

# Individual Giving Study (IGS) 2018

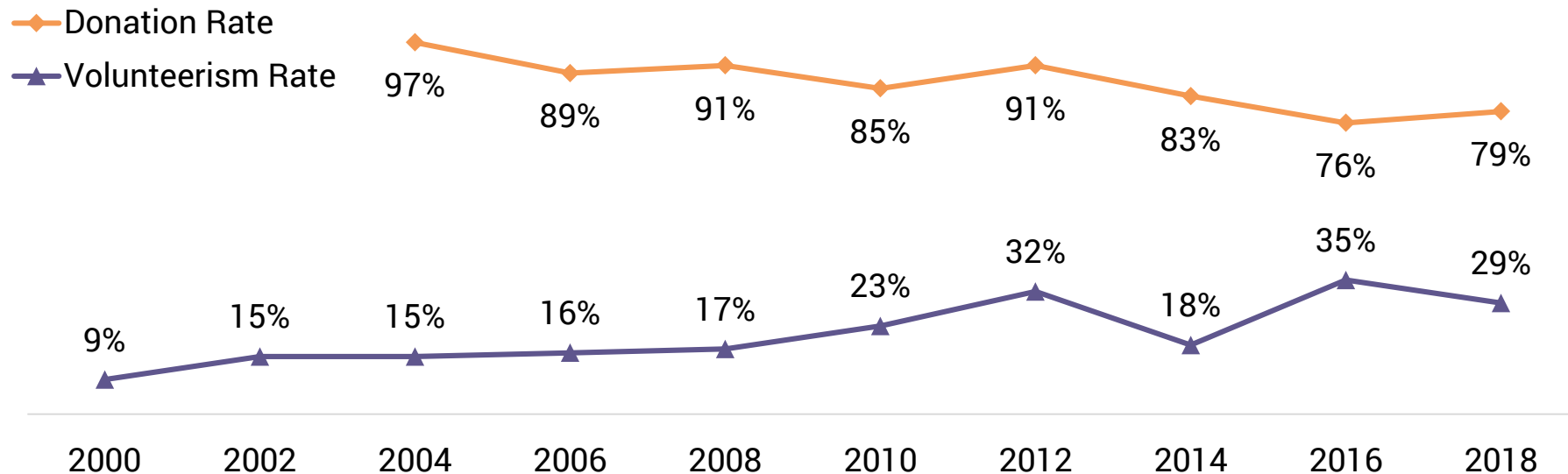
Media Briefing  
16<sup>th</sup> May 2019

Updated as of 15<sup>th</sup> May 2019

# Giving Outlook: Volunteerism and Philanthropy



# Volunteerism rate is on an upward trajectory albeit with fluctuations, whilst donation rate is in a gradual decline

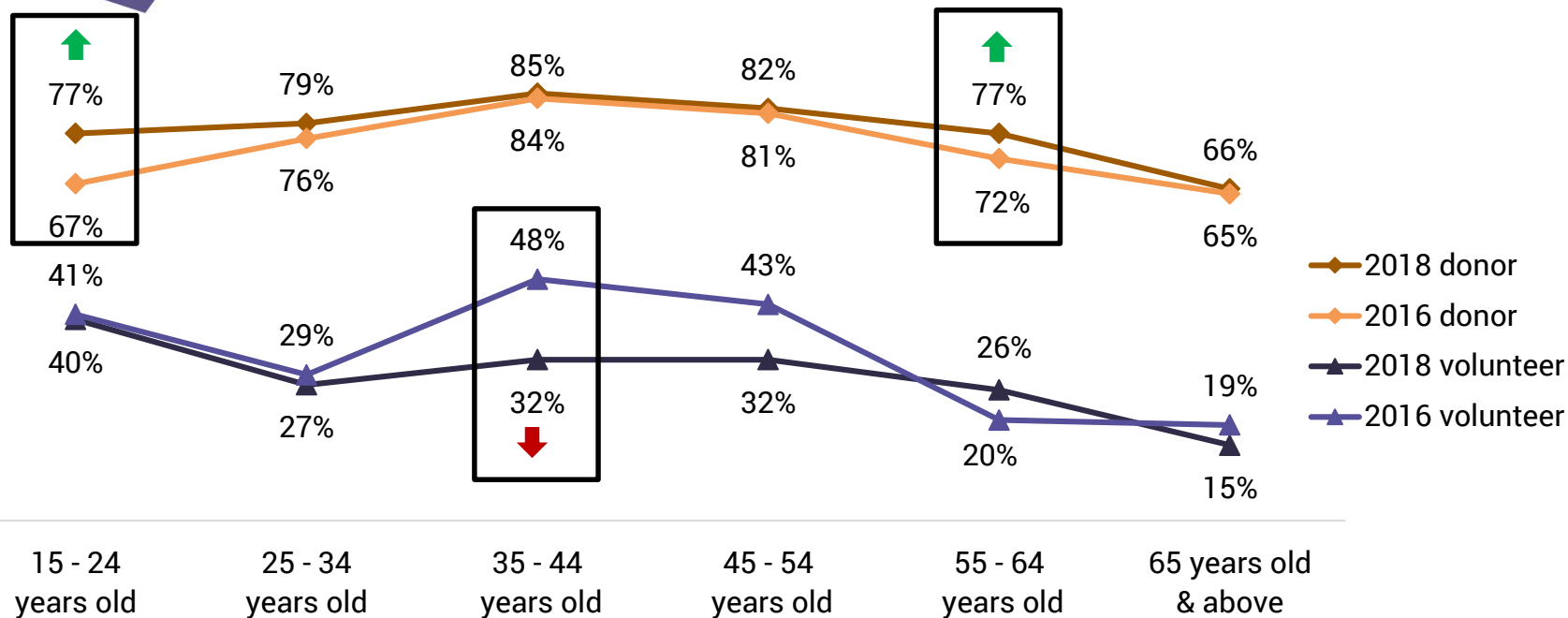


Base: All respondents (n=2,100)

Q10a. Based on the above definition, have you volunteered in the past 12 months?

Q30.. Based on the above definition, have you donated in the past 12 months?

Donations continue to dominate, with uplifts in youth (15-24) and early seniors (55-64).  
 Volunteerism among working adults (35-44) dips.



Base: All respondents (n=2,100)

Q10a. Based on the above definition, have you volunteered in the past 12 months?

Q30. Based on the above definition, have you donated in the past 12 months?

# Defining Volunteerism

## Volunteering refers to:

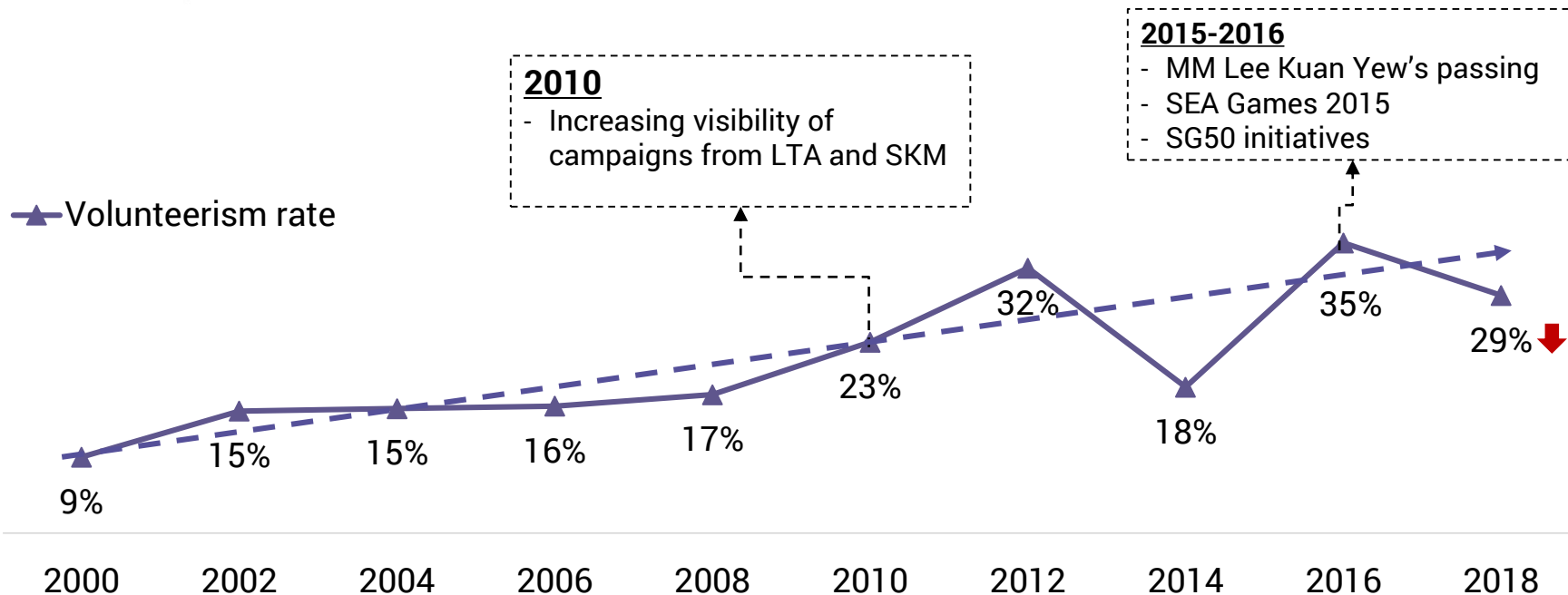
- Activities done out of one's own free will
- Without expecting financial payment
- To help others outside your household, family, relatives or friends
- Can be **formal** (i.e., volunteered through a registered organisation) or **informal** (i.e., volunteered without going through any registered organisation)

## In this study, volunteering **excludes**:

- Compulsory community work e.g., Values in Action (VIA), Community Involvement Programme (CIP) in schools and Corrective Work Order (CWO), except where it exceeded the compulsory no. of hours
- Micro giving acts such as giving up your seat on public transport

Current volunteer	An individual who had volunteered <b>in the past 12 months</b>
Former volunteer	An individual who had volunteered before, but <b>not in the past 12 months</b>
Non volunteer	An individual who had <b>never volunteered before</b>

# Volunteerism rate continues to grow with fluctuations observed in the last four waves

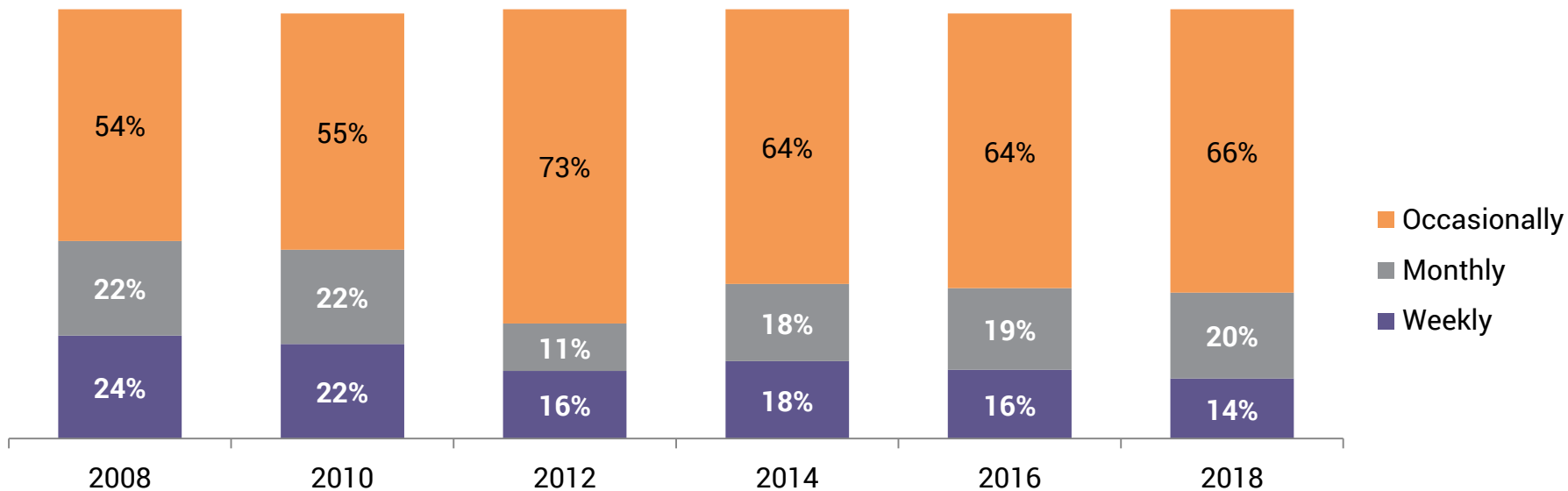


Base: All respondents (n=2,100)

Q10a. Based on the above definition, have you volunteered in the past 12 months?

# Volunteering remains largely occasional

Frequency of Volunteering



Base: Current volunteers (n=585)

Q20. How often did you volunteer in the past 12 months?

# Nation-wide events, perceived economic uncertainty and occasional volunteering contributed to the fluctuation

Some of the rises and dips coincided with significant national events.

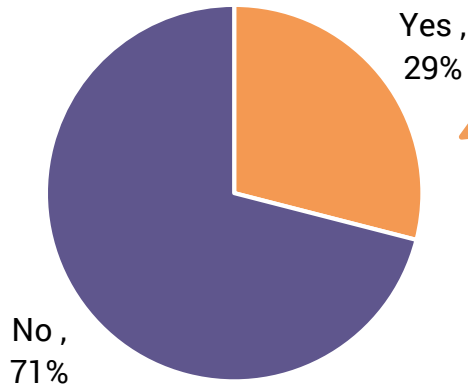
- 2010 onward: Upsurge in national campaigns to do good (including SG Cares)
- 2015: The passing of MM Lee Kuan Yew and the euphoria of SG50
- A focus on financial security prompts people in Singapore to turn “inwards” in times of perceived economic uncertainty.

Coupled with most volunteering being done on an occasional basis, these external factors may have influenced people in Singapore volunteering behaviours.



# Economic value of volunteering achieves a new high at S\$2.43 billion

## Volunteerism Rate



## Among Current Volunteers:

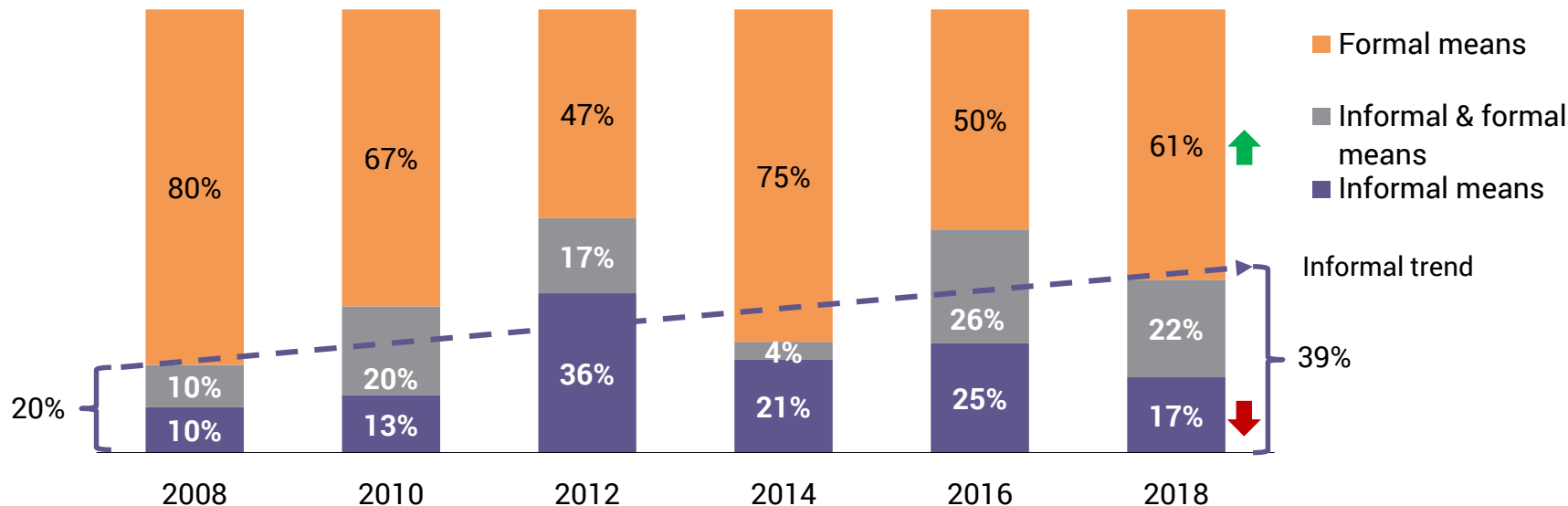
	2008	2010	2012	2014	2016	2018
<b>Total volunteer hours (exclude travelling time)</b>	45 million	89 million	91 million	66 million	121 million	122 million
<b>Mean volunteer hours per volunteer</b>	78 hours	104 hours	72 hours	93 hours	84 hours	88 hours
<b>Value of volunteering (S\$)</b>	\$0.59 billion	\$1.80 billion	\$1.37 billion	\$1.11 billion	\$2.22 billion	\$2.43 billion

Value of volunteering = Total volunteer hours x Hourly Wage Rate of services industry employee (e.g. employees from the community, social and personal services, administrative and support services, transport and storage, professional services). Hourly wage rate used in IGS 2018: S\$19.89

Base: Current volunteers (n=585)

Q21. How many hours did you volunteer per ["WEEK", "MONTH" OR "YEAR", according to answer in Q20] in total, including both formal and informal volunteering. Please exclude traveling time.

# While most volunteering is still formal, informal volunteering shows a gradual upward trend amid the fluctuations in recent years



Base: Current volunteers (n=569\*)

Q14. Which of the organizations/groups that you mentioned earlier are registered organization(s) and which are informal group(s)?

\*Excludes those who only stated "Don't Know / Refused"

# Volunteerism rate has generally decreased across demographic groups

Volunteerism Rate by Demographics	2008	2010	2012	2014	2016	2018
<b>All Respondents</b>	17%	23%	32%	18%	35%	29%
<b>Gender</b>						
Male	15%	24%	31%	17%	35%	29%
Female	19%	22%	33%	19%	35%	28% ↓
<b>Ethnic group</b>						
Chinese	16%	23%	31%	17%	33%	27%
Malay	19%	24%	36%	21%	36%	35%
Indian	21%	24%	35%	17%	41%	27% ↓
Others	15%	25%	33%	18%	39%	35%
<b>Age group</b>						
15 - 24 years	23%	36%	43%	25%	41%	40%
25 - 34 years	13%	21%	28%	17%	29%	27%
35 - 44 years	19%	23%	42%	19%	48%	32% ↓
45 - 54 years	17%	23%	30%	16%	43%	32%
55 - 64 years	14%	22%	25%	18%	20%	26%
65 years and above	11%	10%	17%	9%	19%	15%
<b>Housing type</b>						
HDB 1 - 3 rooms	11%	18%	26%	15%	24%	20%
HDB 4 rooms	16%	22%	33%	15%	26%	27%
HDB 5 rooms / Exec / HUDC / Exec condo	24%	28%	38%	26%	43%	32%
Condo / Private apartment	19%	32%	37%	19%	55%	28% ↓
Landed property	24%	25%	33%	19%	57%	59%

# Defining Donation

## Donating refers to:

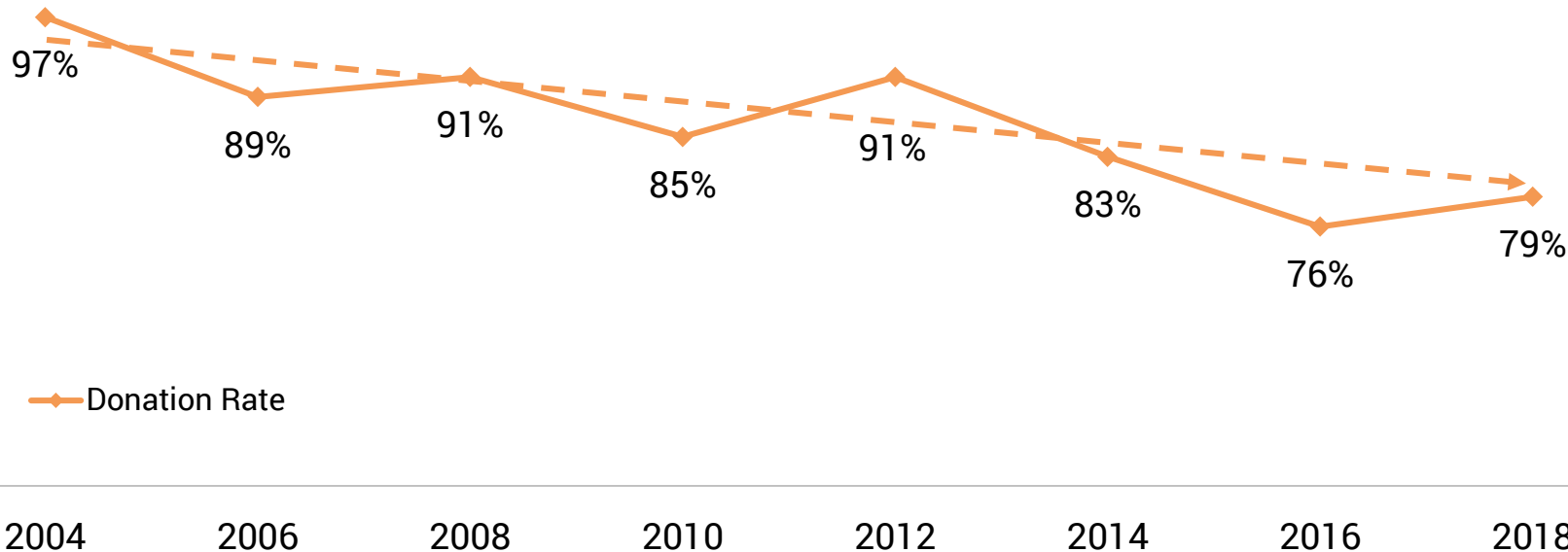
- Giving of money out of your own free will
- Without expecting financial payment
- To help others outside your household, family, relatives or friends
- Can be **formal** (i.e., donated through a registered organisation) or **informal** (i.e., donated without going through any registered organisation)

## In this study, donating **excludes**:

- Compulsory payment of money such as paying fines or taxes
- Payroll deductions which are automatically set up to self-help groups (i.e., CDAC, Eurasian Association, Mendaki, SINDA)

Current donor	An individual who had donated <b>in the past 12 months</b>
Former donor	An individual who had donated before, but <b>not in the past 12 months</b>
Non donor	An individual who had <b>never donated before</b>

# The overall donation rate has been declining gradually over the years

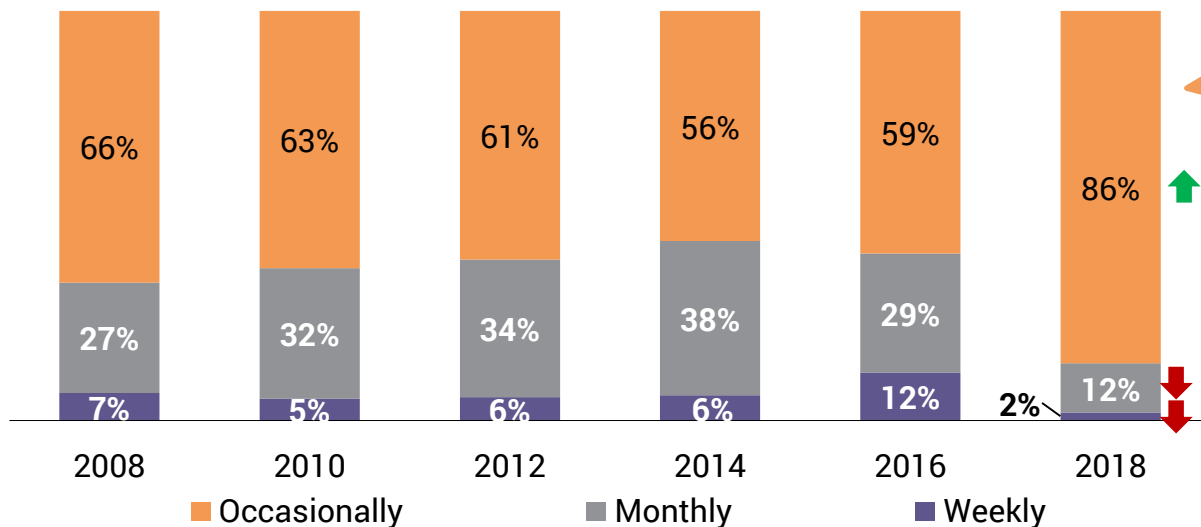


Base: All respondents (n=2,100)

Q30. Based on the above definition, have you donated in the past 12 months?

# Regular donations (weekly and monthly) are on a decline

Frequency of Donation

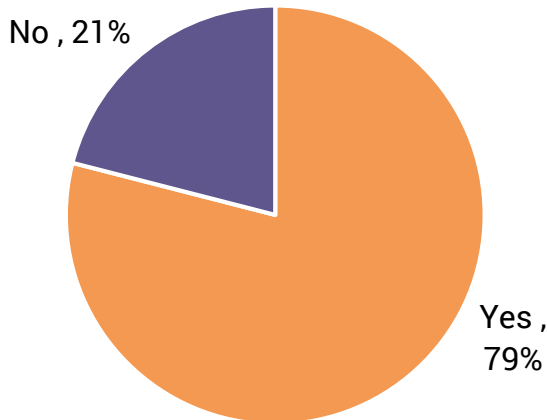


Donation Frequency amongst the 86%	
Quarterly	11%
Bi-annually	8%
Annually	10%
Seasonal – festive	3%
Seasonal – tax	1%
As-and-when based on request	54%


Base: Current donors (n=1,593)  
 Q37. How often did you donate in the past 12 months?

# Despite the dip in 2018, total donations have grown over the past decade

## Donation Rate



## Among Current Donors who Donated via Formal Means :

	2008	2010	2012	2014	2016	2018
<b>Total donations to organisations (S\$)</b>	0.96 billion	1.07 billion	1.10 billion	1.25 billion	2.18 billion	2.11 billion 
<b>Mean donation to organisations per donor (S\$)</b>	300	331	312	379	910	661

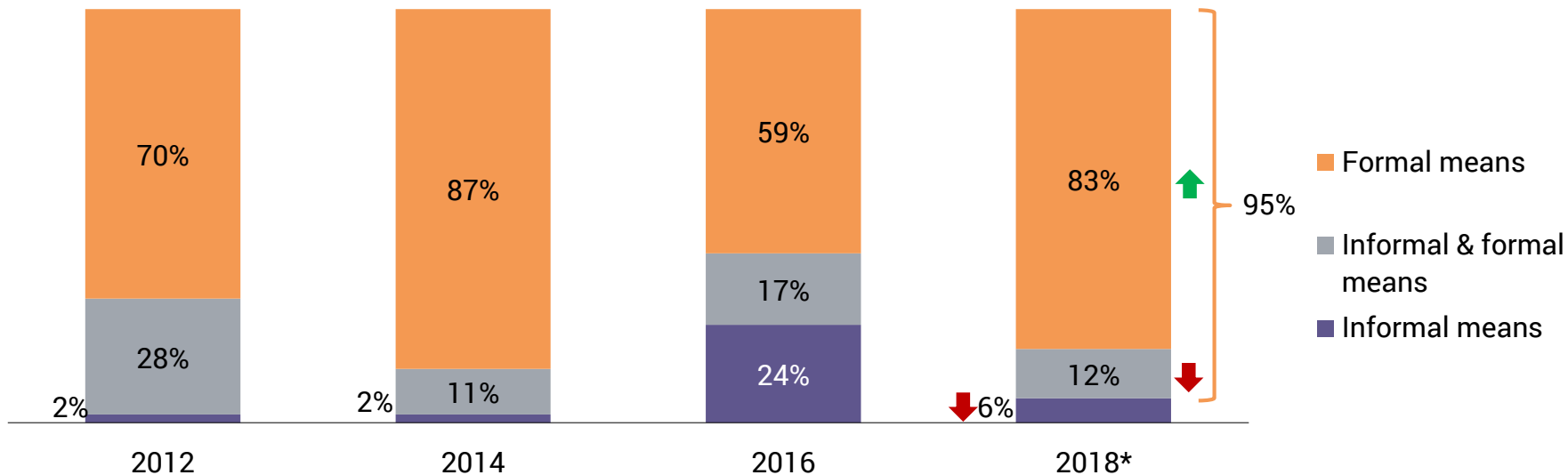
Base: Current donors who donated via formal means (n=1,310)

Q38. Roughly how much money in total have you donated to organizations in the past 12 months?

Organizations include both religious and non religious organizations, and those inside and outside of Singapore.

# Majority continues to donate through formal means

Means of Donation (Formal/Informal)











Base: Current donors (n=1,384\*)

Q33. Which of the organisations/groups that you mentioned earlier are registered organisation(s) and which are informal group(s)?

\*Excludes those who only stated "Don't Know / Refused"



# Donation rate has generally increased across demographic groups

Donation Rate by Demographics	2008	2010	2012	2014	2016	2018
<b>All Respondents</b>	91%	85%	91%	83%	76%	79%
<b>Gender</b>						
Male	91%	82%	89%	84%	69%	82% 
Female	91%	88%	92%	82%	82%	75% 
<b>Ethnic group</b>						
Chinese	90%	86%	90%	83%	74%	78%
Malay	95%	92%	94%	86%	90%	84% 
Indian	95%	77%	92%	81%	70%	70%
Others	89%	78%	93%	82%	75%	88% 
<b>Age group</b>						
15 - 24 years	89%	82%	89%	81%	67%	77% 
25 - 34 years	93%	85%	92%	86%	76%	79%
35 - 44 years	96%	89%	93%	88%	85%	85%
45 - 54 years	93%	90%	92%	86%	81%	82%
55 - 64 years	85%	81%	92%	84%	72%	77% 
65 years and above	82%	77%	81%	65%	65%	66%
<b>Housing type</b>						
HDB 1 - 3 rooms	86%	83%	90%	76%	73%	74%
HDB 4 rooms	92%	87%	92%	84%	76%	76%
HDB 5 rooms / Exec / HUDC / Exec condo	97%	87%	94%	87%	82%	82%
Condo / Private apartment	90%	75%	84%	86%	74%	83% 
Landed property	91%	88%	90%	84%	69%	86% 

# What's next?



## **Volunteerism: Growth amidst fluctuations**

- External events, coupled with volunteerism being done on an occasional basis, may have contributed to the peaks and troughs in recent years

## **Philanthropy: A gradual decline**

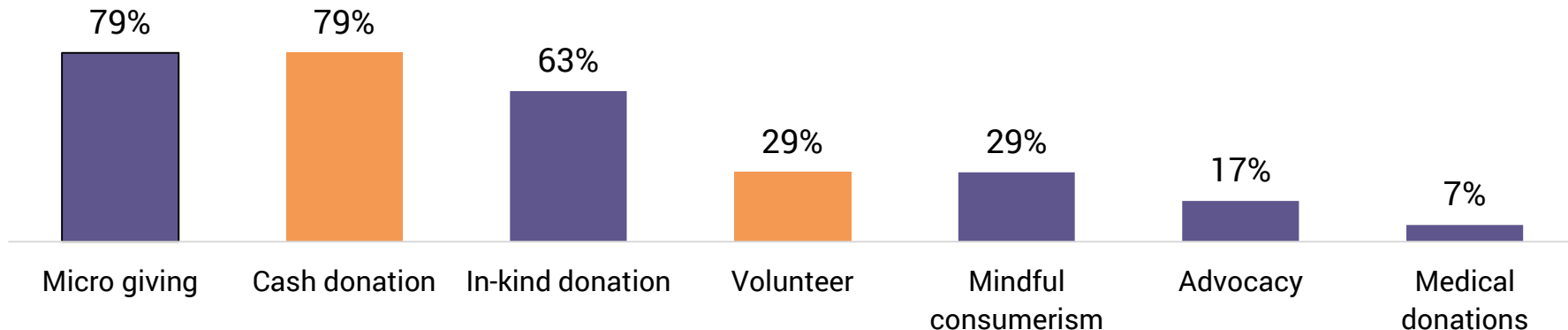
- A focus on financial security prompts people in Singapore to turn “inwards” in times of perceived economic uncertainty



Beyond volunteerism and donation:  
Expanding the definition of giving

# Beyond volunteerism and donations: Expanding the definition of giving

Giving exists on a spectrum. 60% of people in Singapore gave in-kind donations, while mindful consumerism and advocacy are emerging behaviours.



Base: All respondents (n=2,100)

Q6. Have you done any of the following for somebody outside your household, family, relatives or friends in the following periods (i) in the past 12 months

\*Micro giving: Spontaneous acts in everyday situations (e.g. give up seat, pick-up litter)

\*In kind donation: e.g., donate clothes, old textbooks

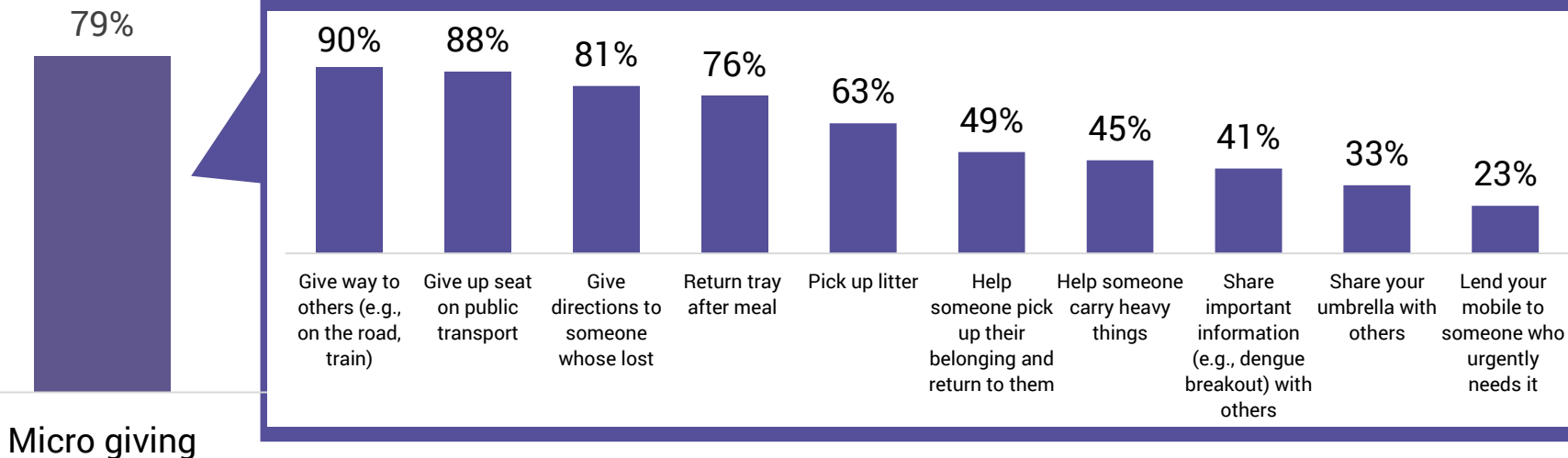
\*Mindful Consumerism: Bought goods & services from Non-Profit Organisations, charities and/or social enterprises and Bought eco-friendly / sustainable products that have not been tested on animals from commercial companies.

\*Advocacy: Raising awareness about a cause (e.g., poverty, animal abuse)

\*Medical donations: e.g., blood, kidney, bone marrow

# Close to 8 in 10 people in Singapore are engaged in micro acts of giving

**Micro giving** is defined as voluntary, spontaneous and everyday acts of giving. The top ways of micro giving are likely to have been cultivated by national campaigns.



Base: Respondents who has done spontaneous acts of giving in the past 12 months (n=1,608)  
 Q7a. Which of the following have you done in the past 12 months?  
 Percentage exceeds 100% as this is a multiple answer question

# Micro giving is part of our everyday life

因为如果碰到了老人家没座坐，你让开是义务，我不是做我义务给你坐，不是说我有去做工的嘛，这个不叫做义工，是叫义务，好像有责任给老人家坐，有一个责任。

好心人，看下人家好像过马路，这个好像不大方便的老人家，我们就牵他过去，这个好像有时说，他有碰到什么事情，有什么事情帮忙一下，这叫好心人。

- Mr Cai Mu Quan, 73 years old, Retiree

Translation:

*"When you see an elderly without seat, giving up your seat is a duty. it's like having the responsibility to give up your seats to old people..."*

*"Kind people help when they see an elderly trying to cross the road or when he knows of a person who met with an unfortunate event and render whatever help he could."*



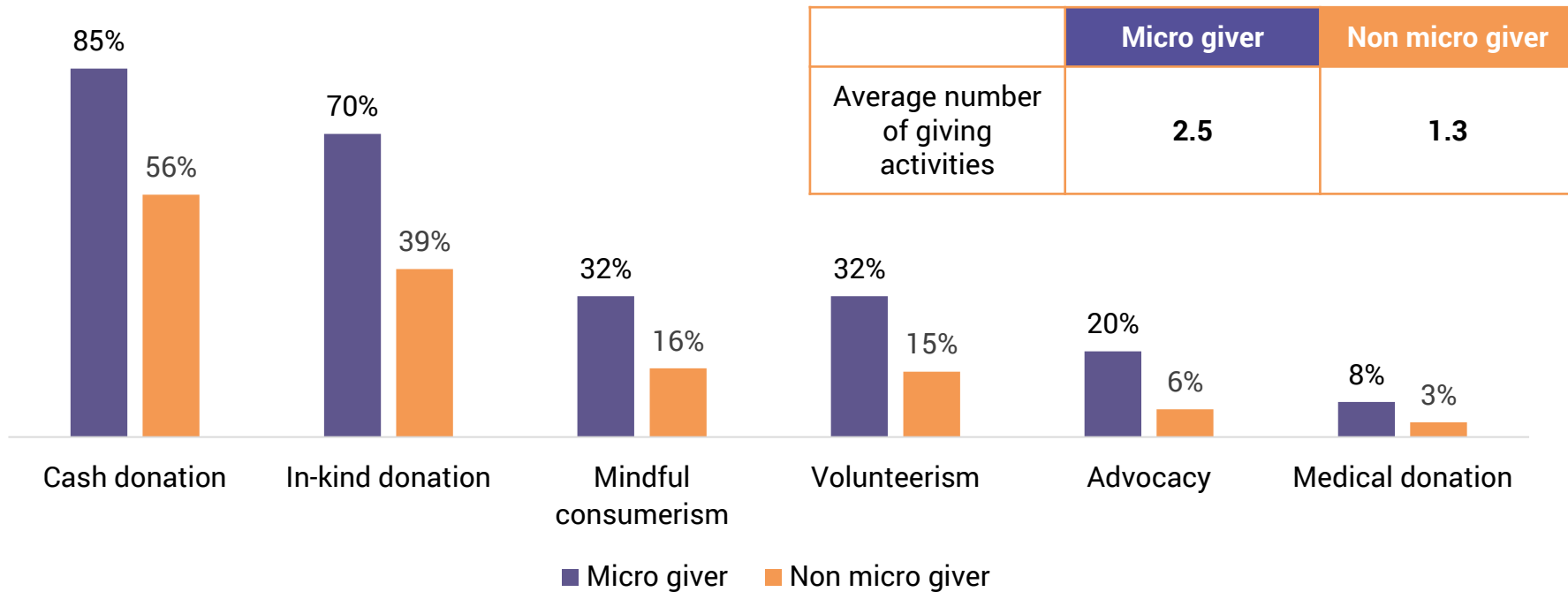


# Key Insight #1:

Micro giving and volunteering are positively correlated to other giving behaviours



# People who engage in micro giving are more likely to participate in other ways of giving



Base: All respondents (n=2,100)

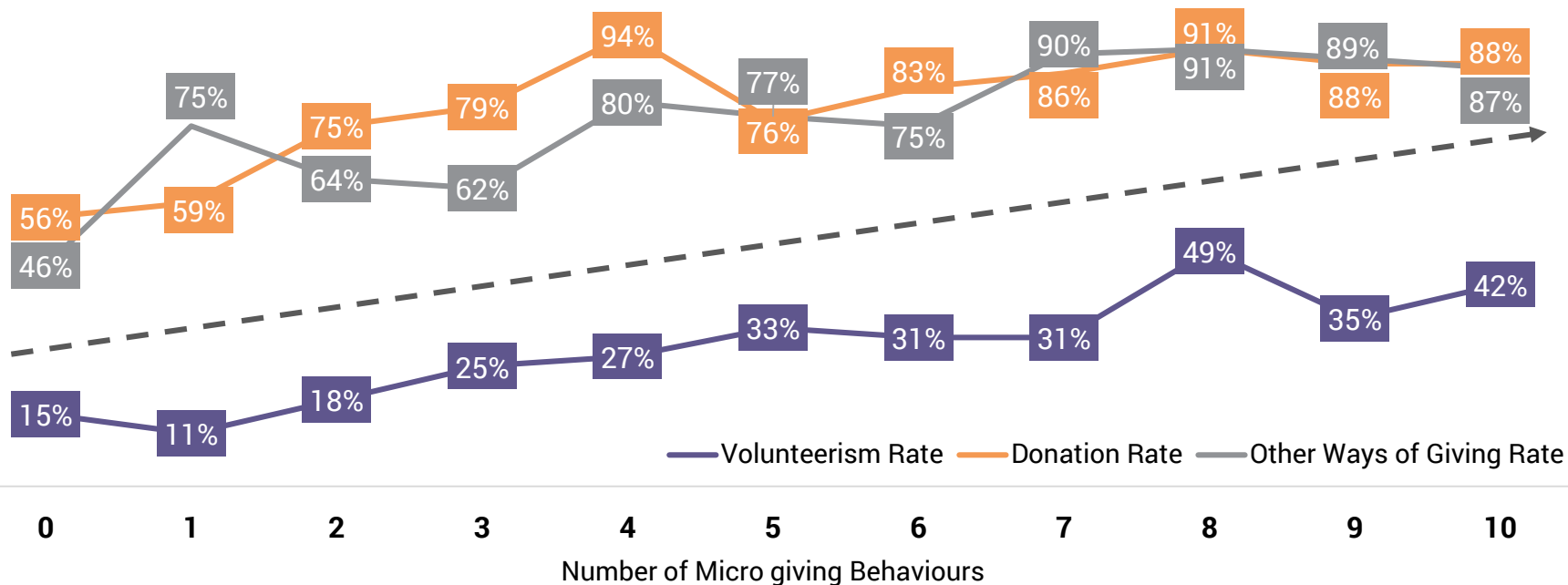
Q6. Have you done any of the following for somebody outside your household, family, relatives or friends in the following periods: (i) in the past 12 months

Q10a. Based on the above definition, have you volunteered in the past 12 months?

Q30. Based on the above definition, have you donated in the past 12 months?



# There is a positive relationship between intensity of micro giving and other ways of giving



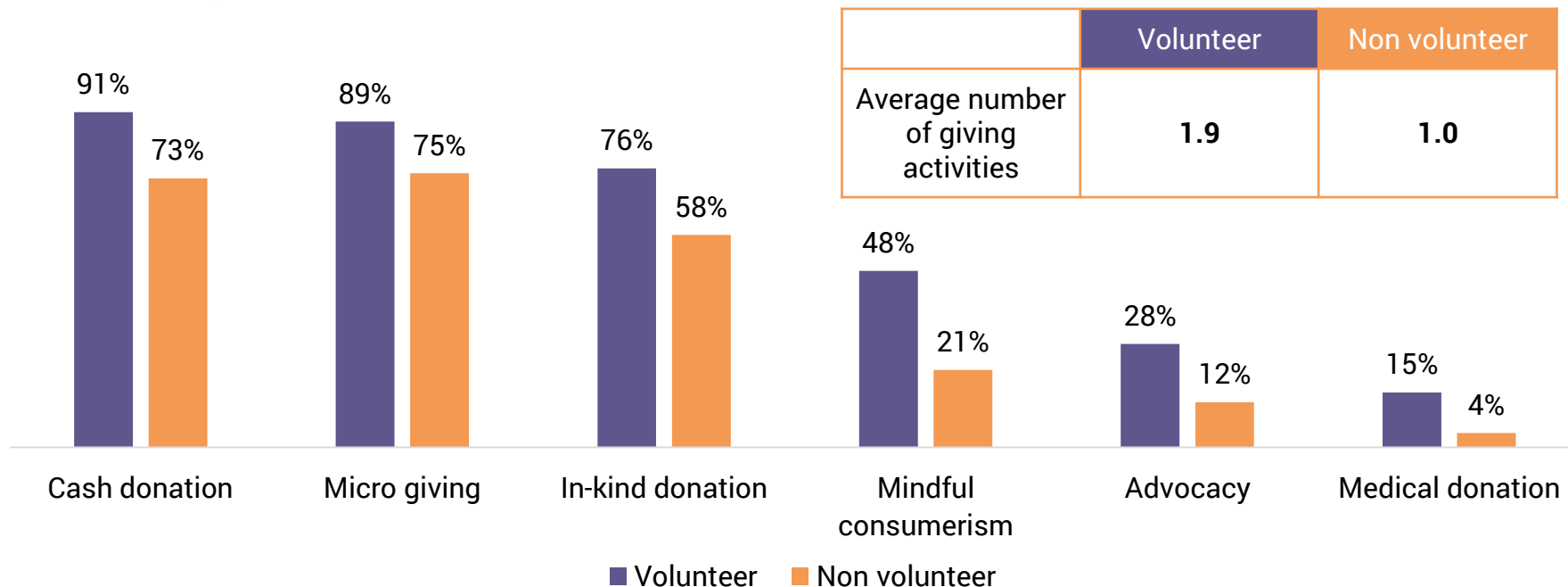
Base: All respondents (n=2,100)

Q6. Have you done any of the following for somebody outside your household, family, relatives or friends in the following periods: (i) in the past 12 months

Q10a. Based on the above definition, have you volunteered in the past 12 months?

Q30. Based on the above definition, have you donated in the past 12 months?

## Similarly, volunteers are more likely to engage in other ways of giving



	Volunteer	Non volunteer
Average number of giving activities	1.9	1.0

Base: All respondents (n=2,100)

Q6. Have you done any of the following for somebody outside your household, family, relatives or friends in the following periods: (i) in the past 12 months

Q10a. Based on the above definition, have you volunteered in the past 12 months?

Q30. Based on the above definition, have you donated in the past 12 months?

# Implications



**Over time, small acts of care and kindness (i.e., micro giving) has the potential to evolve into bigger acts of giving such as donations and volunteering**

## **Promote micro giving as a first step**

- Due to its low time-commitment, micro giving can be promoted and celebrated as a first step towards a giving journey for time-starved people in Singapore

## **Further ignite their giving passion since they care**

- Let people know where the unmet needs are and perhaps nudge them into making a cash or in-kind donation (the next level on the giving spectrum)



**Key Insight #2:**  
**Singaporeans have a willing heart and a pragmatic mind**

# Most people in Singapore have an intention to volunteer and/or donate

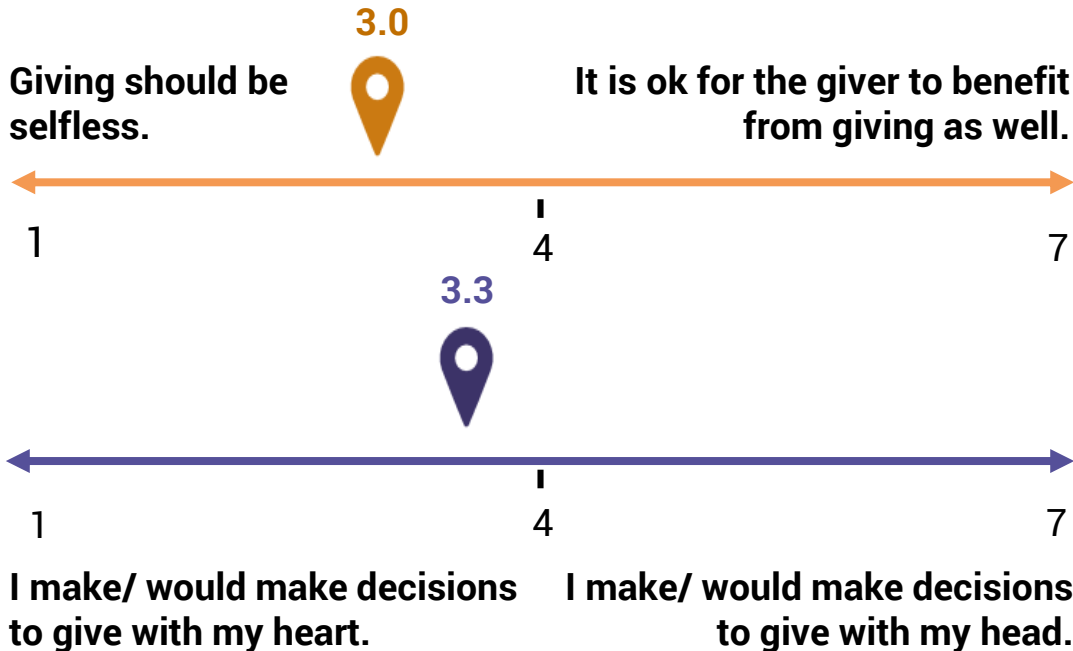
**7 in 10**  
respondents have  
the **intention to**  
**volunteer** in the  
future



**9 in 10**  
respondents have  
the **intention to**  
**donate** in the future

*Base: All respondents (n=2,100)*  
*Q23. Would you volunteer in future?*  
*Q46. Would you donate in the future?*

# People in Singapore see giving as selfless and from the heart



Top 2 reasons reason to give are:

1. To help others
2. Believe in the cause

Base: All respondents (n=2,100)

Q9. For each pair of statements below, tap the slider to indicate which statement you agree with more. "Givers" are people who volunteer/donate/do other ways of giving for others outside your household, family, relatives or friends.



# But pragmatism trumps giving in life priorities

Current Life Priorities	
Family commitments	58%
Health i.e. staying active with good physical and mental health	48%
Financial security	29%
Staying employed	28%
Live a relaxing life	26%
Career progression	25%
To be able to retire without financial and/or health worries	22%
Learning a new skill	17%
Religion / spirituality	17%
Mobility i.e. able to go to places without physical constraints	16%
Maintain current friendships	16%
Meeting new people	13%
Education	12%
Contributing to society	11%
Adventures / trying new things in life	10%
Paying off loans	9%
Seeking employment	8%
To have children of my own	7%
Saving up for a big-ticket item	6%
Getting married	5%
No direction	0.1%

14<sup>th</sup>

Base: all respondents (n= 2,100)

Q54a. What are your current priorities in life? Please select all that applies.

Percentage exceeds 100% as this is a multiple answer question.

# Video





<https://youtu.be/9eTHyjLaAaY>

On the other hand, giving tends to be occasional  
and only when asked

**66%**  
are occasional volunteers

**51%**  
of which are  
based on request



**86%**  
are occasional donors

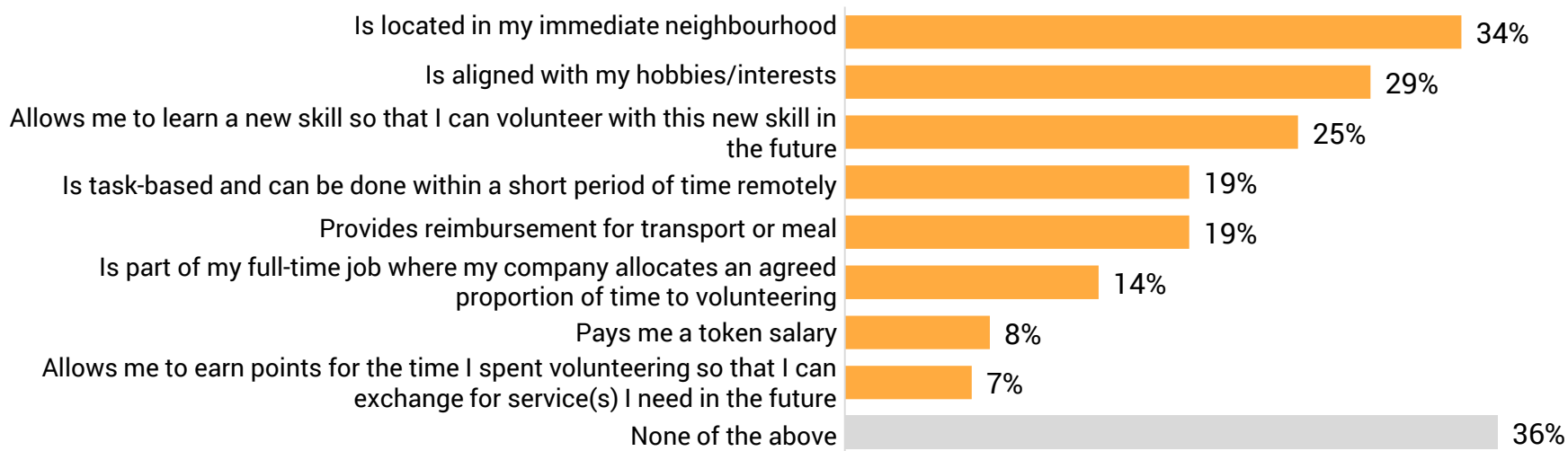
**62%**  
of which are  
based on request



*Base: All volunteers (n=585), all donors (n=1593)  
Q20. How often did you volunteer in the past 12 months?  
Q37. How often did you donate in the past 12 months?*

# Almost two-thirds are interested in practical volunteer opportunities that benefit them

## Proportion of people interested in different types of volunteering opportunities



Base: All respondents (n=2,100)

Q12. Which of the following type(s) of volunteering opportunities would you be interested in?

\*Percentage exceeds 100% as this is a multiple answer question

# Implications



## **Changing perceptions of giving**

- Their purist ideals may ironically create a perception among people in Singapore that giving is “difficult”, requiring great sacrifice and effort. Start with everyday basic care and consideration for others

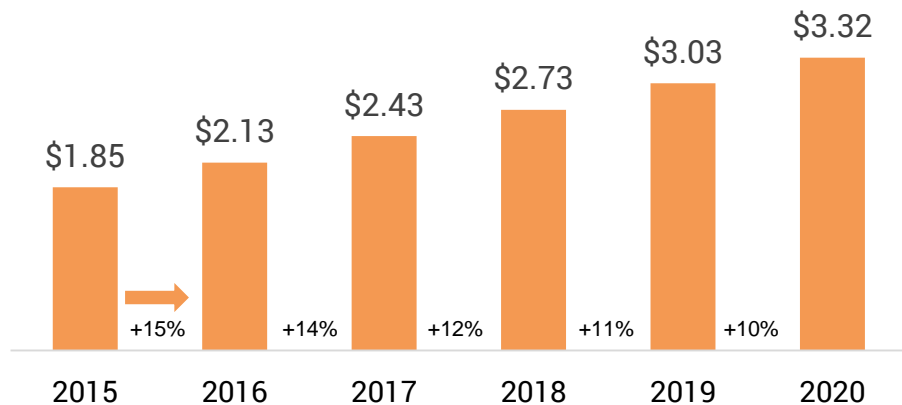
## **Combine giving into other important life priorities**

- Since spending time with family is important, how about integrating volunteering as part of family bonding time?
- How about mixing passion and purpose? Consider volunteering in line with your hobbies (e.g., gardening, singing etc.)

# Key Insight #3: Lack of trust – a hindrance to a Smart (Giving) Nation



# Digitalisation has been a gamechanger, with charities following suit



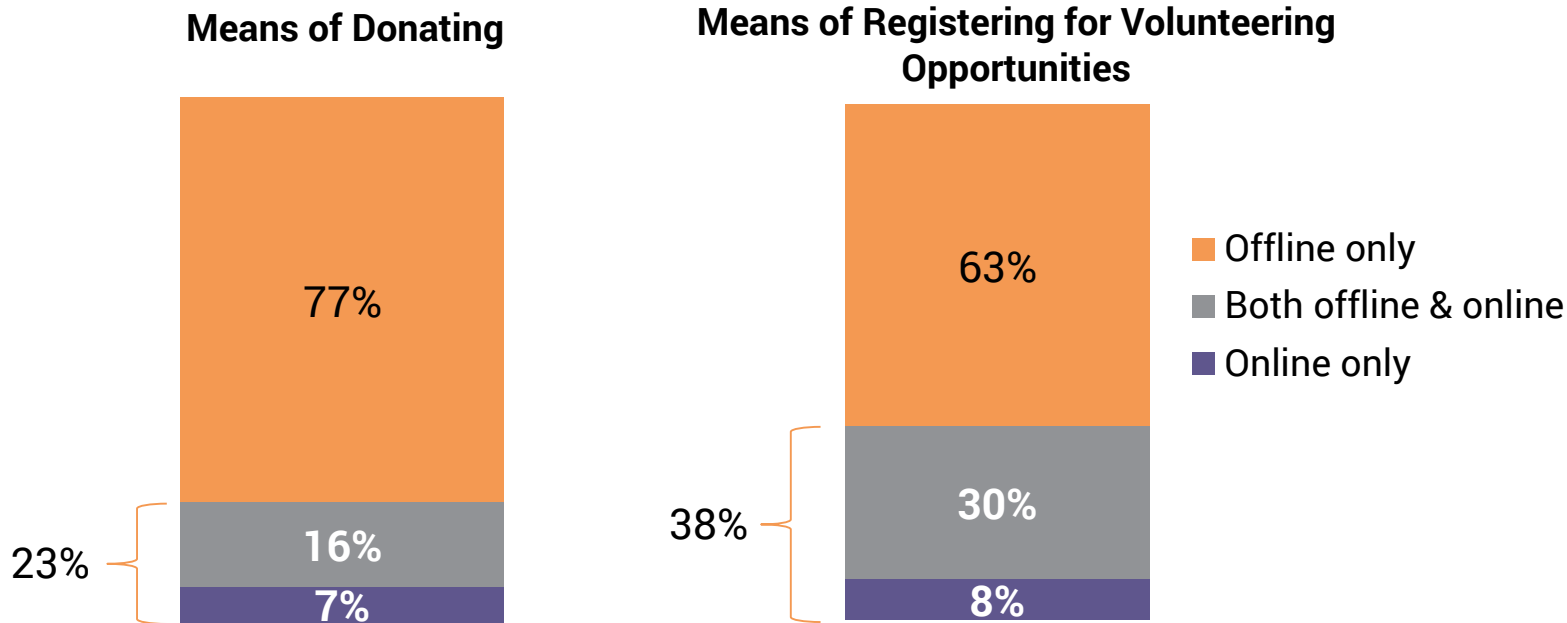
■ Predicted retail ecommerce sales (in billions)

Technology adoption rate started slow but digitalisation is now part of our everyday lifestyle:

- Ride-hailing company Grab, as an everyday app to commute, eat, deliver packages, and pay for daily essentials
- Deliveroo providing a myriad of on-the-go food ordering options

Source: Emarketer (2019), Total retail/retailcommerce sales in Singapore. Retrieved from: <https://www.emarketer.com/Chart/Total-Retail-Retail-Ecommerce-Sales-Singapore-2015-2020-billions-change-of-total-retail-sales/194288> Last accessed 14th May 2019

# Rates of online donation and volunteering registration are low



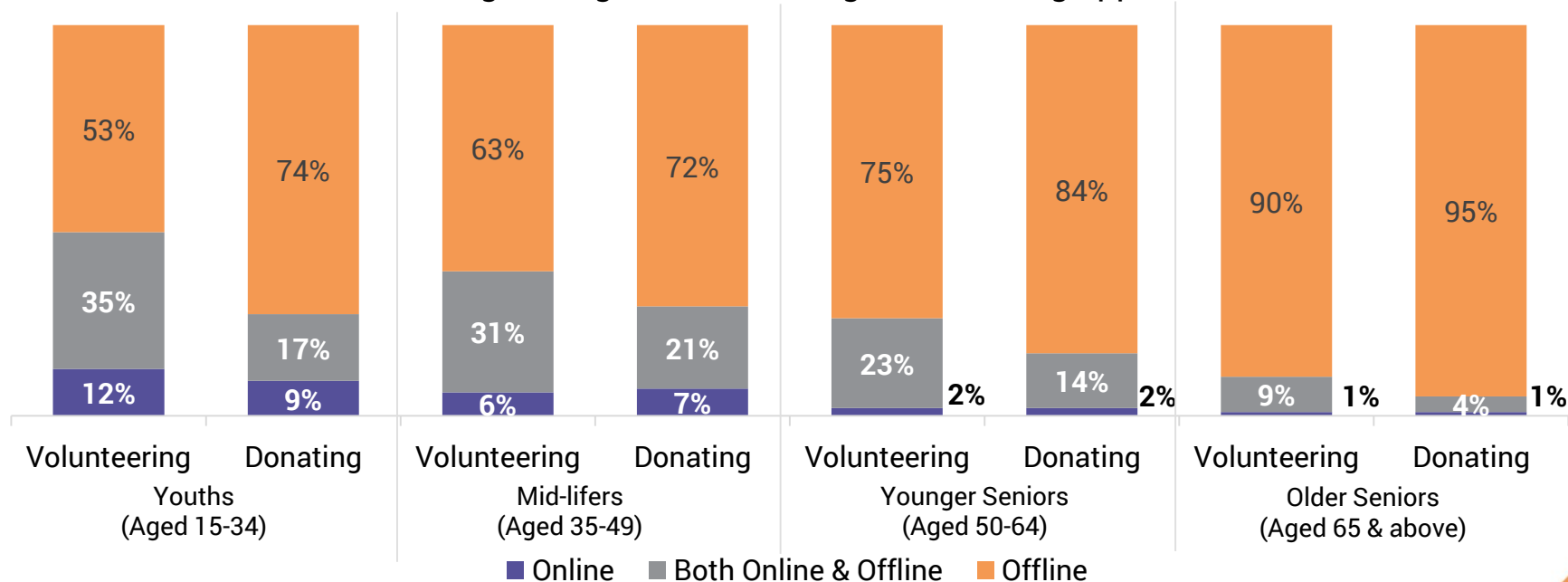
Base: Current volunteers (n=585), Current donors (n= 1,593)

Q24. How do you sign up for volunteering opportunities in the past 12 months? Please exclude CIP, VIA, and CWO..

Q42a. How do you donate in the past 12 months? Please exclude payroll deductions, automatically set up to self-help group. I.e., CDAC, Eurasian Association, Mendaki, SINDA.

# Youths and mid-lifers are more likely to use online means, with potential for younger seniors to come onboard

Means of registering for volunteering and donating opportunities



Base: Current volunteers (n=585), Current donors (n= 1,593)

Q2. What is your age as of your last birthday?

Q24. How do you sign up for volunteering opportunities in the past 12 months? Please exclude CIP, VIA, and CWO..

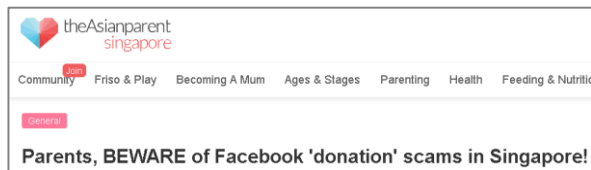
Q42a. How do you donate in the past 12 months? Please exclude payroll deductions, automatically set up to self-help group. I.e., CDAC, Eurasian Association, Mendaki, SINDA.



# However, lack of trust is the main issue



## Key barriers to using online channels



Donating

43%

36%

I feel **sceptical** about calls for donating / volunteering appeals online

I **do not trust** the online channels with my personal particulars

Volunteering

18%

17%

Base: Sign up for volunteering opportunities offline only (n=398) Donating offline only (n=1,300)  
 Q25. Why do you not use online channels to sign up for volunteering opportunities in the past 12 months?  
 Please select all that applies.  
 Q42b. Why did you not use online channels to donate in the past 12 months? Please select all that applies.

# Implications



**Is the lack of trust in online giving an unfounded fear?**

## **Improving transparency and accountability**

- Make it clear how much of the donation goes to beneficiaries
- Ensure donation processes and platforms are easily understood

## **Incentivise a good online giving experience**

- Policy makers to consider giving an external “carrot” to let people get over the initial perceived technological barrier. Experience and adopt.

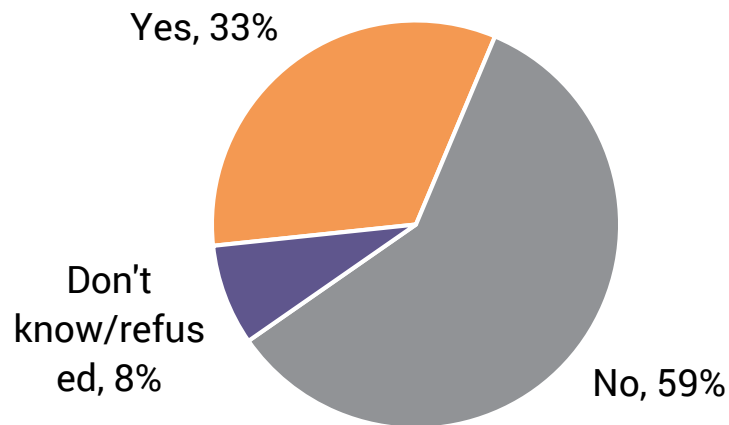
# Key Insight #4:

## Working adults – an untapped pool of potential volunteers



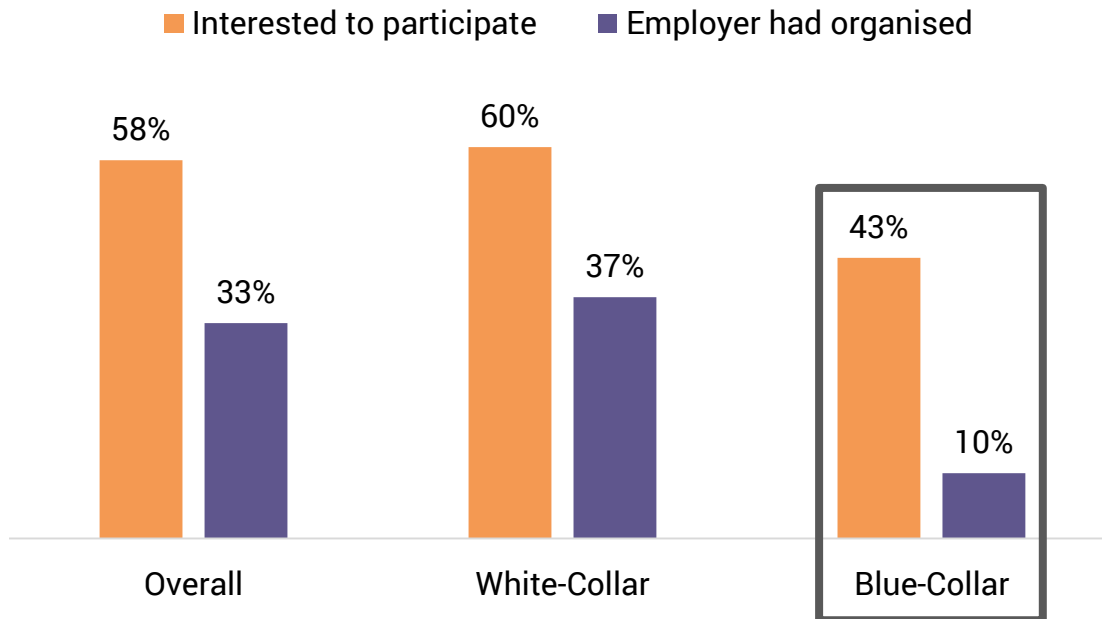
# 59% of employees mention that their employers did not organise any volunteering activity in the past 12 months

Employers who Organised Volunteering Activity in the Past 12 Months



Base: Respondents who worked full-time or part-time (n=1,044)  
Q27a. Did your employer organize any volunteering activity in the past 12 months?

# Despite available opportunities in workplace, there is far greater interest to volunteer among employees, especially blue-collar workers



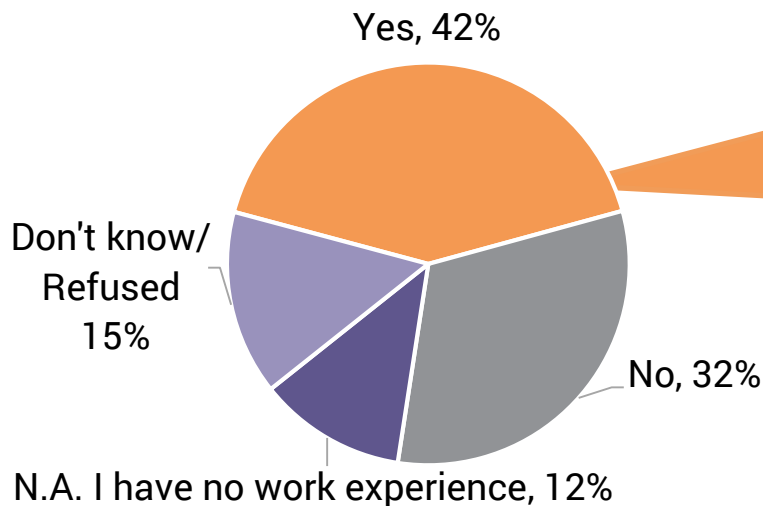
Base: Respondents who worked full-time or part-time (n=1,044)

Q27a. Did your employer organize any volunteering activity in the past 12 months?

Q27b. If your employer was to organize volunteering activities in the next 12 months, would you participate?

# Less than 1 in 2 are interested in volunteering with work-related skills

## Interest to Volunteer with Work-Related Skills



### Top 5 Work-Related Skills they want to contribute

Associate Professional & Technical skills (e.g., nurses, assistant engineer)	29%
Service & sales skills	26%
Professional skills (e.g., doctors, engineer)	23%
Cleaning, labour & related skills	13%
Inter-personal/ language/ communication/ soft skills	12%

Base: All respondents (n=2,100), Respondents who would like to volunteer with work-related skills (n=746)  
 Q28a. Would you like to volunteer with your work-related skills (e.g. professional services, cooking, plumbing, etc.)?  
 Q28b. What kind of work-related skills would you like to volunteer with?  
 \*Percentage exceeds 100% as this is based on an open-ended questions, back-coded. Multiple codes were allowed.

# Uncertainty of whether their skills can help is the key barrier to skills-based volunteerism

## Barriers to Volunteering with Work-Related Skills

I am not sure if my skills can help

42%

It feels like work to me

25%

I do not know where to find places that require my skills to volunteer

21%

Others

20%

Reasons cited include:

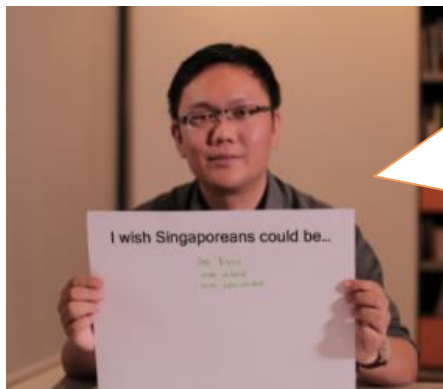
- I am not interested in this
- It is unnecessary

Base: Respondents who would not volunteer with work-related skills (n=729)

Q28c. Why would you not like to volunteer with your work-related skills?

\*Percentage exceeds 100% as this is a multiple answer question

# Some assume that special skills are required for volunteering



If you want me to contribute monetarily, I wouldn't mind. But to contribute my time, it's just not going to be efficient... Get the person whose training and whose job is in the area to do that.

Don't come and tell me [you are] going to volunteer [your] time when you're actually not skilled in that or not specialized in that... [Volunteering is] something that you really have to have the passion for. It's not something where [you] just want to go in and do.

*Kenneth Ong, 32 years old, Assistant Manager*



# Implications



## **A good “problem” - addressing the demand and supply**

- Encourage companies to adopt a charity for the long term and co-create a win-win volunteering program for team bonding or leadership development for staff
- Give staff paid time-off for them to use working hours time for purposeful volunteering using their existing skills
- Consider blue-collar skills as relevant and impactful



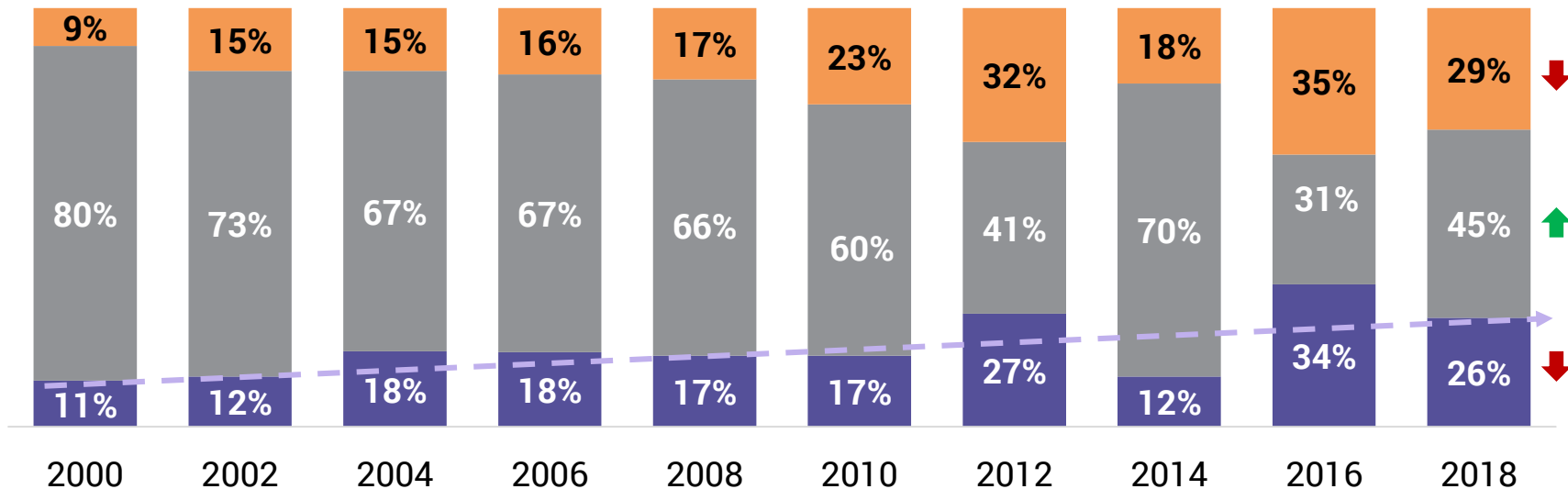
## Key insight #5:

Former volunteers - a series of mismatched priorities and expectations

# There is an upward trend in former volunteers

## Volunteerism Rate

■ Former volunteer   
 ■ Non volunteer   
 ■ Current volunteer



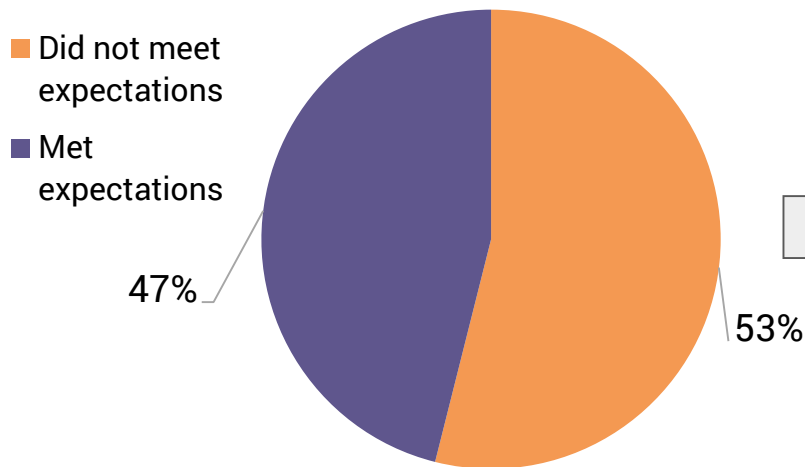
Base: All respondents (n=2,100)

Q10a. Based on the above definition, have you volunteered in the past 12 months?

Q10b. Have you volunteered before?

# 1 in 2 former volunteers say their previous volunteering experience did not meet their expectations

Former Volunteers



Unmet expectations

Volunteer work lacked flexibility

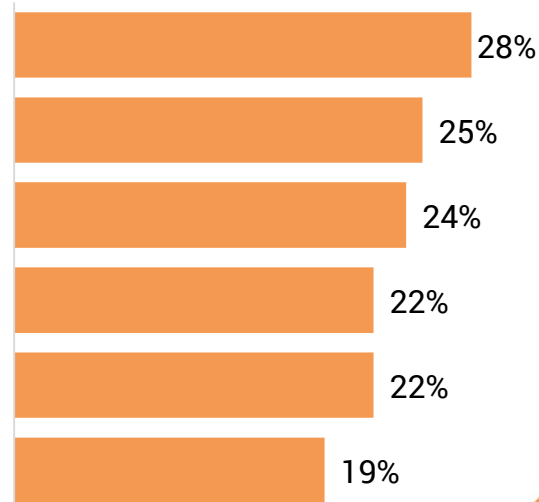
Volunteer work was not meaningful or impactful

Did not have fun while volunteering

Skills/experiences weren't suited to the volunteer activity

Assigned workload was unreasonable

There was no proper training or orientation for new volunteers



Base: former volunteers (n=515), former volunteers with expectations not met (n=274)

Q29. Below are some common expectations people have when they volunteer. Which of the following expectations were not met in your most recent volunteering experience?

\*Percentage exceeds 100% as this is a multiple answer question

# Video



<https://youtu.be/oDRpRgG29gs>

# Other life priorities cause former volunteers to stop volunteering



School and work (44%)



Leisure and learning  
new skills (37%)



Family (33%)

*Base: former volunteers (n=515)*

*Q26a. You used to volunteer but have stopped doing so now. Why is this so? Please select all that applies.*

*Percentage exceeds 100% as this is a multiple answer question*

## Former volunteers will be interested in convenient and practical opportunities



Found in their  
immediate  
neighbourhood (44%)



Aligned with their  
hobbies (36%)



Allow them to learn a  
new skill (31%)

*Base: former volunteers (n=515)*

*Q12. Which of the following type(s) of volunteering opportunities would you be interested in? Please select all that applies.*

*Percentage exceeds 100% as this is a multiple answer question*



# Implications



## **Improving the volunteer experience**

- Non-profits need to be aware of the needs of first-time volunteers and ensure they are left with a positive and enriching experience

## **Flexibility**

- Allowing for convenience and aligning with volunteers' skills, preferences and life priorities may help prevent drop-off among volunteers.



Summary of key insights

## Summary of key insights

1. Micro giving and volunteering are positively correlated to other giving behaviours
2. Singaporeans have a willing heart and a pragmatic mind
3. Lack of trust – a hindrance to a Smart (Giving) Nation
4. Working adults – an untapped pool of potential volunteers
5. Former volunteers – a series of mismatched priorities and expectations

# Thank you



Organised by:

# Technical Notes



# Background of Study

Developed by the National Volunteer & Philanthropy Centre (NVPC), the biennial Individual Giving Study (IGS) looks at volunteerism, philanthropy and other giving behaviours in Singapore. The volunteerism part started in 2000, with philanthropy added in 2004.

Through this research, NVPC aims to:

- Determine the extent of individual giving at the national level
- Profile and study behavior of givers, former givers and non givers
- Compare with past surveys

▲ represents a statistically significant increase in 2018 compared to 2016 at a 5% significance level

▼ represents a statistically significant decrease in 2018 compared to 2016 at a 5% significance level

- Inform and influence policy, strategy and behaviour

# Methodology

## Respondents

- Individuals aged 15 years and above who are Singapore residents (i.e., Singapore citizens and permanent residents) and non residents (excluding e.g., tourists, domestic maids and construction workers).
- A list of 6,500 households from Department of Statistics (DOS) was purchased; sample households geographically spread and representative of house type.
- A stratified random sampling method by household type was used to achieve a nationally representative of demographic distribution of age, gender, race and house type in Singapore (within 4 percentage points of Singapore's population for each category).

# Methodology

	Quantitative	Qualitative
<b>Fieldwork</b>	<p>18 August 2018 to 25 November 2018 (~14 weeks).</p> <p>Face to face, door to door, preferably Computer Aided Personal Interviewing (CAPI).</p> <p>Last birthday rule was applied, where the person with the most recent birthday in the household was interviewed.</p>	<p>4 Jan 2019 – 19 February 2019 (~7 weeks)</p> <p>18 face-to-face in-depth interviews, comprising 6 individual interviews and 6 dyad (paired) sessions.</p>
<b>Interview &amp; Questionnaire</b>	<p>Conducted in English, Mandarin and Malay</p> <p>Respondents were asked about their giving behaviour in the past 12 months from the date the interview was conducted</p>	<p>Conducted in English and Mandarin</p> <p>Respondents were asked about their giving behaviour</p>
<b>Length of Interview</b>	Up to 30 minutes	Up to 120 minutes
<b>Target Respondents</b>	Individuals aged 15 years and above	Individuals aged 50 years and above
<b>Sample Size for Fieldwork</b>	2,100 completed questionnaires including 1,000 by seniors aged 50 years and above	18 respondents



# Methodology

## Statistics

- Weighting applied to sample data to arrive at national estimates.
- Margin of error at 95% confidence level: +/- 5%.
- For donation amount, in IGS 2018, as per IGS 2014 and 2016, some donors could not remember how much they donated. Instead of substitution, we only considered donors who stated donation amounts and applied weights to calculate national estimates (more conservative approach).

# Methodology

## Calculation for value of volunteering

- Value of volunteering = Total annual volunteer hours x hourly wage rate.
- Hourly wage rate = (12 months x monthly basic rate of pay) / (52 weeks x 44 working hours per week).
- Monthly basic rate of pay is based on median monthly earnings of services industry employees (e.g., employees from the community, social and personal services, administrative and support services, transport and storage, professional services).
- Hourly wage rate used in IGS 2018: S\$19.89 (based on 2018 median monthly earning of S\$3,792)
- Previous years' rates are calculated from basic nominal wage change by services industry

Ministry of Manpower (2018). Median Gross Monthly Income from Work of Full-Time Employed Residents Aged Fifteen Years and Over by Industry and Sex, June 2018. Retrieved 8 May 2019 from <https://stats.mom.gov.sg/Pages/Employment-Tables2018.aspx>

Ministry of Manpower (2014). Hours of Work, Overtime & Rest Days. Retrieved 23 July 2014 <http://www.mom.gov.sg/employment-practices/employment-rights-conditions/hours-of-work-and-overtime/Pages/default.aspx>.

Ministry of Manpower Basic Wage (Nominal) Changes by Industry. Retrieved 14 May 2019 <https://stats.mom.gov.sg/Pages/IncomeTimeSeries.aspx>