trends, sectors with major numbers of volunteers, etc.)
- 5) What are the main organizations (mainly from non-profit sector) working with volunteers in the refugees/asylum seekers sector? What is the organizations role? Has there been an increase in their number in the last few years? (Thinking about national/regional/local context)

**Part 2: Volunteering**

- 6) How many paid staff and how many volunteers are there in your organization?
- 7) Can you describe your recruitment procedure for volunteers?
- 8) Can you describe what information on refugees/asylum seekers sector do you share with volunteers? Do they take an initial training for this?
- 9) In what activities and services are the volunteers involved? Please provide examples.
- 10) Do you provide volunteers with some psychological support? How? Is it something requested by volunteers?
- 11) What is the volunteers profile? (Gender, age, job, nationality, how long they have been volunteering and how long in the sector of refugees and asylum seekers, etc.)
- 12) Are your organization's volunteers working with refugees/asylum seekers well trained to carry out the activities they are involved in? In particular, what can their training needs be?
- 13) What is the relationship between paid staff and volunteers? Are there specific needs for the interaction between them? Has there been any misunderstanding/problem? (Ask for examples)
- 14) What is the relationship between beneficiaries and volunteers? Are there specific needs for the interaction between them? Has there been any misunderstanding/problem? (Ask for examples)
- 15) What do you think are the motivations for them to be active in the specific sector of refugees and asylum seekers?
- 16) What are the differences between beginner volunteers and experienced volunteers in the refugees/asylum seekers sector, if any?

**Part 3: Evaluation (also aimed at the identification of example practices and contacts for the focus groups)**

- 17) What are the main critical issues of involving volunteers in the sector of refugees and asylum seekers? Please provide examples.
- 18) What are on the other side the strengths? Please provide examples.
- 19) Do you know best practices of successful integration to highlight? Why are they "successful"?
- 20) Under what circumstances would your organization be able to provide training for volunteers?
- 21) Do you think the volunteering system in the sector of refugees and asylum seekers should be reformed? If so, in what direction?

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<sup>3</sup> The aim of the part 1 is to get an overview of the reception system at national level from organizations representatives' point of view. Of course, if the respondent cannot answer on national context, the questions will be focusing on their knowledge and experience at regional or local level (in this case the national context analysis for the report will be conducted only through the desk research work).

ATTACHMENT – Release for recording



Release for  
recording.docx