



e-VOLUNTEERING **SUMMIT** REPORT



Sabancı
Universitesi

TOPLUMSAL
DUYARLILIK
PROJELERİ

#VolunteeringIsEverywhere



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ABOUT US

SosyalBen Foundation

SosyalBen Foundation is a non-governmental organization that aims to help children aged between 7-13 living in disadvantaged regions discover and develop their talents. It carries out fieldwork and educational activities on a national and international level in accordance with this purpose that will contribute to their personal development. It aims to strengthen the awareness and skills of social responsibility, entrepreneurship, and volunteering for children and young people to grow up as responsible adults for the world they live in.

SosyalBen Foundation contributes to the discovery, development, and orientation of children's talents through its fieldwork with its 8 main workshops which are painting, music, dance, drama, creative writing, short film and photography, sports, and invention.

It carries out its work with 913 SosyalBen volunteers in total consisting of 581 community volunteers and 332 e-volunteers who are participating in SosyalBen activities in the digital environment for more than 45.000 SosyalBen children to discover and develop their talents in 11 countries in the world and 73 cities in Turkey.



Sabancı University Civic Involvement Projects

Civic Involvement Projects is a mandatory course that all students of Sabancı University must receive under the title of the curriculum of Sabancı University since 1999. Besides, Sabancı University adjusts projects in which students of other universities could participate. Civic Involvement Projects is an education programme that aims for individuals to learn and use participatory democracy. It aims for individuals to realize their responsibilities towards the society they live in by taking individual initiatives and also collaborating.

The number of people who have directly benefited from Civic Involvement Projects is 70.970. 1329 social responsibility projects have been done and 6.440 university students have had a chance to volunteer in these projects in the scope of Civic Involvement Projects.

Civic Involvement Projects conducts projects in the name of "Discover Yourself" out of Istanbul during semester and summer holidays besides projects going on during the academic year. Discover Yourself projects have been continuing with the participation of volunteering students of other universities since 2000. Civilian with the NGO Internship Program, which started to introduce university students to career opportunities in the field of society provided many university students with the opportunity to meet the civic space.



e-VOLUNTARY SUMMIT

Evaluation of volunteering from a broad and different perspective within the framework of the developing and changing world, at this point, the new generation Non-Governmental Organization SosyalBen launched the e-Volunteering movement in March 2020.

e-Volunteering is done by volunteers at home or elsewhere on an accessible and web-accessible computer. Although these activities are done in virtual reality, the results are for the real world. It is notable that there is no limit to what can be done online. In this context, e-Volunteering is an important field of activity, from capacity strengthening to information technologies, from design to resource development. The internet is a tool for anyone who wants to make the world a better place to turn their expertise into benefits. These virtual activities overcome the barriers of space and time, thus they are a very important factor for equality of opportunity.

Volunteering is an individual's understanding of social responsibility, without any compensation, with knowledge, time, skill, experience and using its resources for a purpose of their own free will. e-Volunteering in the digital process is a willingness to help people, to improve the surrounding space, and to devote our time and skills to self-sacrifice. It represents the process of being ready to use in a way.

In this context, in the social isolation process, we are in, especially the young people's social benefit in the name of the effort to provide education and the sustainability of volunteering in the digital world, the European Parliament has been in charge for two years. Pioneering the implementation of e-volunteering, which is on the agenda and has examples in the international arena, in Turkey the new generation Non-Governmental Organization SosyalBen Foundation has taken action and has been in the field of volunteering for 20 years, Sabancı University joined forces with the Social Awareness Projects unit, which has done important work. In this process, the newly developing concept of e-volunteering in Turkey, SocialBen Foundation and Sabancı University by reaching larger audiences with the e-Volunteering Summit held in cooperation with Social Awareness Projects. It is aimed to raise awareness about the issue.

The program flow of the e-Volunteering summit held on November 25, 2020 is as follows;

PROGRAM

13.00-13.20	OPENING SPEECH Fuat Keyman – Vice President of Sabanci University Ece Çiftçi – Founder of SosyalBen Foundation Zeynep Bahar Çelik – Manager of Sabanci University Civic Involvement Projects
13.20-13.50	VOLUNTEERISM IN THE WORLD Moderator: Sibel Karaduman - SosyalBen Foundation Nil Memişoğlu – UN Volunteers Turkey - Country Coordinator
13.50-14.00	Coffee Break
14.00-15.00	e-VERSION OF DOING GOOD Moderator: Zeynep Bahar Çelik – Manager of Sabanci University Civic Involvement Projects Ece Çiftçi – Founder of SosyalBen Foundation Ali Ercan Özgür – Founder of IDEMA
15.00-15.10	Coffee Break
15.10-16.10	3rd SECTOR IN THE DIGITALIZED WORLD Moderator: Tuğçe Yavuz - SosyalBen Foundation Jülide Erdoğan – General Manager of Yenibirlikler Association İsmail Metin – Secretary General of Habitat Association
16.10- 16.30	PROMISING SOCIAL ENTERPRISE Moderator: Aslı Acar Geliş - Sabanci University Civic Involvement Projects Özlem Ülker – Co-Founder of Abilitypool
16.30- 16.40	Coffee Break
16.40-17.10	Workshops

SPEAKERS



FUAT KEYMAN
Vice President of Sabanci University



ZEYNEP BAHAR ÇELİK
Manager of Sabanci University
Civic Involvement Projects



ECE ÇİFTÇİ
Founder of SosyalBen Foundation



NİL MEMİŞOĞLU
UNV Turkey - Country Coordinator



ALİ ERCAN ÖZGÜR
Founder of IDEMA



JÜLİDE ERDOĞAN
General Manager of
Yenibirlider Association



İSMAİL METİN
Secretary General of Habitat
Association



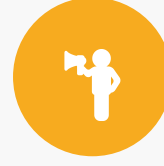
ÖZLEM ÜLKER
Co-Founder of Abilitypool

e-VOLUNTEERING SUMMIT



OBJECTIVE

The e-Volunteering Summit was held in order to discuss the e-state of goodness, to explain digital volunteering, to share examples of volunteering activities independent of time and space during the pandemic period and within the scope of the e-Volunteering movement initiated, to discuss the current situation on the digital transformation on the agenda and the internalization of the perception of volunteerism in the world, and to express opinions on this issue and to share solution suggestions.



SCOPE

106 young people from 34 different cities of Turkey and 4 different countries of the world participated in the e-Volunteering Summit held on November 25, 2020.

80% of the participating young people are university students and 20% are high school students. It ended within the scope of 3 topics which are the current situation, problem analysis and solution proposals, with expert guests listening to the moderators and then young people performing workshops.

PRESENTATION

Each stage of the industrial revolution changes employment and working life along with the production process. Today, while we carry out our actions with processes that are quite different from the past, the definitions of job, profession and studentship are changing, and brand-new jobs, professions and working styles are emerging. On the other hand, artificial intelligence and increasing robotic technologies both take this improvement process further and make it different.

The digitalized world brings new potentials that will radically change working relations into life. As a result of technological developments, the transition from an industrial society to an information society constitutes another phase of change in human history. At the same time, the process of transition to information society has accelerated the spread of the phenomenon of "globalization" which entered the literature as a term in this period, all over the world. After the new normal period, the availability of the internet and the radical expansion of other means of communication and transportation have brought many changes.

One of these changes has emerged as a result of the evolution of volunteering into digital.

In order to pioneer the implementation of e-Volunteering in Turkey, which has been on the agenda of the European Parliament for two years and has examples in the international field, we, as the new generation Non-Governmental Organization SosyalBen Foundation, took action and collaborated with the Sabancı University Social Awareness Projects unit, which has been doing important work in the field of volunteering for 20 years and organized the e-Volunteering summit which is the starting point of the digital adventure in the field of civil society, enabling young people to turn their expertise into benefits in order to be responsible for the society and the world they live in.

To our young people, who will make the world a better place than it is today...

Sincerely,

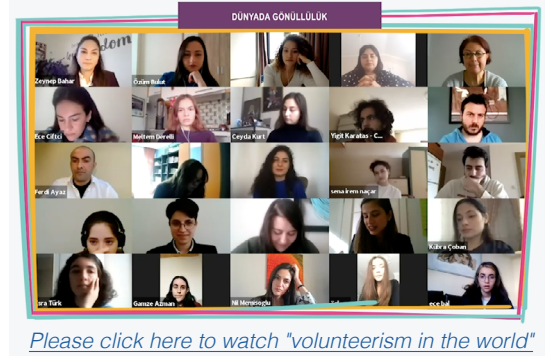
SosyalBen Foundation & Sabancı University Civic Involvement Projects



VOLUNTEERISM IN THE WORLD

At the "Volunteerism in the World" session of the e-Volunteerism Summit led by the SosyalBen Foundation, the speech of the United Nations Volunteers (UNV) Turkey Coordinator Nil Memişoğlu was listened to. In her speech, Nil Memişoğlu addressed the meaning of being a volunteer, its ways and the rates of volunteerism in the world. She drew attention to how the Non-Governmental Organizations, which had to suspend their field work due to the ongoing effects of the pandemic around the world, were affected by this process and the new methods they applied. After the completion of other sessions, a workshop was held with the young people who participated in the summit. Based on Ms. Nil's speech at the 'Volunteerism in the World' workshop, the following topics were discussed.

1. Status of Civil Society Work in the World?
2. Volunteerism and Volunteer Participation Rate in Turkey?
3. What is Voluntary Participation in Civil Society Work?
4. Examples of Good Countries from the World



Based on the above-mentioned topics, the participants of the workshop exchanged ideas on what to do to increase civil field work in the world and how to increase the participation in Non-Governmental Organizations that are already actively working.

CURRENT SITUATION ANALYSIS

In her speech, Nil Memişoğlu defined the concept of volunteerism as "the time you devote to living things outside your family or close environment with your own free will, without any financial concerns." There are many different ways to volunteer. Volunteer activities are one of the cornerstones of societies, as volunteerism brings solidarity and prosperity to the society, as well as making a serious contribution to the economy of countries. Every individual who wants to be a volunteer can do this under people or organizations, or they can also perform in their own way independently of them. As the projects done voluntarily will be in a person's interest field (for example, one's own decision about what kind of project they want to be involved in for children or the elderly), they also serve as a good lighthouse to guide her/his life and find its meaning.

Besides the social benefits, it is always a plus for individuals to have a social responsibility background in their careers. The fact that individuals who took part in social responsibility projects have shown a serious improvement in their leadership, communication skills, empathy and teamwork, and their participation in the projects for their employers is a good reference that indicates these features.

Volunteerism is a concept that has always existed in society, but has been shaped over time and still continues to take shape. According to official resources, volunteerism has a long history.

In 1755, the word "volunteer" was used for soldiers and meant "offering yourself for military service" in France. As time passed, the concept of "volunteerism" matured and gained its current meaning. This maturation process has been blended with social events as it is today. In other words, the great wars in history (World War I and II) paved the way and pioneered the establishment of many Non-Governmental Organizations; UNESCO, the Council of Europe and the Service Civil International are

one of the examples. When we examine the situation in today's circumstances, even though the pandemic situation we are in has limited fieldwork indefinitely, both a numerical increase and a demographic diversity are seen in the volunteerism rates.

Due to the new conditions brought by time, volunteerism activities have become online keeping up with the situation. According to official records, there are currently 1 billion registered volunteers in the world together with 109 million active volunteers. The numbers have recently increased and reached this point. In her speech, Ms. Nil said that the number of United Nations Volunteers (UNV) increased during the pandemic period. One of the main reasons for this situation is the emergence of people's desire to help in a common crisis situation, and

"There are currently 1 billion registered volunteers in the world together with 109 million active volunteers."

hat the people who wanted to volunteer before but could not find time or motivation approach this idea more willingly during the quarantine process. For example, considering the UK, there are 4.182.856 volunteers, and 60% of these volunteers are people over the age of 65. Although the number of volunteers increased according to the data obtained after the pandemic, demographically the main reason for the development is that young

“Covid-19 outbreak has shown the world the importance of solidarity and unity while also increasing the rate of volunteerism in the world”

people also started to volunteer. At the same time, Non-Governmental Organizations allowed volunteers to go abroad by developing online projects and started to carry out international projects. For example, in a project carried out by UNV, people living in different countries acted as a bridge by communicating with people in other countries and their Ministries of Health through voluntary work. From this point of view, the Covid-19 outbreak has shown the world the importance of solidarity and unity while also increasing the rate of volunteerism in the world as a result of every major world crisis. Another example of this is that after the Izmir earthquake that took place recently, volunteerism activities have been organised very quickly and aid movements have been

organised very quickly and aid movements have been initiated nationwide. At the same time, AFAD (Disaster and Emergency Management Presidency), which is no doubt one of the main heroes in the healing of the wounds of the Izmir earthquake, announced that they received 13.000 applications in just two days, shortly after the earthquake. This shows that individuals need to be in solidarity in social events, and the concept of volunteerism is gaining importance and developing in these times.

PROBLEM AND SOLUTION FINDINGS

During the workshop activities that were held after the sessions, the majority of young participants stated that the number of active volunteers in Turkey is low. This idea coincides with the information that 9% of Turkish people take part in volunteerism activities, which was a result of a research conducted by Istanbul Bilgi University Civil Society Studies Center.

In addition, most of the participants mentioned that the encouragement for volunteerism is not enough. As a solution to this, it was argued that this encouragement should be provided in schools and especially in high school years, and if provided, there would be a great increase in the number of active volunteers in Turkey. They added that volunteerism spread from ear to ear, and as a result of the volunteer's satisfaction with her/his work, they encouraged those around them to volunteer.

Some participants stated that the profiles sought by Non-Governmental Organizations in their job advertisements appeal to the higher part of the public and that fewer features should be sought due to the constantly changing world. They stated this situation creates alienation and prevents access to the lower strata of society. On the other hand, they underlined that it is a great deficiency that the job fields recruited to Non-Governmental Organizations only consist of certain occupational groups and that people from many different professions should be recruited. It was emphasized by participants regarding Non-governmental Organizations, that financial support should be provided by the state, because if the sponsor cancels its sponsorship, there may be income concerns in the affiliated organizations. Opinions were put forward that if support was provided by the state, a great increase in the number of volunteers could be observed.

The majority of the participants stated that one of the most effective reasons keeping the majority of Turkish people from joining Non-Governmental Organizations is political discourse and political stance. In continuation of this idea, they gave an example that AFAD's sharing of all its activities on social media creates transparency between the participant and the organization. Afterwards, they suggested that all Non-Governmental Organizations should have a relationship based on transparency with their active and potential participants. Furthermore, young participants laid out their concern for the future as the reason why Non-Governmental Organizations were not preferred as a career.

They argued that while the transition to the online era has been made, projects that target hard-to-reach places should be developed and carried out with the financial support of the state.

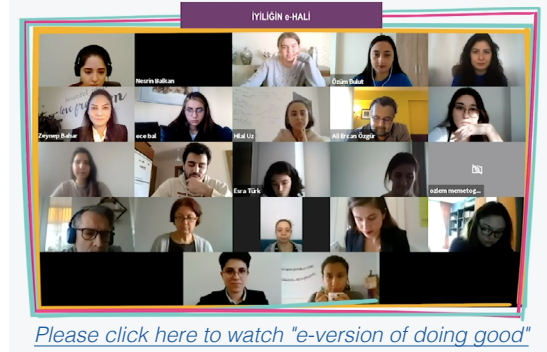
Finally, the participants said that online fieldwork, especially child-focused ones, although not as effective as face-to-face, is a support for children even if there is partial contact. They stated that the education activities given online are also carried out with the support of the family, and that the family receives education first, and then support is received from the family while the children are educated.

e-VERSION OF DOING GOOD

In the "e-version of doing good" session, SosyalBen Foundation Founder Ece Çiftçi and IDEMA Founder Ali Ercan Özgür shared their thoughts and experiences on volunteering taking place in the digital environment. The adaptation processes in relation to rapid digitalisation during the pandemic period, the change in the perception of volunteering of the society over time and the impact of the pandemic on this change were discussed in detail. The evolution of volunteering from past to present was analysed.

It has been pointed out that the demographic structure of the volunteers has changed with the impact of digitalisation and the visibility of the voluntary movements has reached a different point. It was mentioned that an increase in fieldwork was observed with the communication and visibility provided by social media, and social entrepreneurship was preferred in terms of career. It was emphasized that digitalisation caused by technology and periodic events facilitates volunteering. In the workshop, which was held in line with the speeches of Ms. Ece and Mr. Ali Ercan, the following topics were emphasized.

1. What do young people understand from digital transformation?
2. What is the status of volunteering in digital transformation?
3. How to increase volunteering participation with digital transformation?



In the workshop held in the light of these questions, the link between digitalization and volunteering was analysed and suggestions were made to increase the participation rate.

CURRENT SITUATION ANALYSIS

Ece Çiftçi and Ali Ercan Özgür mentioned that moving volunteering to digital solves the problem of time and money in the easiest way. In terms of institutions, the need for time and financial power in terms of providing the necessary space and materials for carrying out an event has decreased. The situation is the same for volunteers. In this way, individuals began to reach different activities more easily and to devote more time to these activities. The approach of young people in society to digital has a similar meaning.

Moving the tasks or activities that are expected to be done physically to digital is seen as a factor that increases participation. One of the most significant examples is the participation of an individual residing far away in activities through digital media. Another concept is the digital field concept that emerged for the purpose of keeping up with the transformation. In addition to educational activities,

the fact that individuals carry out the work that they can physically perform remotely and by using digital media has formed the basis of the e-state of well-being. Because digitalisation increases the interest and volunteering for the projects that need less of a physical place compared to field work and that need to be simultaneously completed in the background while field work takes place, it has reached a more useful point especially for non-governmental organizations. At the same time, It is observed that the X generation has more

difficulty in keeping up with this change than the Y and Z generations. It is thought that the planning of the carried out projects by including the X generation in digitalization will contribute to the change of the volunteer demographics and the expansion of the volunteer age range.

Furthermore, the fact that organizations bring volunteers to the position of subjects and encourage them to take responsibility and initiative is also a factor affecting the increase in interest and therefore participation. It is thought to be an important point in terms of strengthening the sense of belonging that the individual feels towards the institution. Emphasizing the learning outcomes/gains that the institution can bring to the individual and the level of satisfaction of the individual is seen as an important tool to ensure that volunteering is noticed. It has been stated that in this age of technology, where the use of social media increases and digital transformation takes place rapidly, the perception of "do not let your left hand know what your right hand is doing", which is

"Moving volunteering to digital solves the problem of time and money in the easiest way"

underlined by our culture, has vanished and thus volunteering has become widespread. The benefits of sharing and announcing the projects and events on social media or through every channel we can reach, and thus increasing the visibility as much as possible have been discussed. It was emphasized that goodness should also be advertised and that goodness will increase by sharing. It was discussed that with the transition to the digital world, more people can be reached more easily, with less expense, without limits, and this can bring incredible benefits.

"The main issue that we need to focus on is how to reach people who are located in a socio-economically disadvantaged region with difficult access to technology"

The main issue that we need to focus on is how to reach people who are located in a socio-economically disadvantaged region with difficult access to technology, and the importance of this issue has been mentioned.

PROBLEM AND SOLUTION FINDINGS

In addition to the importance of volunteering in the digital world and the benefits of digitalization, it was specifically mentioned that volunteer participation should be increased, the vision and mission of the Non-Governmental Organizations should be accurately and openly transmitted to the public.

In today's world, the perception of being a good citizen is moving rapidly towards becoming a good digital citizen. In line with this perception, the correct use of technology, the clear realization of communication and information transfer can be considered as an important solution to the main problem within the theme of e-state of goodness.

It was proposed as a solution for specified problems to act consciously, safely and effectively in the virtual environment where the information is transmitted through technology tools and social media, and to attract the attention and ensure the participation of the audience defined as digital citizens as a result of digitalization. As an example, when the digital activism activities of non-governmental organizations operating in the field of environmentalism in Turkey are examined, it was observed that the use of communication technologies reduces expenditures and enables rapid communication.

It is thought low-cost and environmentally friendly applications such as sending bulk emails, creating blog content and sharing posts by opening social media accounts instead of printed brochures, banners, and advertisements are more practical and suitable for the purpose of institutions. It is noted that interest and attention of the public can be gathered thanks to alternative internet environments without the support of the mainstream media.

It is known that with technological developments, non-governmental organizations prefer social media tools in order to raise consciousness and awareness. In this way, it is recognized that social media provides information opportunities, helps invite volunteers and take action, offers communication-interaction between volunteers and members, establishes communication between the NGOs, strengthens fundraising and resource creation (Binark and Löker, 2011).

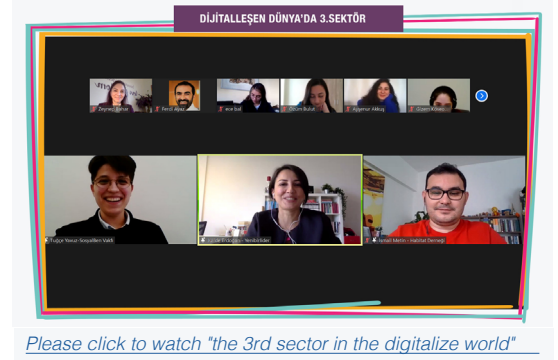


THE 3RD SECTOR IN THE DIGITALIZED WORLD

In the last session of the summit, "The 3rd Sector in the Digitalized World", it was discussed how Yenibirlider Association General Manager Jülide Erdoğan, Habitat Association Deputy Secretary General İsmail Metin, and non-governmental organizations adapted to the digitalization process, especially thanks to the pandemic. The third sector can be defined as Non-Governmental Organizations with no expectation of profit and are run voluntarily.

The third sector, which is independent of the state and the economy, is an important part of civil society (Akboğa & Arık, 2018). The consensus of our participants, Erdoğan and Metin, was that the 3rd sector, which should adapt to digitalization in any case, had to adapt quickly due to the current pandemic process.

It was discussed that all sectors, especially Non-Governmental Organizations, would be able to maintain their continuity as long as they proceed independent of location and in parallel to timing. Even though the view about digitalization limiting fieldwork is accurate, the common opinion of our speakers was also that the key to permanency is to keep up with the digitalizing world.



STRENGTHS

1. With the removal of the distance barrier, space-independent work began to be carried out, thus the inequality of opportunity decreased.
2. Even in certificates, the application of digital documents has created a positive situation both in terms of digital return and environmentalism.
3. Digitalization has made it easier to access data that may be needed.
4. Time and cash problems have also been solved with digitalization.
5. Private organizations and non-governmental organizations cooperate, which mutually strengthens both sides. Non-Governmental Organizations feed the private sector in the fields of prestige and public relations, while private organizations also provide resources and funding support to Non-Governmental Organizations.
6. Non-Governmental Organizations and activities in the digital system are an opportunity to develop "networking", one of the biggest requirements of the 21st century.
7. Social media channels, one of the digital platforms, are in a state of mutual gain with Non-Governmental Organizations.
8. While many sectors are shrinking due to the pandemic, growth is observed in Non-Governmental Organizations with the contribution of digitalization.

WEAKNESSES

1. Projects that work with grants and funds have been disrupted.
2. Digital necessity has led to social problems.
3. Great difficulties began to occur for Non-Governmental Organizations working in the field.
4. Digitalized civil society works are not appealing to all age segments of society, but rather to the younger generation. As the age of generation increases, it also becomes difficult to explain the work of civil society.
5. The Non-Governmental Organizations do not have all the necessary equipment and information about digitalization yet.
6. Digital volunteering and civil society activities have not experienced a sustainable flow yet. For example, the relief efforts carried out in the Izmir earthquake began to decrease as time passed.
7. The vision of the corporate leaders who provide grants to Non-Governmental Organizations is not sufficiently developed.

THREATS

1. Institutions and organizations that can not keep up with digitalization are slowly in danger of losing their influence and existence.
2. This very sudden digital transformation created a panic that felt negative.

OPPORTUNITIES

1. With the removal of the inequality of opportunity created by space independence, parallel works can be carried out regardless of distance and space, so the influence of Non-Governmental Organizations can become more widespread.
2. With the help of digitalization, volunteerism comes across as a popular concept. In addition to overcoming the prejudices that existed in the 1980s and before, volunteerism became a reason for sharing and interaction in digital media. For this reason, if the interest in volunteerism, therefore Non-Governmental Organizations is continued with the same motivation, it can reach an even higher popularity.
3. The private sector is starting to use Non-Governmental Organizations as a "public relations" strategy.
4. The profile of social investment is becoming a promising area.
5. The perception "Digital platforms will never replace face-to-face" has been destroyed with the hope that civil society can also create their activities.
6. With the pandemic, digitalization can be said to have descended from white collar to the public.
7. The pandemic period positively accelerates the stages of digitalization.

PROBLEM DETECTION

Compared to dynamic and young non-governmental organizations, older and local non-governmental organizations have not yet caught up with the digitalization process. This problem can also be caused by intergenerational differences, young people born into the digital world can experience the adaptation process more easily.

SOLUTIONS PROPOSALS

- Along with the sustainable development goals, the guidance and contribution of non-governmental organizations will be great in solving hunger, inequality, health problems or problems that may occur in the future due to these issues.
- Non-governmental organizations are responsible/should also be responsible for increasing the visibility of problems.
- Maximum benefit should be gained from the digitalization process that we live in mandatorily.
- Non-governmental organizations should be able to develop themselves digitally and survive in the digital world.
- By taking advantage of the absence of the distance barrier with digitalization, non-governmental organizations should expand their domains and member diversity.
- According to the workshops held by the Workshop on Strengthening the Volunteering Process in Turkey in 2019, one of the most important elements for the sustainability in volunteering is the creation of an environment that provides motivation for volunteering. Therefore, digital platforms can be shown as an incentive element.

e-VOLUNTEERING SUMMIT

[Click here to watch the summit](#)



e-Volunteering Summit November 25, 2020

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