Clyde-sider applicant journeys: findings from a follow-up survey

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About this study
'Clyde-siders' were the official Games-time volunteers for the Glasgow 2014 Commonwealth Games. This report presents findings from a follow-up survey issued to clyde-sider volunteer applicants in November 2014; three months after the Games. The survey gathered feedback from a sample of those who went on to become official volunteers (n=1,822) and those who did not (n=896), referred to throughout as clyde-siders and non-clyde-siders.

Demographic profile of applicants
By comparing the demographic profile of this sample with applicants who agreed to pass on their details to Volunteer Scotland after the Games (87% of all applicants), it is clear that the sample is representative in terms of the proportion of men and women who applied. However, the age profile and distribution of respondents by area of residence reveal considerable differences (i.e. younger aged applicants and respondents from Glasgow were under-represented in the sample). Respondents were typically White, well-educated and not seeking work (either by being employed, retired or a student). It is not possible to determine whether or not this sample is representative in terms of ethnicity, employment status, education or disability as this data was not collected on these factors for the wider population of applicants.

Non-clyde-sider experiences
For non-clyde-siders, feedback was captured on the application process and their experience of the Games.

Experiences of the application process
For those who applied and did not go on to become clyde-siders, the most common reason for this was not being selected, either at the interview or the application stage (63%). However, some respondents withdrew their application or declined the offer to become a volunteer (21%), and a small percentage chose not to volunteer due to cost (4%).

Non-clyde-siders were more likely to express dissatisfaction (46%) than satisfaction (29%) with the application process, with open-ended responses showing that poor communication, the time taken, the application form, the IT system and the interview process were the main factors contributing to these levels of dissatisfaction. Some respondents commented that the process had not allowed them to adequately outline their skills, while others felt that applicants from certain geographical areas were at an unfair advantage.

Experience of the Games
Despite some reported issues with the application process, most non-clyde-siders experienced the Games or contributed to it in some capacity. Most watched events on TV (75%), around half attended events (50%) and a third (35%) spent time in

Glasgow while the Games were on. Only 7% indicated that they had not experienced the Games in any way.

Clyde-sider experiences

For clyde-siders, information was captured on their role, the costs of volunteering, gains, skill development and their levels of satisfaction with the clyde-sider experience.

Clyde-sider role

Clyde-siders volunteered for a number of different functional areas, with the most common of these being specific sports events (29.3%), spectator services (20.3%), transport services (9.9%) and Commonwealth Games Associations (CGA) relations (8.2%). The total number of shifts volunteered for ranged from 8 to 21+, with most shifts lasting between 6 to 10 hours (86%) and none lasting for longer than 12 hours. Slightly fewer than half of the sample spent time away from home to volunteer, with most of those who did (78%) spending more than seven nights away.

Volunteering costs

The costs of involvement during the recruitment and training phase were lower than they were during the Games, although almost half of the sample (47%) spent at least £50 on Games-related expenses during this period. Younger clyde-siders (aged 16-24) were more likely to have incurred some costs during this phase than older volunteers (aged 25+). During the Games, more than two-thirds of clyde-siders (69%) spent at least £50 and a third (32%) spent over £250. Accommodation was the greatest expense for those who spent time away from home to volunteer, while shopping, buying merchandise, purchasing fuel, public transport fares and buying food in a shop/café/restaurant were the main expenses for those who did not have accommodation costs. Almost a quarter (23%) of clyde-siders stated that the cost of volunteering was important to their decision about whether or not to apply to become a volunteer. Women and younger volunteers (aged 16-24) were the most likely to consider the cost of volunteering to be important. Most respondents (87%) were aware that financial support was available to them through the Volunteer Support Pot. This fund was widely regarded as a good idea, enabling people to volunteer who may not have otherwise been in a financial position to do so. Questions were raised by some respondents over the amounts awarded and the eligibility criteria for the fund, and a small number commented that they had only heard about the fund after it was too late to apply.

Gains experienced through volunteering

Clyde-siders reported that they had gained from volunteering in a variety of ways. 'Giving something back',' being part of a team', 'meeting new people', 'participating in a unique experience' and 'the satisfaction of helping others enjoy themselves' were the gains that were expressed to the greatest extent through pre-determined response categories. These aspects of volunteering were also well represented in open-ended responses about gains, where 'taking part in a unique event', 'giving back and watching others succeed', 'personal gains', 'Glasgow's influence' and 'cultural diversity' were the main themes to emerge.

Developing new skills or building on existing skills

Most respondents indicated that they had been able to develop new skills as part of the clyde-sider volunteering experience, even if only to a small extent. Transferable skills (e.g. communication, listening, teamwork and problem-solving) were most commonly expressed through pre-determined response categories and open-ended responses, followed by task-specific skills relating to the roles being undertaken. Skills relating to personal development were expressed to a lesser extent, and some respondents commented that the experience had not enabled them to develop new skills, either because the role was not demanding or because there were too many volunteers for the tasks that needed to be completed. Further open-ended comments revealed that many clyde-siders were not looking to develop new skills. Analysis of the results by age shows that young clyde-siders were more likely to report developing skills than older volunteers.

Feelings about the clyde-sider experience

Most volunteers were positive or very positive about their clyde-sider experience (94%). High levels of satisfaction (i.e. where 'satisfied' or 'very satisfied' was selected) were reported in relation to how the Organising Committee handled the application (86%) and interview process (90%), as well as the assignment of roles (84%). The majority of respondents were also satisfied with the Organising Committee's role in recognising and rewarding input (73%), shift allocations (75%) and the match between skills and the assigned role (74%). Lower levels of satisfaction were reported in relation to transport provision (55%) and assistance finding accommodation (13%)[a]. For most aspects of the Organising Committee's role, younger applicants were more likely to be satisfied. Open-ended responses collected on the clyde-sider experience overall provoked a range of responses, with positive comments offered in terms of being proud, grateful or privileged to have been part of such a unique event. However, feedback on how the volunteering experience could be improved was also offered, covering issues around the training provided, shift patterns, role assignment, levels of support to find accommodation and transport provision.

Glasgow 2014 Commonwealth Games legacy (clyde-siders and non-clyde-siders)

Feedback was captured from clyde-siders and non-clyde-siders on their volunteering behaviour and intentions, as well as their perceptions of the impact and expected future impact of the Games on Glasgow and Scotland.

Volunteering legacy

Eighty-five percent of clyde-sider applicants reported that they had spent time volunteering in a formal capacity since the Games. These rates were higher for clyde-siders (87%) than non-clyde-siders (81%). Forty-five percent of clyde-siders expected to do more formal volunteering compared with 18% of non-clyde-siders, while 32% of clyde-siders expected to do more informal volunteering compared with 17% of non-clyde-siders. Just 3% of clyde-sider volunteers expected to do less formal

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[a] This aspect of the Organising Committee's role was not relevant to all applicants. This percentage here is therefore not a true reflection of satisfaction levels among clyde-siders.

volunteering, compared with 13% of non-clyde-siders. Non-clyde-siders aged 16-24 were more likely to expect to do more formal or informal volunteering in the future than older applicants, and non-clyde-siders from Glasgow were both more likely to expect to do more volunteering (22%) than those from the rest of Scotland (14%) or the rest of the UK (10%).

Less than a fifth (19%) of the whole sample had registered for a 'My Volunteer Account' (an online portal displaying upcoming volunteering opportunities throughout Scotland) at the time of survey. Over a quarter of respondents (27%) were unaware that the service was available. Others commented that they were too busy to volunteer/to sign up (15%), that they had not got round to it (13%) or that they did not feel it was relevant to them (14%).

A Games legacy for Glasgow and Scotland
Feedback was collected on the impact of the Games and the expected impact it would have over the next two years on Glasgow and Scotland. More respondents felt that the Games had a positive impact on Glasgow (93%) than Scotland (92%). The percentage of respondents expecting positive impacts on Glasgow (84%) and Scotland (78%) over the next two years were lower than the immediate impacts. Very few respondents expected negative impacts, and the majority of those who did not feel that the Games would have a positive impact (for both Glasgow and Scotland) either didn't know if it would have an impact or felt that it would have no impact.

1. Introduction

In July 2014 Glasgow hosted the 20th Commonwealth Games. The event brought nearly 5,000 athletes from 71 competing nations to Scotland, as well as over 18,000 volunteers and 700,000 visitors. Approximately 12,500 volunteers known as 'clyde-siders' were recruited by the Glasgow 2014 Commonwealth Games Organising Committee to carry out a wide range of duties at sports venues, the athletes' village and Glasgow airport. These volunteers were the first point of contact for many spectators and athletes.

1.1 Delivering a volunteering legacy

Like the London 2012 Olympics, volunteers were a central and pivotal part of the Glasgow 2014 Commonwealth Games experience, both in ensuring its delivery and contributing directly to legacy. Glasgow City Council and the Scottish Government drew up ambitious legacy frameworks[1,2] to outline how key legacy benefits (i.e. positive impacts that remain after the event has ended[3]) could be achieved. Both frameworks set out visions for how targeted actions, programmes and policies could be implemented before, during and after the Games, up to 2019. Legacy projects were established by the Organising Committee, the Scottish Government and Glasgow City Council, as well as a range of community-led projects and initiatives supported by third sector organisations[3].

For Glasgow, legacy ambitions were built around six themes: a prosperous Glasgow; an active Glasgow; an international Glasgow; a greener Glasgow; an accessible Glasgow; and an inclusive Glasgow. In relation to volunteering, two key targets under the 'inclusive Glasgow' theme are to improve opportunities for local people by:

- increasing the number of people registered as volunteers in Glasgow
- maximising the number of Glasgow residents registered as a potential volunteer for Glasgow 2014 with the Organising Committee.

Meanwhile, a national legacy framework[3] for Scotland outlined the need to provide opportunities for people to move into employment, training and volunteering. Built around the core themes of *active, connected, sustainable,* and *flourishing,* the plan offered examples of how the Games could help to deliver opportunities for people throughout Scotland to participate in volunteering, with particular attention paid to young people, the long-term unemployed and those over 55.

The clyde-sider volunteering programme formed part of a broad approach to achieving a volunteering legacy from the 2014 Games. This included local and national volunteering programmes, as well as a Volunteer Support Pot to encourage

and enable participation from people in financial hardship and an online database (My Volunteer Account) to signpost people to upcoming volunteering opportunities. Additional volunteering opportunities before and during the Games included the Host City Volunteer Programme, the Queen's Batonbearers and Opening and Closing Ceremony Volunteers. Most volunteers involved in these programmes were satisfied with their experience and felt proud to be involved[4].

1.2 Evidence from past mega-sporting events

Despite the local and national commitment to delivering legacy benefits, few studies have demonstrated the legacy impacts of volunteering for mega-sporting events. This was highlighted in a 2014 Scottish Government pre-Games evaluation report[5] which summarised evidence from past sporting events to illustrate what legacy outcomes Glasgow and Scotland might realistically expect to achieve. In terms of the long-term effects on volunteering, the report highlighted that volunteers at past events often already had a range of skills, had volunteered previously at similar events and were likely to express interest in doing so again in the future. Although occurrences of poor communication or a lack of adequate supervision were reported in one study of volunteers for the Manchester 2002 Commonwealth Games, social benefits, increased confidence and being part of a special experience were more commonly reported[6]. Further positive experiences were found in a study of the London 2012 'Games Makers'[7], where a high proportion of participants expressed that they had gained skills that were useful for employment or future volunteering, and that they intended to increase the amount of volunteering that they did in the future.

A number of studies have demonstrated that volunteering at a major event can be widely beneficial to volunteers. However, there is evidence that many chosen volunteers are likely to have a strong skillset, be in employment already and have considerable volunteering experience. This may be because people with limited volunteering experience or relevant skills are less likely to apply to become a volunteer, or because appointing less qualified volunteers may be at odds with the imperative to deliver a successful event[8,9]. While previous studies have usefully generated findings around the experiences and future intentions of volunteers at mega-sporting events, evidence gaps remain around why certain population groups remain poorly represented, whether or not volunteers actually go on to participate in other forms of volunteering, and what impact participation can have on determinants of health and wellbeing.

1.3 About this report

This report follows on from a previously published report on findings from a baseline survey issued to clyde-sider volunteer applicants prior to the Games[10]. The pre-Games report summarised the demographic profile of applicants, covering pre-Games expectations, past volunteering experiences and what gains and skills applicants hoped to experience/develop if selected. Here, findings are presented from a follow-up survey of volunteer applicants issued three months after the Games had been delivered (November 2014). The follow-up survey was issued to capture the demographic profile of volunteer applicants, feedback on the application process and how different aspects of the volunteering experience were delivered. The impact of this experience is considered in terms of gains, opportunities for skill development, satisfaction with the experience and how involvement has shaped future volunteering intentions. Where past studies on the impact of volunteering at mega-sporting events have tended to focus exclusively on those who went on to become volunteers, responses here were sought from both those who went on the volunteer at the Games and those who did not. This enabled a balanced and comprehensive account of the clyde-sider application process to be captured, together with feedback on the experience of volunteering from those who went on to do so. It is anticipated that the findings from this study could help to tailor future volunteering programmes, ensuring that positive aspects of the experience are replicated and that the different needs of volunteers are taken into account.

Section 2 of this report covers the study design and methods used, and Section 3 describes the demographic characteristics of applicants. Section 4 includes questions relating exclusively to non-clyde-siders, covering the application process and the extent to which they engaged in the Games in other ways. Clyde-sider experiences of volunteering are covered in Section 5 (role assigned, costs of volunteering, gains, skills developed and feelings about various aspects of the volunteering experience). Games legacy is covered in Section 6 for both clyde-siders and non-clyde-siders. This includes data collected on subsequent volunteering behaviour and future volunteering intentions, as well as perceptions of the Games impact. Finally, the results are discussed in Section 7. All questions included in the report are provided as an Appendix.

2. Study design and methods

This section briefly outlines the study design and data collection methods used for the report. It covers how participants were recruited, which data and reports have been used to contextualise the findings and how the results have been analysed.

2.1 Study design

The findings presented here are based on a study being conducted by the Glasgow Centre for Population Health (GCPH) at the request of Glasgow City Council and the Scottish Government. The purpose of the study is to explore a variety of themes with Glasgow 2014 Commonwealth Games volunteer applicants, including motivations, expectations, previous volunteering and experiences of volunteering at the Games. This report is the second to be published as part of this study. In addition to the findings presented here, a further follow-up questionnaire and qualitative research will contribute to a rich study on the expectations, experiences and attitudes of clyde-sider applicants.

2.2 Survey design

A steering group was formed with representation from the GCPH, the Scottish Government, Glasgow City Council, the University of Strathclyde, Glasgow Life, Volunteer Scotland and the Glasgow 2014 Commonwealth Games Organising Committee (OC) to advise on the focus of the study. A questionnaire was developed with questions on demographics, volunteering history, expectations and motivations, skill development, self-efficacy, social capital, physical activity, and health and wellbeing (see Appendix for questions relevant to this report). Wherever possible, questions were drawn from tested questions used in previous studies or from validated scales. Throughout the report percentages in charts have been rounded up or down to whole numbers. Total percentages may therefore amount to more than 100%.

2.3 Recruitment

Respondents were recruited by email from those who completed the baseline survey and were willing to be contacted about further research (5,440 of 7,722 baseline survey respondents). The survey was issued to these applicants in November 2014; four months after the Games had taken place. In total, 2,718 people completed the follow-up survey, achieving a 50% response rate.

2.4 Comparable data and reports

A number of data sources and reports have been used to assess how representative the sample is, to make comparisons and to contextualise the findings. Demographic information on clyde-sider applicants was provided to Volunteer Scotland by the Glasgow 2014 Organising Committee, with 87% of all applicants agreeing to hand over information on their gender, area of residence, age and whether or not applicants went on to become clyde-sider volunteers. This data has been used to assess how representative the sample is of clyde-sider applicants. Where relevant, comparisons are also made between results here and those captured through the baseline findings report.

Other relevant data sources include the Scottish Household Survey[11], which provides up-to-date information on a range of factors relating to the characteristics and behaviour of the Scottish population, the Scottish Government's post-Games legacy report[1], which includes findings on evaluations of other volunteering programmes delivered as part of the Games, and the evaluation report of the Volunteer Support Pot[12].

2.5 Analysis

Descriptive analysis of demographic data highlights some of the key characteristics of respondents. Frequencies were run for each question included in the report, with cross tabulations developed to identify response differences by selected demographic variables (gender, age and area of residence). Gender was coded as male/female, age was coded as 16-24/25-44/45-64/65+, and area was coded as Glasgow/ elsewhere. Glasgow residents were determined by responses to postcode. Differences are only reported in the text if statistically significant[b]. For the open-ended survey questions, thematic analysis was carried out to establish common response themes. This approach was used to organise responses relating to expected skills and gains from participation.

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[b] p values indicate statistical significance. By convention, results are only considered statistically significant if $p<.05$. For $p<.05$, the probability of the observed results occurring by chance is less than 5 out of 100. For $p<.01$, the probability is less than 1 out of 100 and for $p<.001$, the probability is less than 1 out of 1,000.

3. Demographic profile of applicants

Table 1 shows the demographic characteristics of the sample[c]. Of the 2,718 respondents, 1,822 (67%) were clyde-siders and 896 (33%) were not (non-clyde-siders). More women than men responded (62% versus 38%), and around two-thirds came from Scotland (67%). Most of the remaining applicants (31%) came from other parts of the UK. Nearly three-quarters of the sample were aged 45 or older (73%), and just 7% were aged between 16 and 24. Approximately two-thirds (64%) were married, 22% were single and the rest (14%) were divorced, widowed or separated. The majority of respondents were heterosexual (96%), with most of the remainder being either gay or lesbian (3%) or bisexual (1%).

Most volunteer applicants in this sample were White (97%). Asian/Asian British was the next largest ethnic group (1%), and all other ethnic groups (Mixed, Black British and 'other') each made up less than 1% of the sample. Nearly three-fifths were in part-time or full-time employment (59%), around a third were retired (31%), 6% were students and most of the remainder were unemployed/seeking work (3%). All respondents reported having at least some education, with two-thirds (65%) of these having attained a first degree or higher. Seven percent of respondents had a long-term condition or illness; of these 33% had a long-term illness, 32% had a physical disability (32%) and 12% had a mental or emotional health problem. The remaining respondents (21%) selected 'other' to this question, with specific examples of these including arthritis, chronic pain, recovery from a long-term illness or a combination of long-illnesses and/or illnesses.

Demographic information on applicants was obtained from Volunteer Scotland for those who agreed to have their information passed on after the Games (87% of all applicants). This enables comparisons to be made in relation to gender, area of residence, age and whether or not they went on to become a volunteer. Table 1 shows that there were twice as many clyde-siders in the sample as non-clyde-siders (67%/33%), but that this did not reflect the balance of clyde-siders to non-clyde-siders for most applicants (29%/71%). The sample reflects most applicants in terms of gender, but considerable differences are apparent by area of residence and age. In particular, volunteers from Glasgow are underrepresented in the sample (13% compared with 26% of most applicants), and respondents from the rest of Scotland are overrepresented (54% from Scotland compared with 42% of most applicants). By age, the sample mostly comprises those over the age of 45 (74% compared with 38% of most applicants), and underrepresented by volunteers under the age of 25 (7% compared with 34% of most applicants).

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[c] Total percentages may amount to more than 100% due to rounding.

Table 1. Demographic profile of respondents (n=2,718).

DEMOGRAPHIC VARIABLE	Sample (n=2,718)	Most applicants (n=44,174)
Clyde-sider volunteer		
Yes	67%	29%
No	33%	71%
Gender		
Male	38%	38%
Female	62%	62%
Area of residence		
Glasgow	13%	26%
Rest of Scotland	54%	42%
Rest of UK	31%	30%
Not in UK	2%	2%
Age		
16-24	7%	34%
25-44	20%	28%
45-64	57%	30%
65+	17%	8%
Marital status		
Married/civil partnership/cohabiting	64%	-
Single/never married	22%	
Divorced/widowed/separated	14%	
Sexual orientation		
Heterosexual	96%	-
Gay or lesbian	3%	
Bisexual	1%	
Other	<1%	
Ethnicity		
White	97%	-
Asian/Asian British	1%	
Mixed	<1%	
Black/Black British	<1%	
Other	<1%	
Employment status		
Full time	41%	-
Part time/casual employment	18%	
Retired/pensioner	31%	
Full-time student	6%	
Unemployed/seeking employment	3%	
Other	1%	
Educational status		
Some, but less than a 1st degree	35%	-
1st degree or higher	65%	
Long-term illness/condition		
Yes	7%	
Of those who said yes (n=190)		
Physical disability	32%	-
Mental/emotional health problem	12%	
Long-term illness	33%	
Don't know	2%	
Other	21%	

4. Non-clyde-sider experiences

This section explores the experiences of applicants who did not volunteer at the Games (non-clyde-siders). Here, consideration is given to the application process and how this shaped subsequent volunteering behaviour, as well as the different ways in which people in this cohort became involved in, or experienced the Games in other ways. Feedback on the management of the application process was sought through an open-ended question. These comments were analysed thematically and are summarised under key headings.

4.1 Feedback on the application process

Feedback on the application process was sought through closed and open-ended questions (Appendix: Q2-4). Applicants who did not become clyde-siders were asked to indicate why this was the case from a list of options. Figure 1[d] shows that more than half (56%) indicated that they had not been selected to become a volunteer, either through not being invited to attend an interview or because they were not selected following an interview. However, a substantial percentage of respondents were interviewed and assigned a role but declined the offer (10%), withdrew their application for a different reason (7%), or were never contacted about the application (7%). A small number of respondents withdrew their application because of the time it took to be contacted about it (4%) or because of the costs associated with volunteering (4%), while 2% accepted a role but did not attend the training. For those who selected other and provided details (10%), reasons included the time taken to process the application, issues relating to the management of the application, difficulties attending training or shifts, and disappointment with the assigned role. Several people commented that they withdrew their application for personal reasons, or because it clashed with work commitments or other roles taken on during the Games.

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[d] Total percentages may amount to more than 100% due to rounding.

Figure 1: Experience of the application process (n=896).

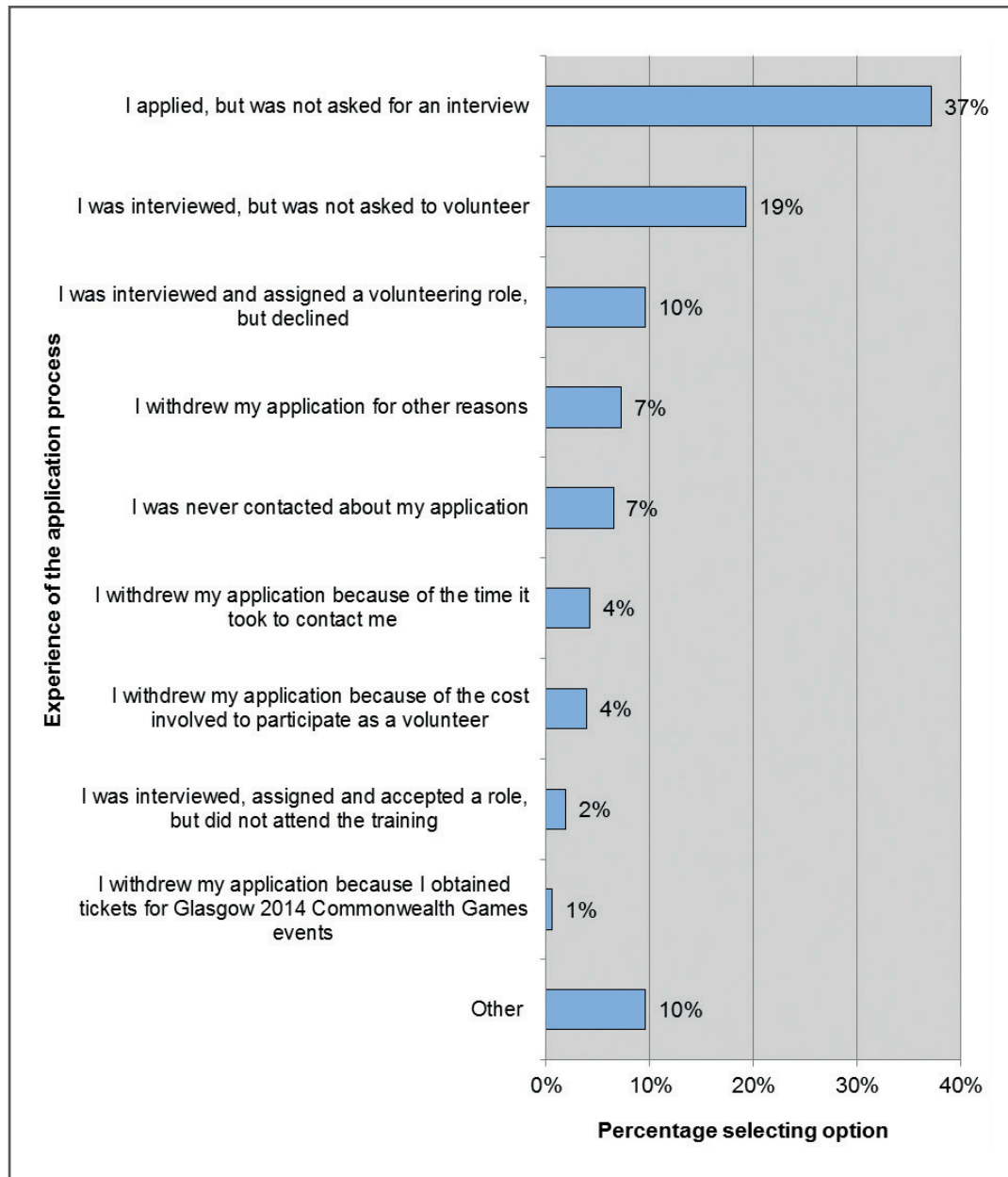Figure 2 shows that non-clyde-siders had varying levels of satisfaction with the application process, but more were dissatisfied (46%) than satisfied (29%). Men were more likely than women to report being very dissatisfied or dissatisfied (50% versus 44% [$p<.05$]). Of those who were dissatisfied, most reported being 'somewhat dissatisfied' rather than 'very dissatisfied' (30% versus 16% of all respondents respectively).

Figure 2: Satisfaction with the application process (n=891).
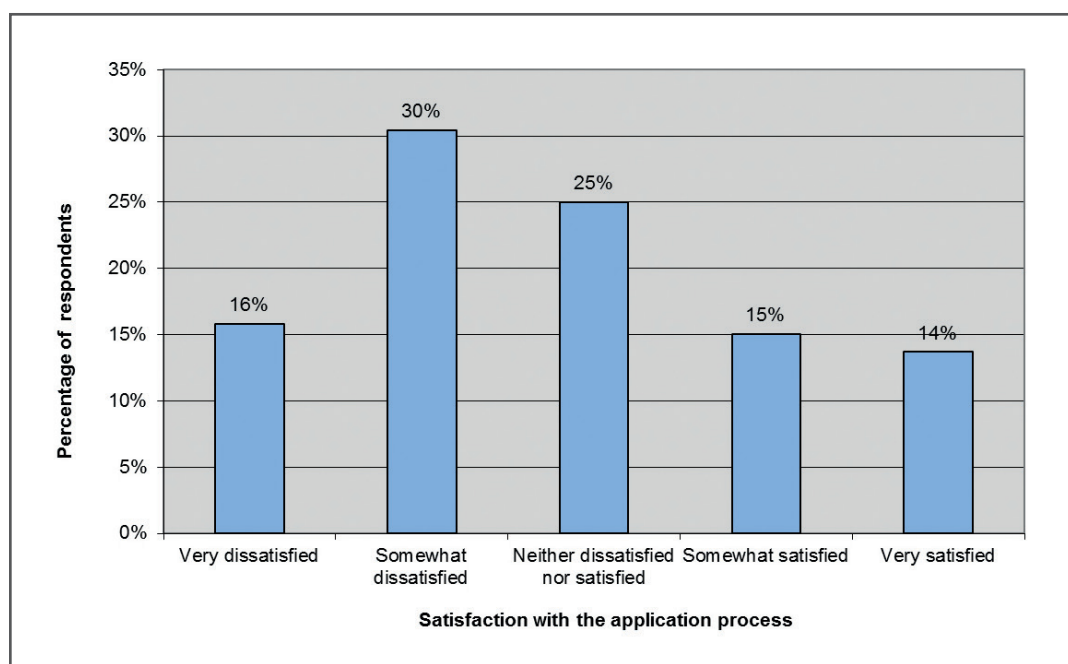
Detailed comments on the management of the application process were sought through an open-ended question. This question received 494 responses, which are summarised under theme headings. The majority of the responses suggest that the application process had a negative impact on applicants, or that they felt the management of the process could have been better. Some respondents expressed understanding around the difficulty of managing so many applications, and a small number reported positive experiences.

Inadequate communication
Poor communication or a lack of communication altogether was common. Many people stated that they were left to wait for a long time to hear about the status of their application, and some stated that they were never told about whether or not they would be required as a volunteer.

> *"No matter how many people applied, surely an acknowledgment would have been possible."*

> *"I expected to get much more frequent updates. Gaps in communication were so long at times (many months) that I wondered if my application had been lost."*

The time taken to inform people whether or not they had been selected was, for many, compounded by the lack of feedback on why this was the case.

> *"No feedback as to why I was not a suitable candidate and a long time waiting to know if I had been selected."*

> *"I was disappointed not to be interviewed, especially as I wasn't given an explanation."*

This lack of communication was felt by some to have been discourteous, particularly as it was already known that others had been selected or had been moved forward to interview.

"The courtesy of a response would have been appreciated."

"Heard nothing for a very long time – the odd generic email but mostly kept in dark while reading of people being interviewed and processed."

"I just felt that they should have kept you updated about your application and it was disheartening to hear about other people in posts and adverts on TV before you have heard anything...very poor."

Convenience for volunteers

The time taken to process applications was reported to be problematic as there was insufficient time to apply for Games tickets, find accommodation, organise transport or make family arrangements at short notice. Several respondents reported having to turn down a volunteering role for this reason.

"The process was fine, however the relatively short notice about being offered a role meant there was not time to organise sufficient transport, accommodation and childcare to enable me to take part."

"The offer of a position was too late to enable arrangements to be made or even to attend training."

"It took far too long. I declined a holiday, and tickets for the Games, waiting to hear. It spoilt the whole experience of the Games in Scotland, for me."

In addition to irregular communication and delays, some applicants commented that the whole application process was not flexible enough, and that their specific needs (e.g. travel, work, childcare, illness) were not been accounted for when making arrangements to attend an interview or training. This meant that some applicants were forced to decline the offer to become a volunteer.

"Disappointed at being allocated to the one venue that I stated I could not manage to travel to."

"Telephone interviews should be possible when someone cannot attend for interviews in person due to sickness."

"I declined my role because despite giving Glasgow 2014 full details of my health condition and what had to be done to manage it they insisted on giving me shifts that were not physically possible for me to do."

The application process

Comments on the application process were made in relation to the application form, the interview process and the system used to complete an online application. In particular, some people commented that the application forms and the interview process did not allow them to adequately outline their skills or suitability for a role.

"I felt the questions in the application form did not give me the opportunity to communicate my experience with people in a working environment, or to expand on my experience in running teams and meeting targets."

"I found the boxes very difficult to complete as they allowed so few characters. I think it was easier for the 'Twitter Generation'."

"I would have liked more space to justify my suitability for being a clyde-sider on the application form."

Other applicants felt that they may have been suitable for a role, but that the application form was not clear in terms of what experience or skills were being sought.

"It would have been useful to have more clarity about the selection criteria."

"Found the application form OK, though trying to fit details of experience into less than 100 characters was a challenge, and don't know how useful it was in the selection process!"

Some people reported having issues with the online application system, including log-in issues and difficulties accessing the volunteer portal.

"Sometimes the volunteer portal was confusing to say the least."

"Took a few tries before my application went through – it was a bit of a confusing process!"

"I had issues around accessing my account and it was very difficult to get anyone to resolve this for me."

Although there were very few overtly negative reports about how the interview process was conducted, some applicants felt that the process did not allow them to convey their suitability for a role.

"The agenda was unclear during the interview."

"I felt the questions at interview did not reflect the role I applied for."

"I don't think I got the chance to really sell myself but I understand how difficult it is with so many applicants."

The selection criteria

Some non-clyde-siders stated that the application process was not sufficiently rigorous or transparent, or that people with suitable skills were surprisingly not selected.

"I did not think the process was transparent. It seemed to me that they just picked the first batch then refused everyone who had applied later."

"A number of professionals I know who volunteered [applied to be a volunteer] because of their highly specialist experience did not even get interviews."

"I have been heavily involved in coaching athletes for years yet my knowledge and experience was overlooked."

Other comments showed that some people felt that preferential treatment had been given to people who lived locally.

"I, and several of my friends, were London 2012 Games Makers and were not even given an interview for Glasgow."

"Should have provided more support from volunteers outside Scotland."

"It seems as though overseas volunteers were ignored despite previous Games experience."

This perspective was in contrast to some local applicants, who felt that people outside Scotland were unfairly taking up positions which should have been occupied by Scottish volunteers.

"I was disappointed to discover, like many others from Glasgow, that numerous volunteers were from outside of Scotland."

"An ex-colleague was chosen to be a clyde-sider. They had no connection to Glasgow at all."

Positive experiences and understanding

Some applicants expressed understanding around the difficulty of undertaking the task of selecting volunteers from so many applications.

"I was disappointed not to be selected for interview but accept that the level of applications made it impossible to interview everybody."

"I appreciate thousands of people applied."

"I was disappointed that I was not contacted but do understand the volume of applications."

As well as acknowledging the difficulty of selecting volunteers from so many applications, a few non-clyde-siders made positive comments about the application process. Some of these comments were in direct contrast to the negative comments provided on the lack of communication or poor organisation.

*"Application process was easy and the interview was well planned. Updates were given at good intervals."*

"It was well managed and communication was great."

"Very smooth, plenty of notice for training dates."

4.2 Experience of the Games

Non-clyde-sider applicants were asked whether they were involved with the Games in any way (Appendix: Q5). Figure 3 shows that most (75%) watched the Games on the television, half (50%) attended a Commonwealth Games event and a third (35%) spent time in Glasgow to soak up the atmosphere. Meanwhile, a quarter (25%) attended the Queen's Baton Relay or went to a street market in the Merchant City, and 20% attended a cultural event related to the Games. Seven percent worked or volunteered at the Games in another capacity (3% of these as Host City Volunteers) and 8% stated that they were not involved in any way. This shows that most clyde-sider applicants who did not become volunteers were not deterred from becoming involved in the Games or experiencing them in some other way.

Figure 3: Involvement in the Glasgow 2014 Commonwealth Games (n=893).
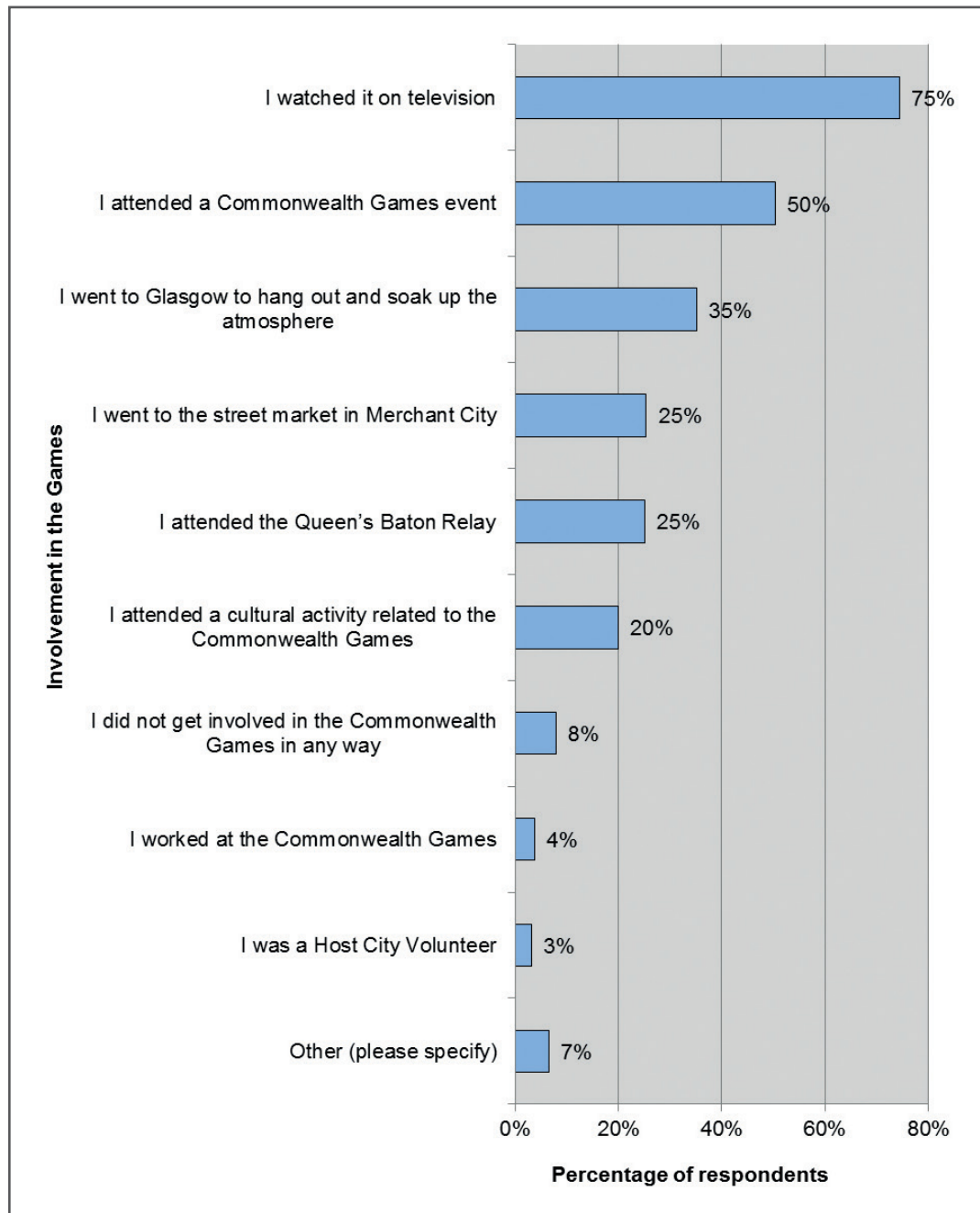
5. Clyde-sider experiences of volunteering

5.1 Clyde-sider role and involvement in the Games

This section covers the roles undertaken by clyde-siders, their shifts and the amount of time spent away from home to fulfil a role (Appendix: Q6-10). Table 2 below shows that clyde-siders provided assistance across a number of different functional areas. Specific sports/events (29%) and spectator services (20%) were the most common functional areas, followed by Transport services, Commonwealth Games Associations (CGA) relations, medical services, sports services, press operations and sports operations (all between 5% and 10%). For those who selected 'other' (15%) and provided details, the most common functional areas were venue communications and technology, uniforms, and village operations. In addition to these functional areas, 15% of the sample also volunteered as frontrunners. These were the volunteers who assisted with pre-Games preparations prior to the launch of the full volunteering programme.

Table 2. Glasgow 2014 teams or functional areas (n=1,820).

TEAM OR FUNCTIONAL AREA	Percent
Specific sports/events (e.g. athletics, badminton, aquatics)	29
Spectator services	20
Transport services	10
CGA relations	8
Medical services	7
Sport services	6
Press operations	6
Sport operations	5
Results technology services	5
Games workforce planning and operations	4
Protocol	3
Accreditation	3
Media communications	1
Brand protection	<1
Advertising and promotions	<1
Security	<1
Other	15

The number of shifts volunteered for are shown in Figure 4. Nearly half of the sample (49%) indicated that they had volunteered to do 8-11 shifts, 17% volunteered for 12-15 shifts, 12% selected 16-20 shifts and 18% undertook more than 21 shifts.

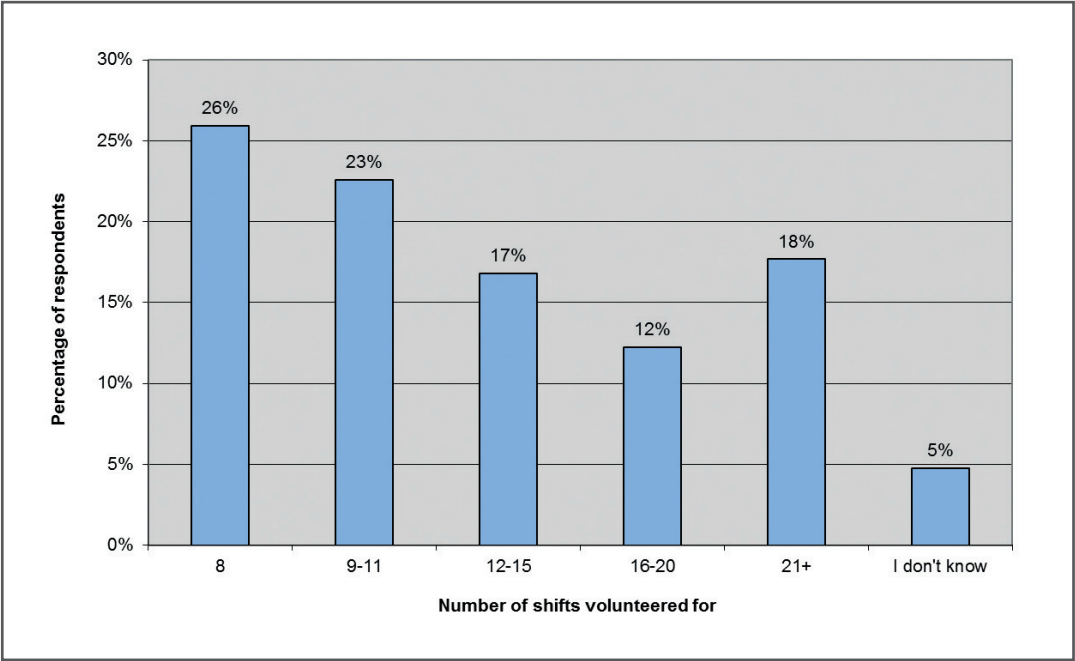**Figure 4: Number of shifts volunteered for (n=1,805).**

Figure 5 shows that most clyde-sider shifts lasted for 6 to 10 hours (86%), and that the remainder of those known lasted between 10 and 12 hours (13%).

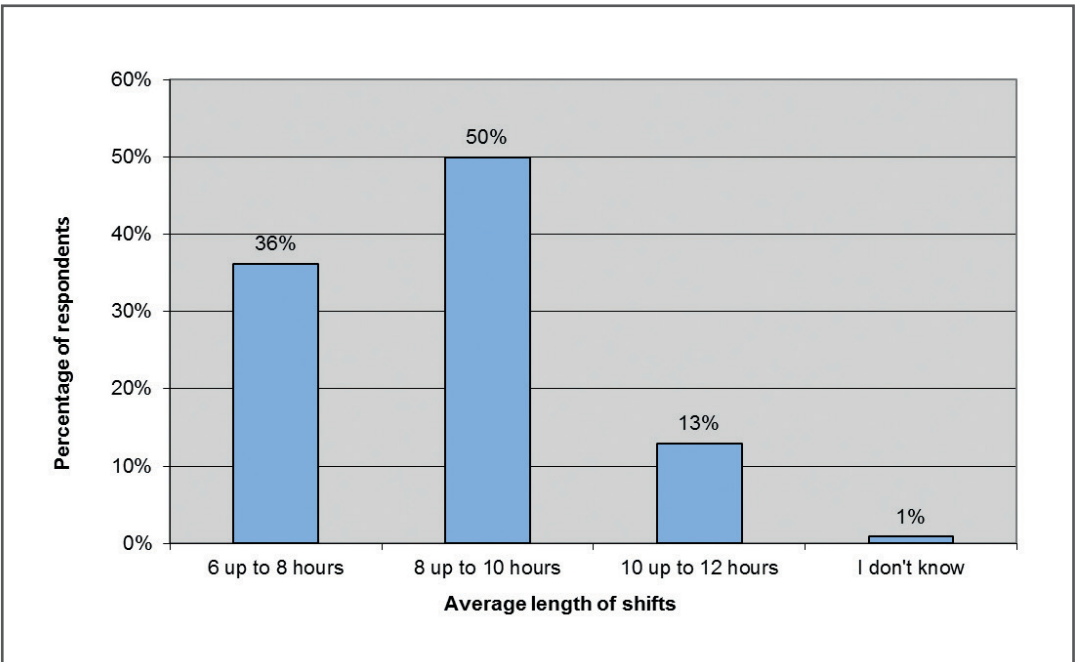**Figure 5: Average length of shifts (n=1,806).**

Figure 6 shows that more than half of respondents (54%) did not spend any nights away from home to undertake volunteer duties. Those who did spend nights away from home were likely to be away for more than seven nights. The remaining 10% of clyde-siders spent between one and seven nights away from home.

Figure 6: Nights spent away from home to volunteer during the Games (n=1,813).
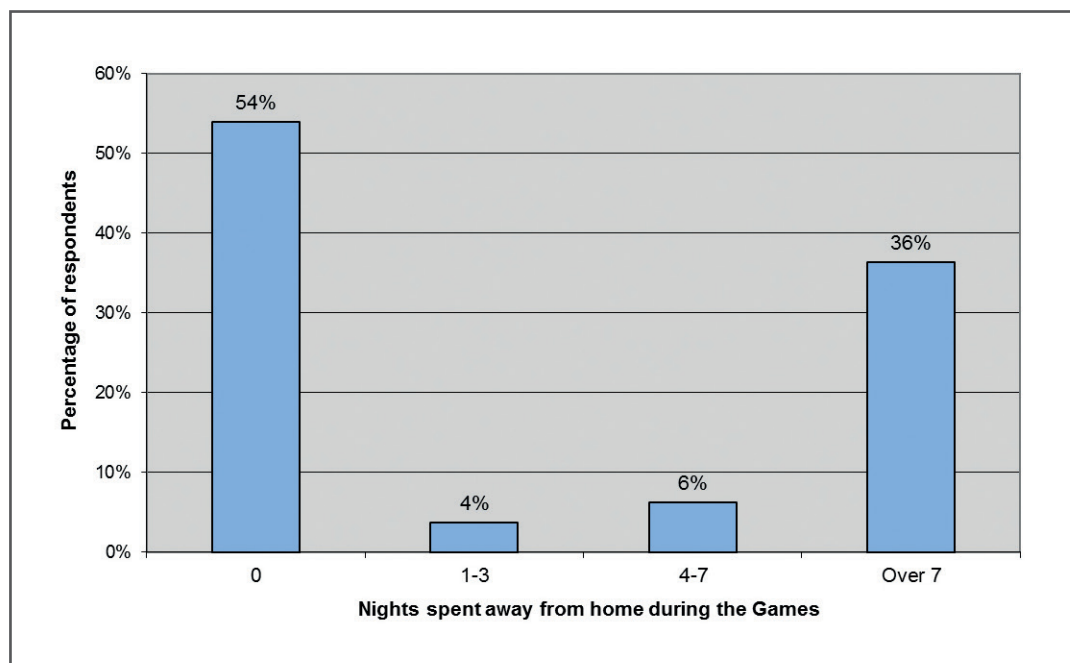
5.2 Volunteering costs

This section looks at the cost of volunteering for clyde-siders (Appendix: Q11-17). Costs were considered for the training and recruitment phase, as well as during the Games. Data were also collected on the impact of cost on people's decision to apply to become a Games volunteer and how they spent their money during the Games. Finally, clyde-siders were asked if they were aware of the Volunteer Support Pot (a fund which provided financial support to help meet the costs of volunteering for those most in need). Those who were aware of the fund were asked to provide feedback on its utility.

Figure 7: Total personal spend in recruitment and training phase (n=1,817).
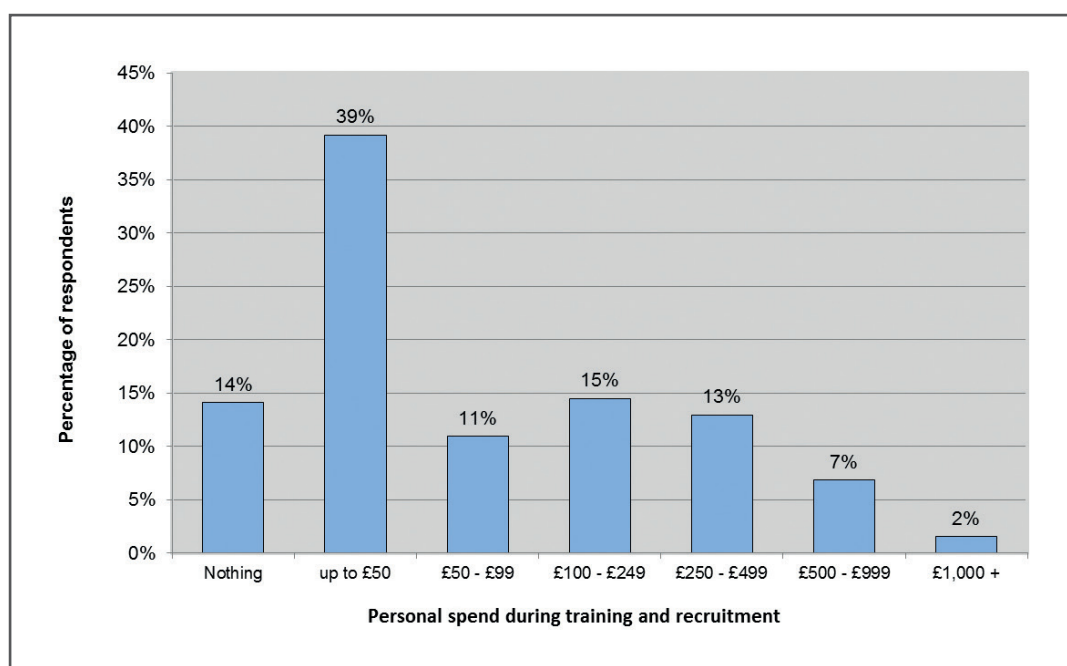

Figure 7 provides a breakdown of personal spending on Games-related activities during the training and recruitment phase of being a clyde-sider. Fourteen percent spent nothing, half (50%) spent more than nothing but less than £100, and over a fifth (21.5%) spent more than £250. Respondents aged between 16 and 24 were less likely to have spent nothing (4%) than those aged 25-44,45-64 or 65+ (13%, 13% and 25% respectively) [p<.001]. Respondents from Glasgow were also more likely to have spent nothing (39%) than those from the rest of Scotland (14%) or the rest of the UK (3%) [p<.001].

Clyde-siders were also asked to estimate how much they personally spent during the Games (Figure 8). Results here show that more money was spent during this period than during the training and recruitment phase. Only 8% reported that they did not spend anything when volunteering, and three-fifths (61%) spent at least some money but less than £250. Nearly a third of volunteers (32%) spent £250 or more during the Games and 6% spent over £1,000. In keeping with spending levels during the training and recruitment phase, people from Glasgow were more likely to incur no costs during the Games (18%) than those from the rest of Scotland (8%) or the rest of the UK (2%) [p<.001].

Figure 8: Total personal spend during the Games (n=1,813).
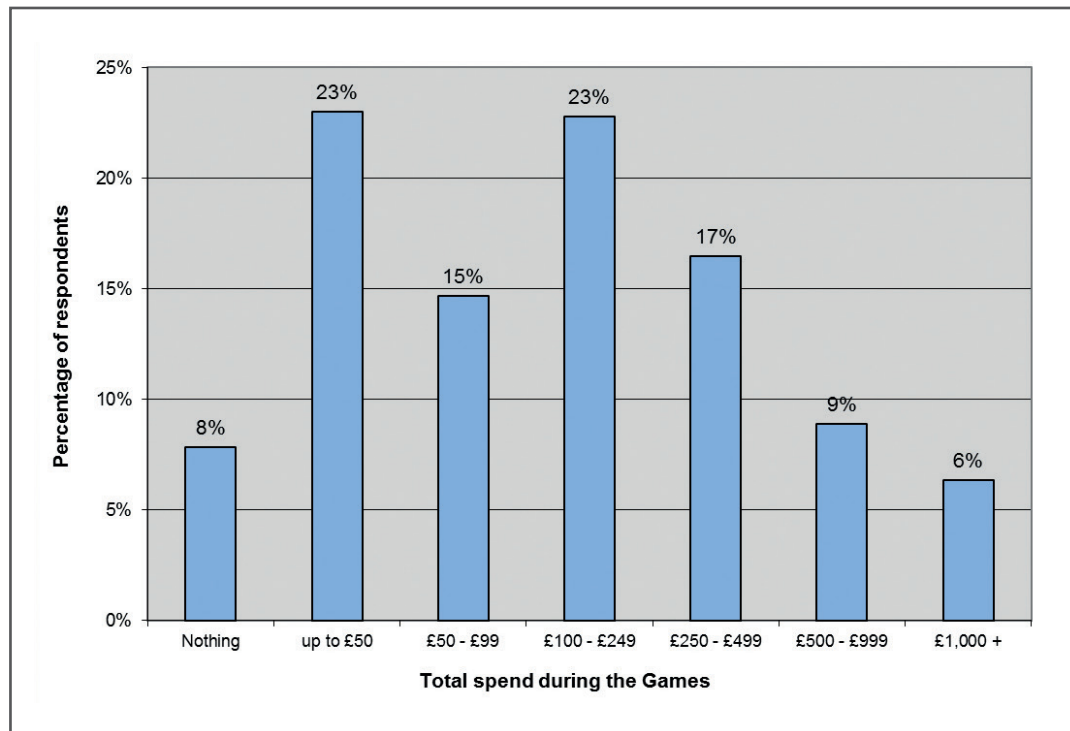
For those who spent at least one night away from home during the Games, data were collected on the personal costs of food and drink, transport, fuel, parking, merchandise/programmes, shopping and accommodation. Figure 9 shows that only a small percentage of respondents spent more than £100 on any expense other than accommodation during the Games. For those who had to relocate during the Games, significant costs were more likely to be incurred in Greater Glasgow and Clyde than in the rest of Scotland (59% of people who had accommodation in Greater Glasgow spent more than £100 compared with just 20% of people staying in other parts of Scotland). A small percentage of volunteers spent £100 or more on public transport, fuel, merchandise/programmes, shopping and food/drink consumed in a café or restaurant (each expense between 10% and 15%). Meanwhile, food taken away from a shop/café/restaurant and parking was less likely to incur substantial costs during the Games (6% and 1% of volunteers spent over £100 respectively).

Figure 9: Personal spend over £100 during the Games on selected expenses (n=415-1,729).
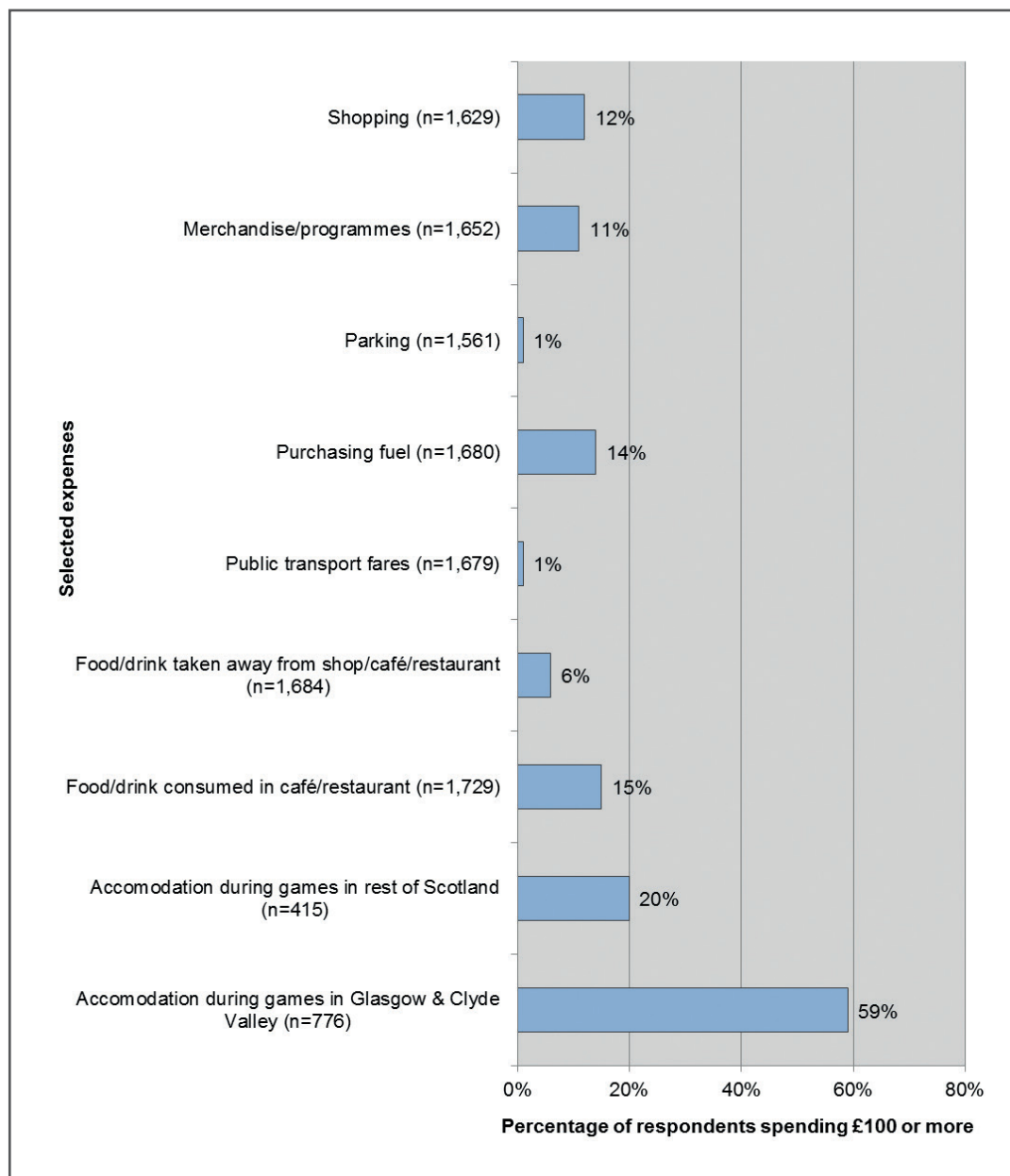
Clyde-siders were asked if the cost of volunteering was important to their decision about whether or not they applied (Figure 10). More than three quarters (77%) reported that it was either 'not at all important' or 'not very important'. Most of the remaining responses fell within 'quite important' (19%), and just 4% answered that it was a 'very important' factor. Women were more likely than men to answer that it was 'quite important' or 'very important' (26% versus 19%) [p<.001], and volunteers from the rest of the UK (41%) were more likely to view it as important than those from the rest of Scotland (17%) or Glasgow (9%) [p<.001]. Clyde-siders aged 16-24 (33%) or 25-44 (35%) were more likely to answer that the costs of volunteering were at least quite important than older clyde-siders (21% for 45-64, 15% for 65+) [p<.001].

Figure 10: Impact of cost on decision to apply to become a clyde-sider (n=1,811).
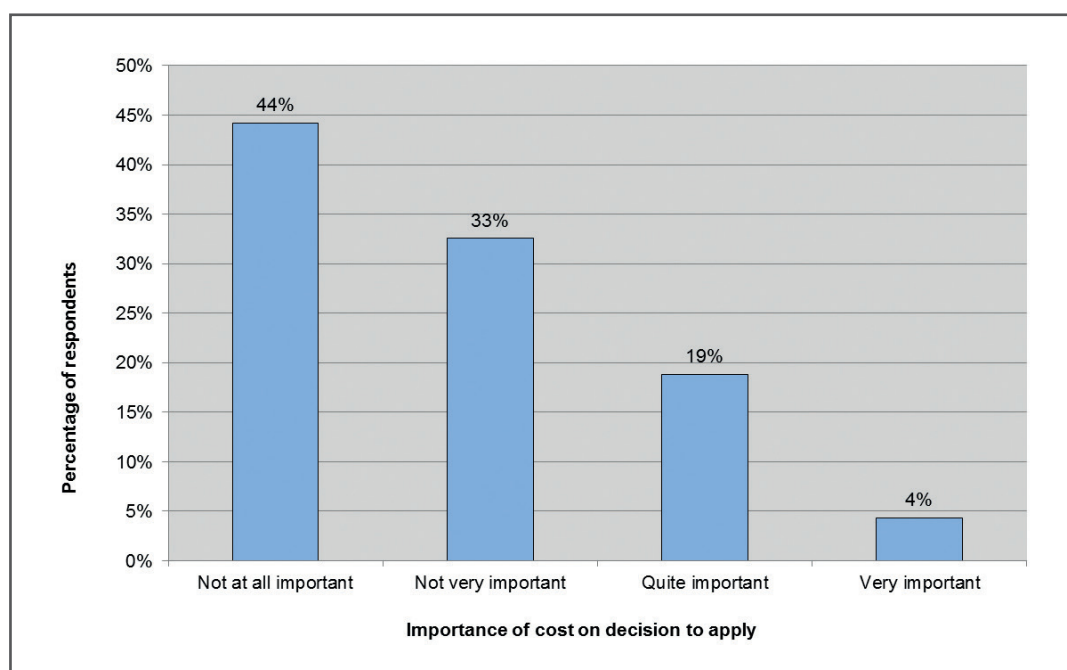
The Legacy 2014 Volunteer Support Pot was a fund created by the Big Lottery with support from Glasgow City Council and the Scottish Government to provide financial assistance for volunteers during the Games. Data collected on clyde-siders found that 87% of 1,805 respondents were aware of this source of financial support. However, clyde-siders aged 16-24 were less likely to be aware of the fund (73%) than older volunteers (between 84% and 90% for the remaining age categories) [p<.001].

Detailed comments on the Volunteer Support Pot revealed that most clyde-siders felt it was a worthwhile use of resources, particularly as it ensured that people were not prevented from volunteering due to financial difficulties. Many commented that they did not need it, but that it was good idea to help others.

"Great idea. Glad it existed, though I didn't need to use it."

"A very good idea to ensure all could participate."

"Important to afford everyone opportunity to take part regardless of financial circumstances."

Many respondents who accessed the fund were grateful that it had been made available, and a few indicated that the money that they received had enabled them to volunteer or had made the experience less stressful.

"I made use of the Volunteer Support Pot to help pay for childcare while I was working at the Games. It was a crucial help to allow me to take time out from family duties."

"I think it was an excellent idea. I met several very keen young clyde-siders who otherwise would not have been able to become volunteers."

"It made my Games journey stress free and more enjoyable because they covered my costs. I am very grateful to them so thank you."

For others, however, the sums awarded were insufficient to meet the costs of volunteering. Some commented that the available funds were overstretched, and that the awards allocated were spread too thinly across a large number of volunteers.

"I got given £30 after I asked for help for accommodation and travel which came to about a total of about £850 pounds…"

"Great to have the pot but oversubscribed from hearsay of people who applied."

"I was given £30 towards the cost of volunteering at the CWG. While I was grateful for this money I think it would have been better to award fewer larger bursaries than everyone getting a small amount…"

Questions were raised around the eligibility criteria for accessing the support fund, with some respondents commenting that they did not apply because they did not believe they were entitled to it. Some volunteers from outside Scotland commented that they did not think it was fair to exclude them from accessing the fund in the early stages.

"Initially it was only applicable to those living in Scotland, which I thought was unfair, eventually it was extended out to others…"

"The original decision to restrict the pot to residents of Scotland discriminated against all other volunteers from the UK."

"It seemed unfair that, in the beginning, it was only open to residents of Scotland."

Some clyde-siders stated that they were never aware of the fund, or were told about it after applications were closed. For a number of others, being allocated a role at a late stage meant that they missed the deadline for submitting an application to the fund.

"I was not given my role until after the closing date of the volunteer pot so I was unable to apply."

"Not well understood or advertised."

"I became aware of the Pot after applications had closed – I therefore received no financial support."

Overall there was strong support for the pot, mainly to ensure that people were not prevented from volunteering due to financial hardship. Comments here clearly illustrate that people benefited from having access to the fund and felt more positive about volunteering having received a contribution to their travel or accommodation costs. Importantly, the responses show that the fund enabled some people to volunteer who would not have applied otherwise. However, despite positive comments, some felt that the fund was overstretched, and there was a degree of tension around providing for those with the greatest financial need and rewarding others who were not in financial hardship, but who may have incurred substantial costs.

5.3 Gains from volunteering at the Games

Clyde-siders were asked to indicate the extent which they felt they had gained from volunteering (Appendix: Q18 & 19). Data on gains were collected through closed and open-ended questions. The response categories for the closed question were based on responses to the baseline survey, drawing on what applicants hoped to gain from volunteering before taking part. Figure 11 shows the percentage of people answering 'a lot' or 'a great deal' to a range of potential gains. The most positive results were reported in relation to the 'satisfaction of helping others enjoy themselves' (91%) and the 'enjoyment of participating in a unique experience' (90%). This was followed by 'meeting new people' (82%), 'being part of a team' (81%) and having a 'sense of giving something back' (81%). Few respondents reported having not gained at all in relation to these factors. Feeling valued was the next highest positive response (63%), while additional categories included such as making new friends, learning about sport, learning about Glasgow and gaining confidence were reported by fewer respondents (between 38% to 53%).

Women (41%) were more likely than men (32%) to have gained confidence through volunteering [p<.001], and young clyde-siders (aged 16-24) were more likely to report gaining confidence (76%) or to have met new people (90%) than clyde-siders from any other age categories. Respondents from the rest of Scotland or the rest of the UK were more likely to have gained new friends (55% and 54% respectively) than people from Glasgow (43%) [p<.05].

Figure 11: Gains from the clyde-sider experience (n= 1,794-1,816).
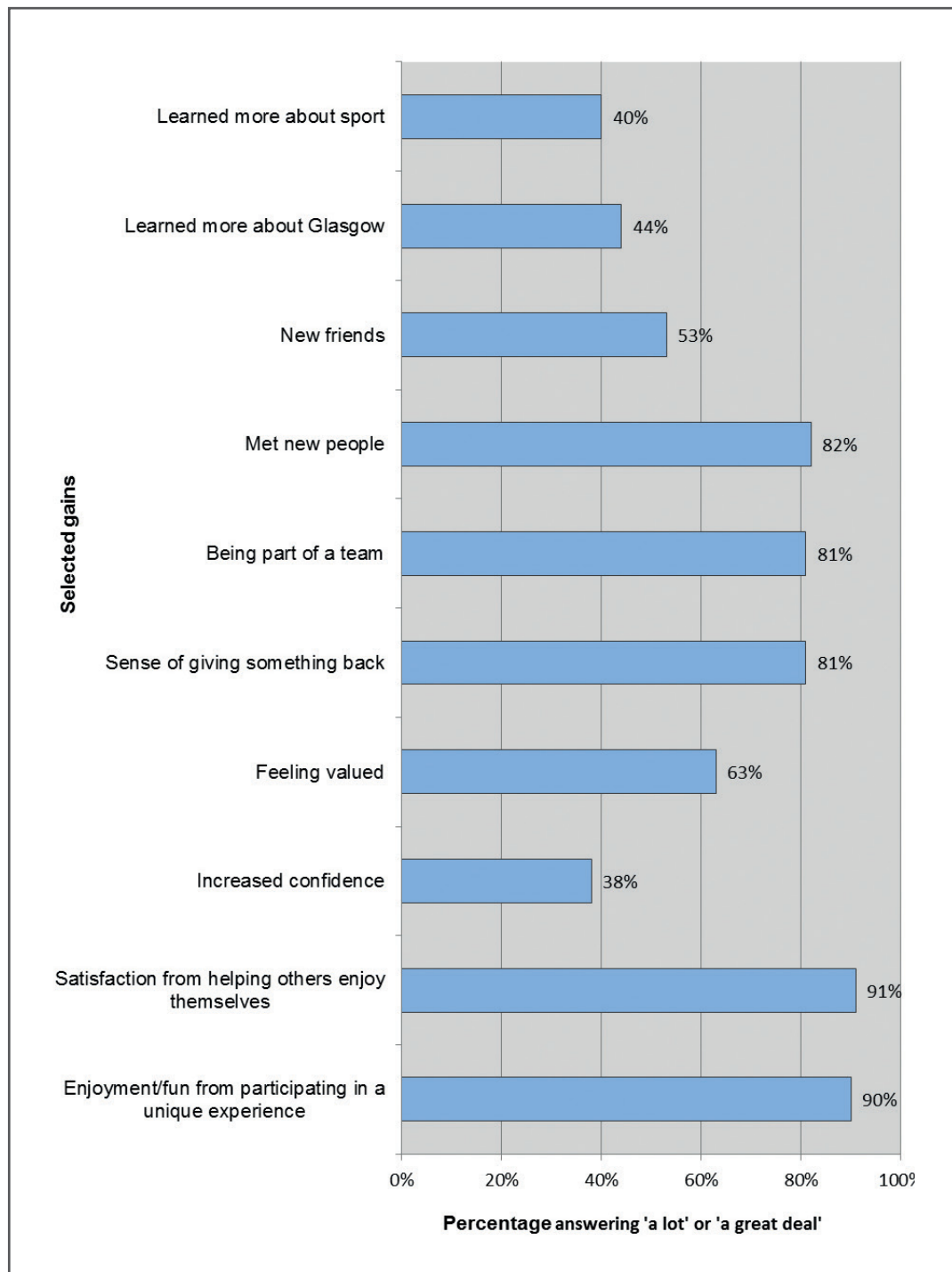
Respondents were asked to express in their own words what they felt they had gained through volunteering. Thematic analysis of the responses revealed some overlap with those covered by the pre-determined response categories in Figure 11. Many commented that the volunteering experience had been enjoyable and rewarding, and that they were happy or grateful to have been part of it. Other respondents provided balanced or mixed responses, with some indicating that despite encountering challenges and difficulties, the experience had been worthwhile. Commonly expressed gains are summarised below by theme.

Taking part in a unique event

The opportunity to take part in in a unique event was an important gain for many. The experience was also described by some as being either life changing or an once-in-a-lifetime opportunity, owing mainly to the buzz and excitement that was generated.

"Once in a lifetime experience that will never be forgotten and the cherished memories will be with me always."

"A fantastic experience, still on the adrenalin buzz from being part of it."

Responses show that the camaraderie, togetherness and feeling of shared responsibility had helped volunteers pull together and ensure that the games ran smoothly. This created a temporary sense of belonging for some volunteers.

"A sense of belonging and being part of something great."

"Just felt great being part of such an amazing event, felt special for a few weeks."

Giving back and watching others succeed

Whether for altruistic or personal reasons, making a contribution and giving something back emerged as important gains. These responses were mainly provided in relation to Glasgow, Scotland or a sport/event that they had been involved in throughout their life. Watching other people succeed was another altruistic gain expressed by a handful of respondents.

"Satisfaction of giving something back to Scotland."

"I was proud to be involved and giving something back to a sport that I love."

"The joy of watching young people grow in confidence as the Games progressed."

Personal gains

Personal gains were most commonly expressed in relation to social opportunities, personal growth, self-worth, developing new skills and gaining professional experience. Personal gains were expressed less often than gains relating to being part of the Games or giving something back.

"The Games have changed my life for the better. I have found an inner confidence that has now come out and I have made significant changes to my life since for the better."

"At age 70 a sense of being wanted and valued."

Glasgow's influence

Several respondents commented on the positive impression that Glasgow made on them or the pride that they felt at being able to represent the city. A few respondents also commented on positive aspects of the city (e.g. the architecture and museums) and the contribution that local people made to the success of the Games.

"I was proud to be a clyde-sider. It made me feel more at home in the city I have lived in for five years."

"Glasgow people made the Games by being the friendly tolerant people they are."

"I learnt so much more about Glasgow and how interesting and vibrant it is."

Cultural diversity

Respondents expressed positive feelings around the level of diversity that was on show during the Games. Clyde-siders reported gaining cultural knowledge, hearing new perspectives and witnessing cultural differences between competing nations.

"Contact with people from other countries and cultures."

"Listening & learning to different opinions from visitors & players alike from all the countries involved..."

Challenges encountered

A small number of volunteers chose not to provide examples of gains, instead commenting on the problems that they encountered when volunteering. Although not commonly expressed, these responses were made in relation to the management or organisation of the Games, as well as the extent to which they felt they were needed or able to contribute.

5.4 Skills developed through the clyde-sider role

Clyde-siders were asked about the skills that they developed when volunteering (Appendix: Q20 & 21). Figure 12 includes a range of skill types based on responses to an open-ended question included in the pre-Games baseline survey. Respondents were asked to indicate the extent to which they had been able to develop each skill on a scale from 'none at all' to 'a great deal'. Here, responses have been combined for those who answered 'a lot' or 'a great deal'. Clyde-siders were most likely to report developing teamwork and listening skills (36% and 34% respectively), followed by problem-solving and communication skills (both 30%). Leadership and time management skills were developed to the least extent (21% and 25% respectively). Although not illustrated in Figure 12, each skill type was developed at least 'a little' by 70% of respondents or more.

Figure 12: Skills developed as a clyde-sider (n= 1,781-1,794).
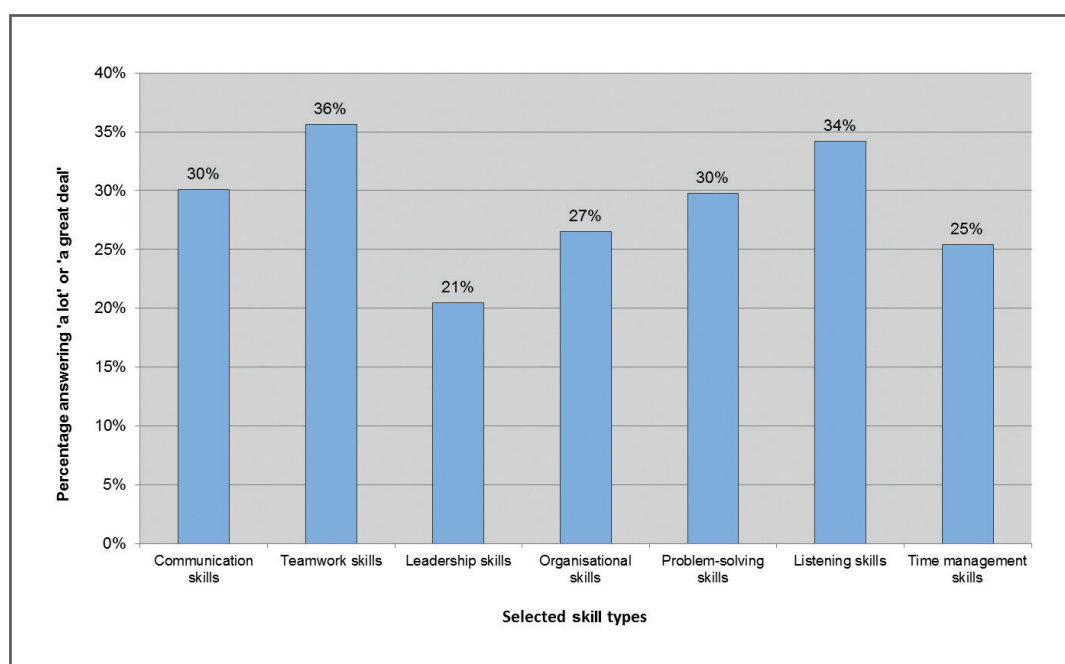
The development of new skills was strongly associated with age and employment. Table 3 shows that clyde-siders aged 16-24 were more likely to report developing any of the seven skills 'a lot' or 'a great deal' than people in any older age category (25-44, 45-64 or 65+) [p<0.05]. By employment status, students were most likely to report developing any of the skills listed with a response of 'a lot' or 'a great deal', followed by those who classed themselves as economically inactive (other employment categories were full time, part time/casual and retired) [p<.001].

Table 3. Development of selected skills 'a lot/a great deal' by age (n=1,781- 1,794).

SKILL TYPE	Age			
	16-24	25-44	45-64	65+
Communication	73%	34%	25%	27%
Teamwork	79%	39%	31%	29%
Leadership	41%	26%	18%	17%
Organisation	64%	30%	22%	23%
Problem-solving	62%	33%	26%	27%
Listening	63%	35%	31%	31%
Time management	67%	25%	21%	23%

An open-ended question asking respondents if there was anything else they would like to say about the skills they developed during the Games resulted in responses similar to the categories of skills in the close-ended question. However, these responses also revealed a range of other skills that respondents were able to develop, as well as highlighting that several volunteers were not looking to develop new skills. These responses are summarised below.

Not looking to develop new skills

One of the most common responses to this question was that volunteers were not looking to develop new skills, either because they already felt that they had a strong skillset or because they wished to build on existing skills rather than develop new ones. For some respondents the desire to pass their skills on to other less experienced volunteers was more important than gaining new skills.

"Due to my old age and experience, the skills were there already!"

"My background, experience and age means that it was more a case of applying the above skills in new settings, rather than developing them from a low base."

"I am already skilled in the area I was working. One of my aims was to pass those skills to others as I am retired now."

A range of skills developed

A small number of respondents stated that they had been able to develop a broad range of skills due to the diversity of the role in which they had been positioned. Some stressed the importance of being adaptable, owing mainly to the lack of certainty around what the role would entail.

"I had already [come] from a team leader role in my working life with 25 years in supervision but this was totally different and provided me with a whole new range of skills."

"Within my role of Athlete Services there was lots of different jobs so I got to learn a range of skills all through the Games."

Personal development or traits

Similar to the responses on gains, the development of personal traits or attributes such as increased confidence and feelings of self-worth were expressed. Attitudinal changes were mentioned such as feeling more motivated and committed to work, with the experience helping some people to be more committed in their current work role or prompting them to find a job where they might feel as committed and enthusiastic as they were when undertaking their clyde-sider duties.

"I am much more confident."

"Confidence to take on and fulfil challenges not even considered before."

"The skills that I used/developed helped me understand that as a retired person I am still capable of learning new things and adapting to different 'people' situations."

Transferable skills

Transferable skills featured strongly in the open-ended responses. Common responses were expressed in relation to leadership, problem-solving, teamwork, communication and listening skills.

"Enjoyed learning more customer service and communication skills."

"Being part of a small team of motivated people demonstrated how real teamwork and co-operative working resulted in successful outcomes being achieved."

"…I learned much about listening, and allowing others to take the lead. I had to be patient at times and very diplomatic at other times."

Task-specific or knowledge based skills

Some respondents referred to specific skills that were developed as a result of the role they were assigned. These included technical skills, skills relating to the use of technology, navigation skills, administration skills, clinical skills and skills required to work with people with disabilities.

"Working with other volunteers with disabilities, which wasn't something I'd experienced before."

Unable to develop new skills

Several respondents commented that the experience had not enabled them to develop new skills. The main reasons for this were because the role was not demanding or varied, or because there were too many volunteers for the tasks that needed to be completed. Some respondents commented on aspects of volunteering that had negatively impacted on their ability to develop new skills. Although uncommon, a handful of respondents indicated that poor management had tainted their experience.

"In the area I was involved with there was very little opportunity to develop skills beyond these I already had."

"Nothing of what I was asked to do was particularly challenging. That's not to say I didn't enjoy the experience however, but it wasn't difficult."

"…Frequently volunteers could have been given greater responsibility – this would have made the Games better. Generally volunteers were underutilised – many were experienced in leading teams of people."

## 5.5 Satisfaction with the clyde-sider experience

This section covers how clyde-siders felt about various aspects of the volunteering experience (Appendix: Q22-24). Figure 13 shows that most clyde-siders (94%) had a positive or very positive experience as a Games volunteer and that just 3% had a negative experience. This provides a clear indication that the Organising Committee delivered a rewarding volunteering experience for most people who took part.

Figure 13: Overall feelings about the clyde-sider experience (n=1,819).
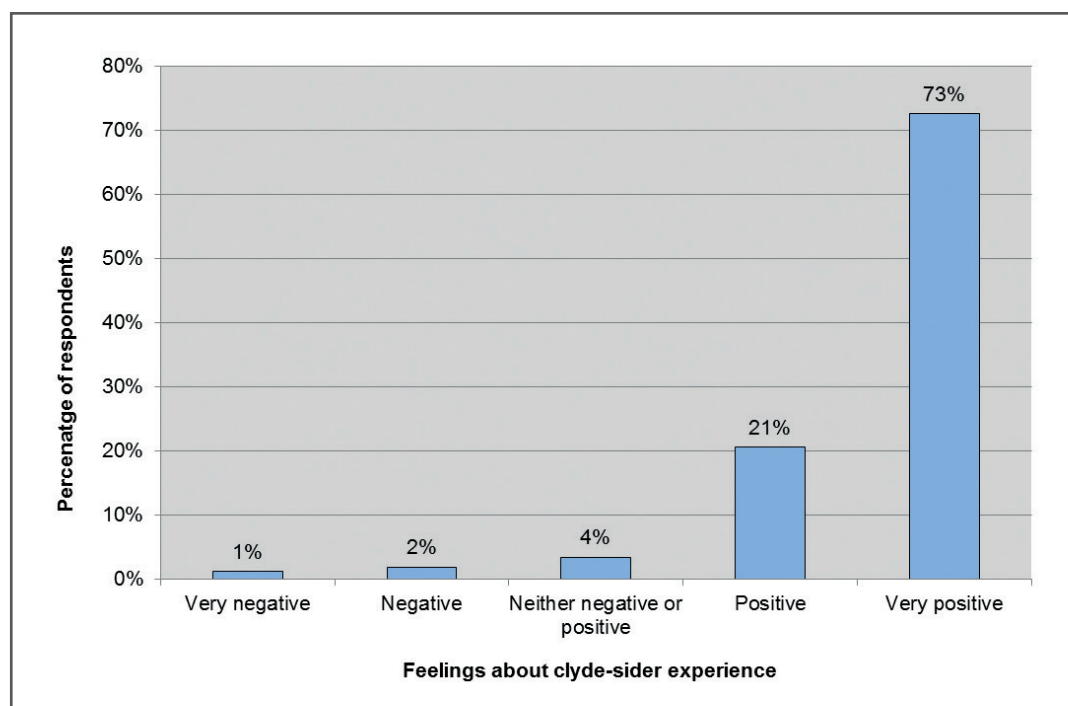
Feedback was sought on different aspects of the volunteering experience that were shaped by the Organising Committee. Figure 14 below shows the combined 'satisfied' and 'very satisfied' responses to eight aspects of the volunteering experience. This chart shows high levels of satisfaction with the Organising Committee in relation to most aspects of being a clyde-sider. In particular, satisfaction levels with 'the interview process', 'the application process' and the 'assigned role' were high (between 84% and 90%). Satisfaction with the 'match between skills and the assigned role', 'recognition for input and reward' and 'shift allocations' were also reasonably high (between 73% and 75%), but 'transport provision' was deemed to be satisfactory for fewer people (55%). The final category on 'assistance finding accommodation' was considered to be satisfactory by just 13% of respondents. However, it should be noted not all clyde-siders needed support in finding accommodation. The majority of respondents (70%) selected 'neither dissatisfied nor satisfied' to this question. This was the only aspect of the Organising Committee's role where the majority of respondents were not satisfied.

Figure 14. Satisfaction with aspects of the volunteer role shaped by the Organising Committee (n=1,601-1,818).
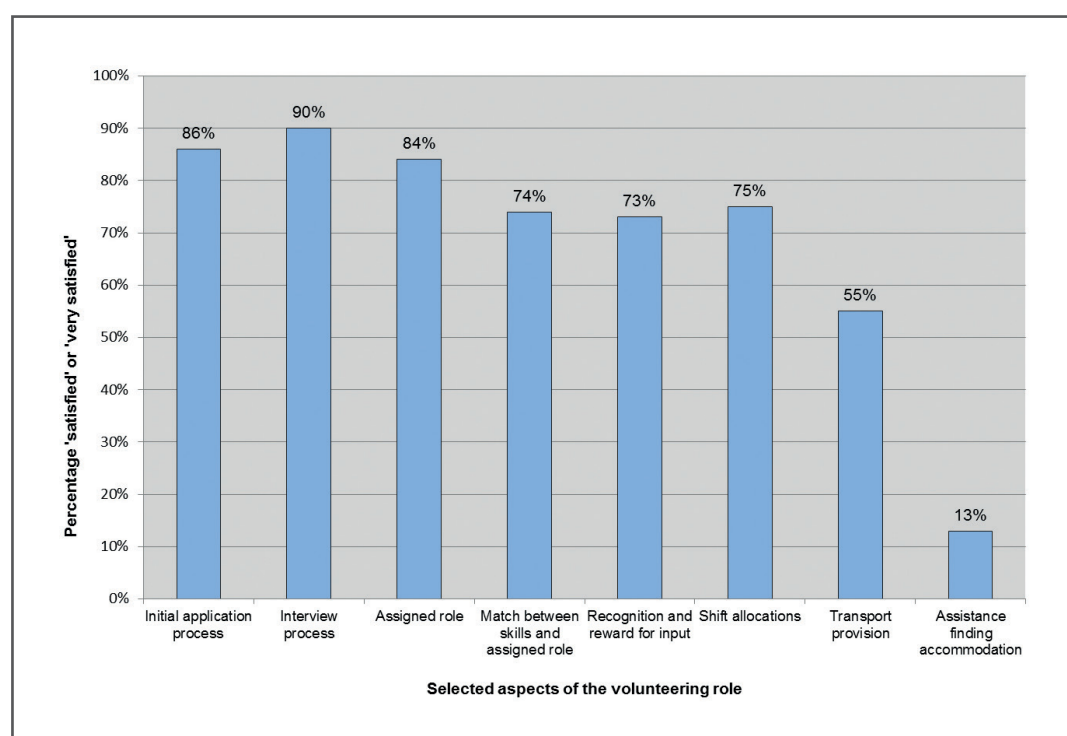
Open-ended comments on the clyde-sider experience provoked a range of responses, both positive and negative. Positive experiences were expressed through comments such as feeling proud, privileged and grateful to have been able to help deliver the Games.

"I am very proud to have been allowed to take part in such a wonderful event, the city of Glasgow was buzzing."

"I feel very privileged to have been chosen as a clyde-sider."

"I would not have missed it for the world and I am very grateful to Glasgow for my selection."

Further positive comments were offered in relation to it being a unique opportunity.

"Very happy to have been involved in a once in a lifetime opportunity."

"This was an experience I didn't want to miss. Being on home ground and meeting many people from all over the Commonwealth will never match any other volunteering experience I have had in the past nor those I hope to volunteer at in the future…"

Several positive comments about the experience were attributed to Glasgow, specifically in relation to the warmth of the people, the character of the city and the pride felt at being able to represent the city.

"A fantastic opportunity to put Glasgow on the map in a most positive way with the best and friendliest welcome available in the whole world. People truly do make Glasgow…"

"I loved it and it made me see Glasgow in a new light, I was very impressed."

"I loved finding out more about Glasgow and its people – I loved the history and spent some of my time off exploring some of the wonderful buildings, museums and galleries."

Similar to responses on gains, several respondents expressed that they found the experience both mentally and physically challenging, but that it was a rewarding experience overall.

"It was an experience I will never forget in the most positive of ways. Extremely hard work but well worth it!!!!"

"Wanted to try something new, enjoyed the experience, very long shifts, tiring but worthwhile."

"Really enjoyed myself, worked hard but it was worth it."

Although a few people commented that they would not volunteer at a similar type of event in the future, positive comments were more common.

"I would do it all again given the option."

"It has given me a real passion for volunteering and I hope to volunteer for more events in the future."

"Loved it! Would do it all again in a heartbeat."

In contrast to the many positive accounts of volunteering, some clyde-siders felt that they were not sufficiently challenged. This was generally because the role that they were assigned was either not difficult or did not involve contact with others, or because their team was oversubscribed with volunteers. Several respondents expressed disappointment that they were not able to put their skills into practice because of this.

"I enjoyed the experience and being part of the Games but don't think I was used in a role that used my skills. Most days I was quite bored as there was not enough to do…"

"There were too many people in our area which made it a bit quiet at times…"

"Far too many clyde-siders for the venue. Lots of volunteers with nothing to do."

Comments were also made about the organisation and management of the Games, particularly in relation to the training provided, shift patterns, assigned roles, support to find accommodation and the difficulty of getting around during the Games. These aspects of being a volunteer were generally expressed in terms of how they could be improved or the ways in which they had impacted negatively on the volunteering experience. Examples of these comments are provided under key headings below.

Training provision
Comments on the training provided suggest that for some volunteers it was not specific enough to their role, that it took too long, or that it involved too many sessions.

"The training could have been distilled into fewer sessions – the biggest issue was that I wasn't advised (and nor were many people) of my specific role until much later in the process, so as I went through the training I wasn't aware of what would apply to me and had to 'retro-fit' afterwards it once I knew what I was going to do."

"I think the training process was long and very demanding. I understand clyde-siders needed to be trained but some training sessions weren't helpful at all. It was sometimes very difficult to commit to these training sessions (weekdays every three months) especially when you work full time."

"There were too many training sessions, with not enough specific information given."

Shift patterns
Long shifts presented a challenge to some clyde-siders, particularly for those who were not given enough to do or were expected to complete several consecutive shifts.

"I did not expect to be on shift six days a week, eight hours a day."

"The only negative experience I heard from other clyde-siders revolves around the shifts. Many were not expecting the shifts to be so long and I became aware of a number who opted out of volunteering following lengthy shifts.

"I think the shifts we were asked to work were very long, and there were times when we did not have enough to do."

Assigned role

Some volunteers wished that they had been allocated a different role, or that their role had been better matched to their skills, experience or local knowledge.

"I come from London and [was] very unfamiliar with Glasgow and its public transport systems, yet I was given a role in Spectator services which involved almost 90% of my time trying to help answer spectator questions about how to get to other venues."

"It was marred by the role I was allocated which took no account of my personal qualities, abilities or experience."

"I still feel pleased to have had the experience, just disappointed in the role I was allocated."

Finding accommodation

Comments suggest that assistance finding accommodation was not available to all who needed it, and that some found out very late about it. One clyde-sider commented that it would have helped to have housed all volunteers together, as was reported to be the case at the London 2012 Olympic Games.

"Yes, assistance with accommodation was completely and utterly absent. The organisers pre-booked all the suitable accommodation for the 'contractors' who were getting paid to participate years in advance."

"The help with accommodation was never mentioned to me and initially I struggled to find a place at reasonable cost, but with three weeks to go was fortunate to find some through an old colleague, a wonderful couple in Dennistoun."

"At the 2012 Games accommodation was made available so volunteers lived in the same building which built friendships and camaraderie. It was also good for safety, this would have made my experience much better."

Getting around during the Games

Public transport was not always available or running at the times when shifts were starting or ending. This meant that some volunteers had to get taxis to or from their shifts.

"There was little or no help towards transport as public transport was not running early enough and the organisers seemed to have no concept that help was required."

"Some shifts were unrealistic, finishing at times when there was no public transport available to take me home."

"Travel arrangements were a problem, free travel to certain areas but then payment was required for further out zones or outside public transport times. Numerous occasions taxis were required to arrange transport to venues which were another ADDED COST..."

6. Delivering a Games legacy

This section includes feedback from clyde-siders and non-clyde-siders on their volunteering behaviour and intentions, as well as their perceptions around the impact and expected future impact of the Games on Glasgow and Scotland (Appendix: Q25-29).

6.1 Volunteering legacy

The amount of time spent formally volunteering since the Games was captured for the whole sample (clyde-siders and non-clyde-siders). Figure 15 shows that nearly half (48%) volunteered at least once a week since the Games and just 15% indicated that they had not volunteered at all. Clyde-siders were slightly more likely than non-clyde-siders to report having spent time volunteering during this period (87% versus 81%) [p<.001]. The percentage of respondents doing at least some volunteering (85%) is slightly higher than the percentage of volunteer applicants prior to the Games (83%)[1].

Figure 15: Time spent formal volunteering since the Games (n=2,708).
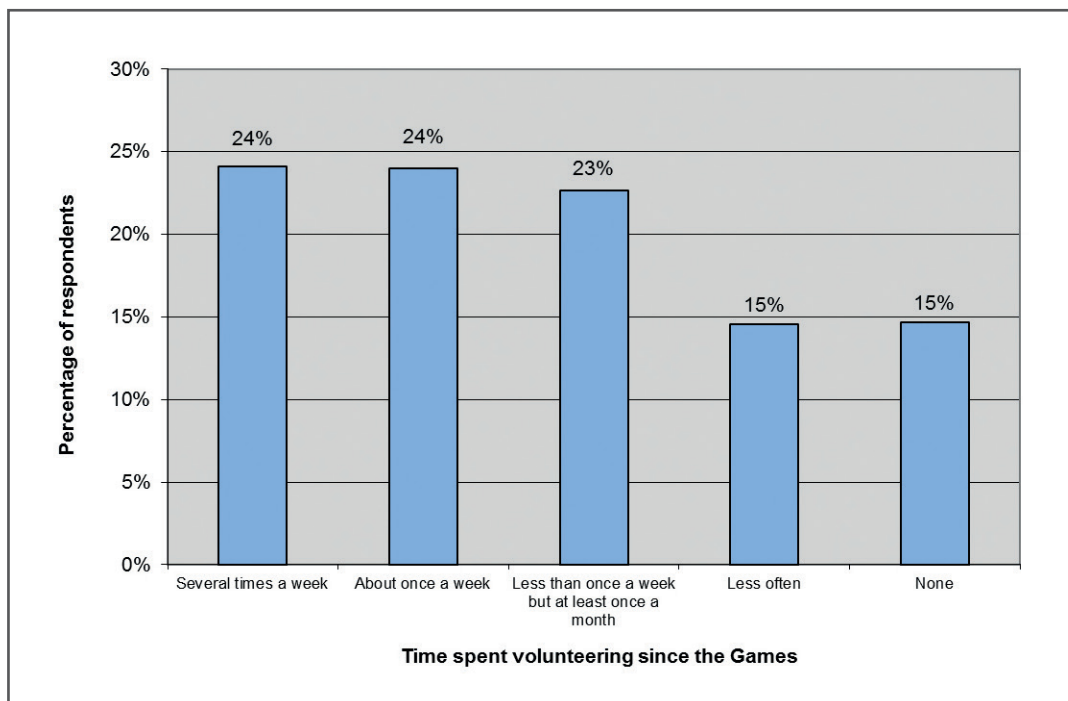
Clyde-siders and non-clyde-siders were asked whether their experience of applying to become a volunteer impacted on their willingness to volunteer in a formal[e] or informal[f] capacity in the future. Figure 16 shows that few clyde-siders expected to do less formal or informal volunteering in the future. For formal volunteering, around half (52%) answered that they expected their levels to remain the same and 45% expected to volunteer more. Expectations around future formal volunteering were strongly associated with age, with younger clyde-siders more likely to expect to do more volunteering (66% aged 16-24) than those aged 25-44 (50%), 45-64 (45%) or 65+ (31%) [p<.001]. By area, volunteers from Glasgow expected to do slightly more formal volunteering in the future (50%) than those from the rest of Scotland (45%) or the rest of the UK (44%) [p<.05].

For informal volunteering, around a third (32%) expected their levels to increase, and more than two-thirds (67%) expected their levels to remain the same. As with formal volunteering, younger clyde-siders expect to volunteer informally more frequently in the future than older clyde-siders (48% aged 16-24, 38% aged 25-44, 30% aged 45-64, 25% aged 65+) [p<.001]. In keeping with the results for formal volunteering, clyde-siders from Glasgow were more likely to expect to do more informal volunteering (37%) than from the rest of Scotland (33%) or the rest of the UK (28%) [p<.05].

Figure 16: Future volunteering intentions of clyde-siders (n=1,808/1,767).

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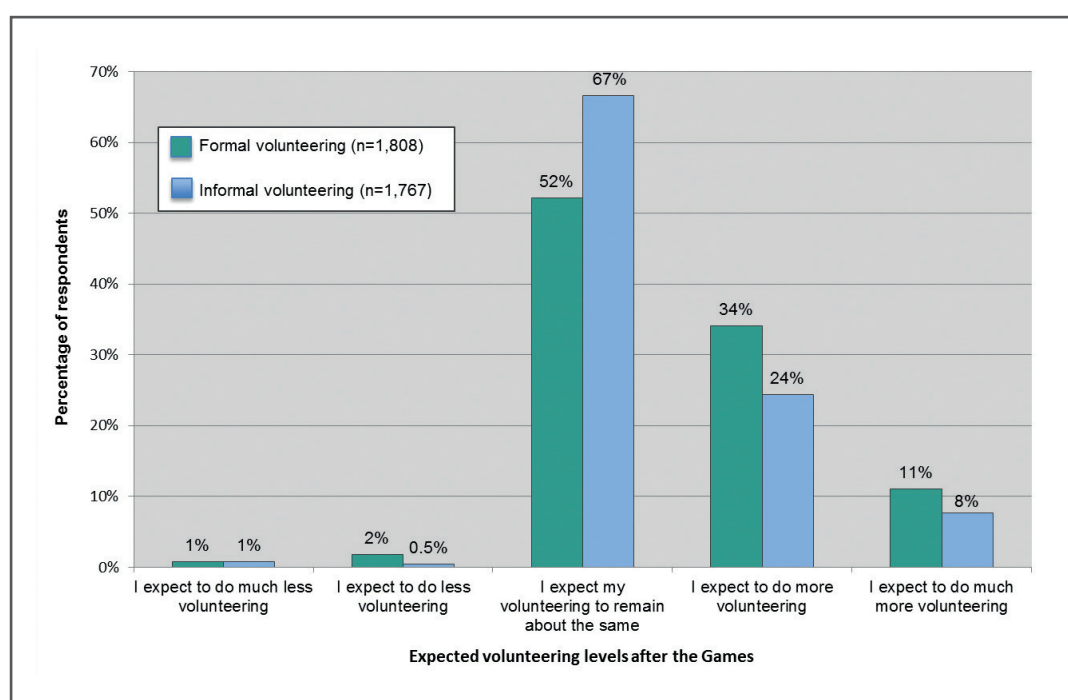
[e] Formal volunteering is defined as giving up time to help clubs, charities, organisations, etc in an unpaid capacity.

[f] Informal volunteering is defined as giving up time to help people who are not relatives, like a neighbour.

For non-clyde-siders, over two-thirds (68%) indicated that they would be likely to do the same amount of formal volunteering, 13% expected to do less and 18% stated that they expected to do more (Figure 16). Men were more likely than women to expect to do less volunteering (16% versus 11% respectively) [p<.05], and people from Glasgow (19%) were more likely to expect to do less than those from the rest of Scotland (14%) or the rest of the UK (10%) [p<.001]. Despite this, non-clyde-siders from Glasgow were also more likely to do more to do more volunteering (22% compared with 19% from the rest of Scotland and 15% from the rest of the UK [p<.001]. By age, 16-24 year olds were more likely to expect to do more formal volunteering (35%) than those aged 25-44 (23%), 45-64 (17%) or 65+ (12%) [p<.05].

For informal volunteering, expectations of reduced levels were low (5%). Most respondents indicated that they expected to do the same amount of volunteering as they had previously (78%), and a similar percentage to that for formal volunteering stated that they expected to do more (17%). The intention to do more volunteering was higher among volunteers aged 16-24 (37%) than 25-44 (18%), 45-64 (16%) or 65+ (12%) [p<.05]. Although the experience of applying to become a Games volunteer for non-clyde-siders did not appear to have a particularly negative impact on formal or informal volunteering intentions, fewer non-clyde-siders expected their volunteering rates to increase than clyde-siders.

Figure 17: Future volunteering intentions of non-clyde-siders (n=886/846).
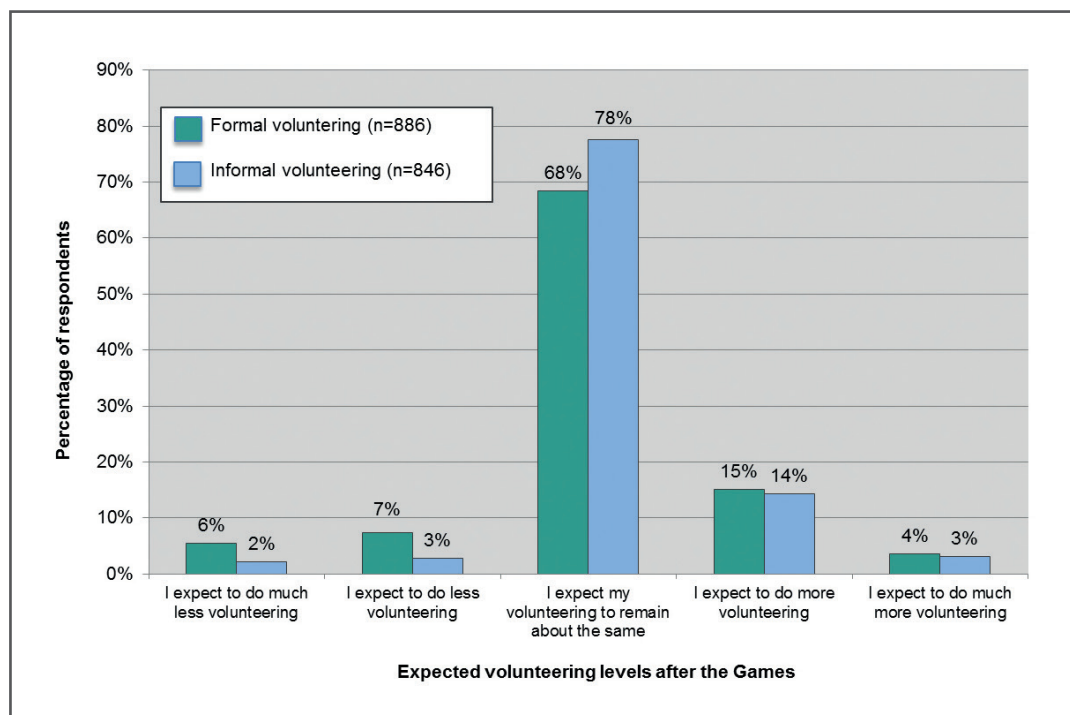
Figure 18 shows the percentage of clyde-sider applicants who had signed up on 'My Volunteer Account', an online portal on the Volunteer Scotland website[g] which signposts prospective volunteers to upcoming volunteering opportunities in Scotland. Less than a fifth (19%) of respondents indicated that they had registered (23% of clyde-siders and 11% of non-clyde-siders) [p<.001] and 12% were unsure whether they had or not. The remainder of the sample (69%) had not signed up for an account.

Figure 18: Registration for 'My Volunteer Account' (n=2,715).
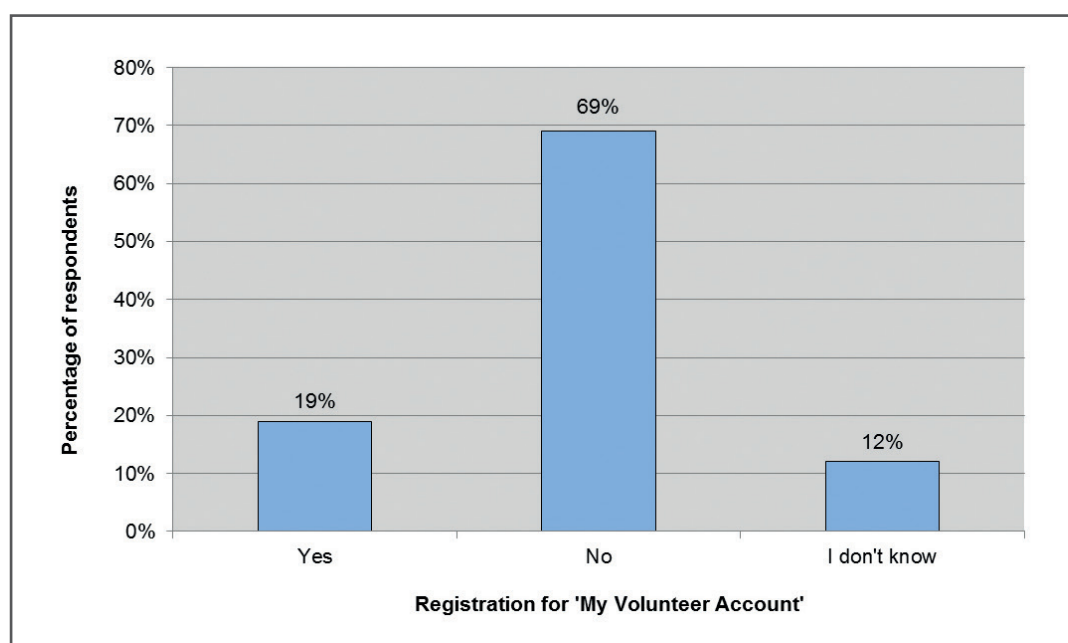
Those who had not signed up on 'My Volunteer Account' were asked why they had not done so. Figure 19 shows that over a quarter were 'not clear what it is' (27%), 14% felt that it was 'not relevant to me' and 13% answered that 'they intend to, but haven't got round to it'. Fifteen percent indicated they were too busy to volunteer or sign up, and a small percentage had difficulties with the sign up process or felt that it asked for too much information (<3%). Twenty-eight percent of respondents selected 'other' as the main reason for not registering, with open-ended responses revealing that most of these had not heard of it. Others commented that they already volunteered and were not looking to find new volunteering opportunities, that they did not live in Scotland (and the account was therefore not relevant to them) or that personal circumstances had prevented them from being able to volunteer. A handful of respondents indicated that the experience of applying to become a clyde-sider had put them off volunteering in the future.

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[g] 'My Volunteer Account' can accessed at: http://www.volunteerscotland.net/member-area/register/.

Figure 19: Reason for not registering for 'My Volunteer Account' (n=1,869).
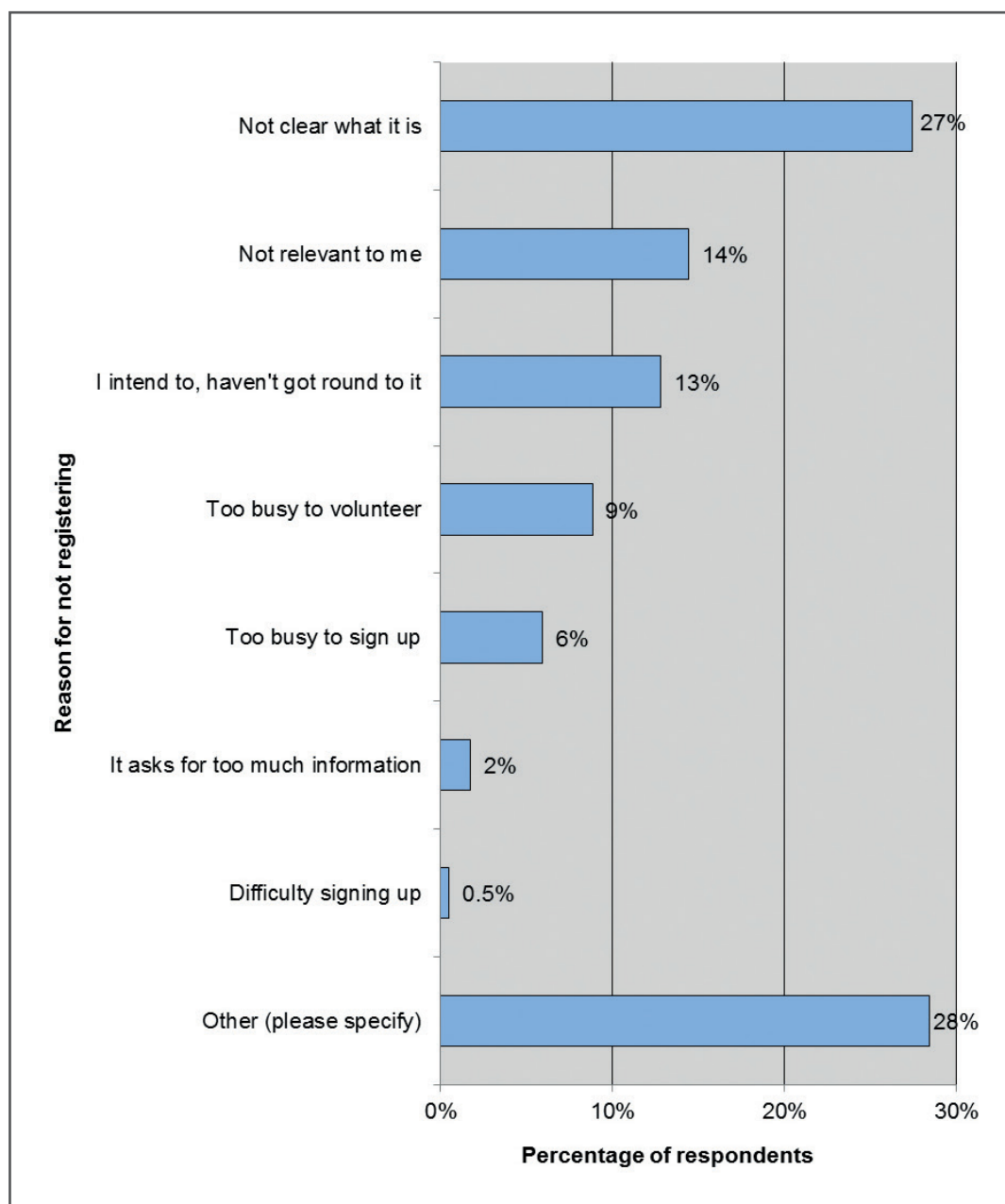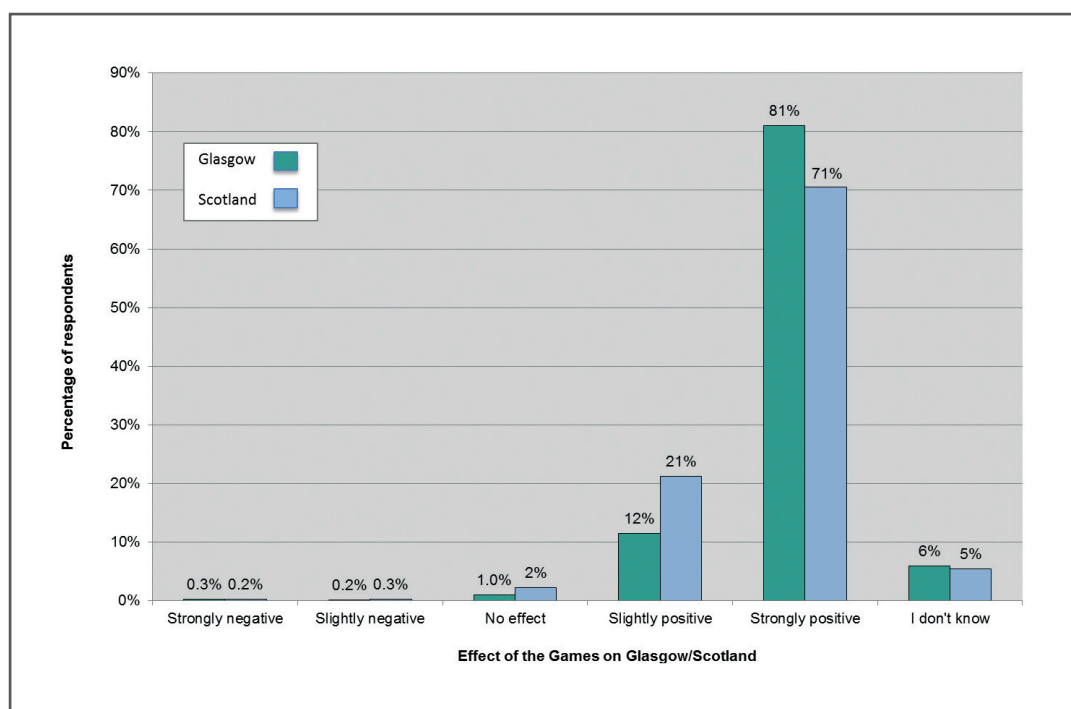
6.2 Legacy impacts on Glasgow and Scotland

The findings presented here include responses from clyde-sider and non-clyde-sider applicants (Appendix: Q30-33). It covers perceptions around the immediate impact of the Games on Glasgow and Scotland, as well as the expected impacts in two years' time, if any. The findings in this section are compared with results from the baseline report on anticipated impacts on Glasgow and Scotland prior to the Games.

Figure 20 shows that 93% of applicants felt that the Games had a positive effect on Glasgow (96% of clyde-siders and 86% of non-clyde-siders) [p<.001] and that very few felt that it had a negative impact. Similarly for Scotland, 92% felt that the Games impacted positively on the country (95% of clyde-siders and 85% of non-clyde-siders) [p<.001]. These figures are lower than the anticipated positive impact expressed by applicants prior to the Games (99% for Glasgow and 96% for Scotland respectively), although it is worth noting that non-positive responses are mainly attributable to people who answered 'don't know'.

Figure 20: Expected impact of the Games on Glasgow/Scotland (n=2,716/2,714).

Perceptions around the expected two-year impact of the Games on Glasgow and Scotland were also collected (Figure 21). The results here were slightly less positive for both Glasgow and Scotland than for the immediate impacts of the Games, but were still predominantly positive for both. Eighty-four percent of respondents expected the Games to have at least a slightly positive impact on Glasgow (89% of clyde-siders and 74% of non-clyde-siders) [p<.001] and 78% expected a positive impact on Scotland (83% of clyde-siders and 66% of non-clyde-siders) [p<.001]. Ten percent felt that the Games would have no effect on Scotland over the next two years compared with 5% for Glasgow.

Figure 21: Expected impact of the Games on Glasgow/Scotland over the next two years (n=2,705/2,704).
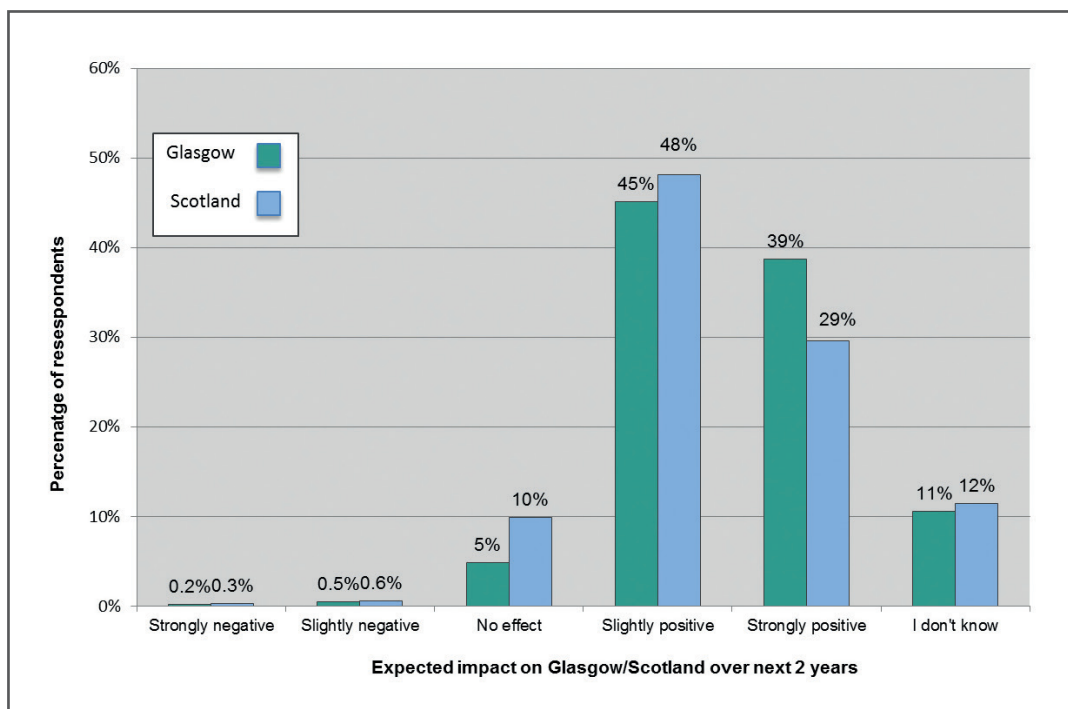
7. Discussion and implications

This report presents findings on the demographic profile of volunteer applicants, together with feedback on the application process and how different aspects of the clyde-sider programme were delivered. The impact of the volunteering experience has been considered in terms of gains, opportunities for skill development, satisfaction with the experience and how involvement has shaped future volunteering intentions. In this section consideration is given to the potential implications of these findings for policy and practice, as well as their potential significance to the delivery of a volunteering legacy for Glasgow and Scotland. By identifying what volunteers and volunteer applicants valued and expected from a large-scale volunteering programme, learning has been generated that can be used to ensure the effective recruitment and retention of volunteers for future mass-participation events. The key findings are discussed under headline findings below.

Clyde-sider volunteer applicants who contributed to this study are not representative of the whole applicant population. Volunteer applicants for the clyde-sider programme do not represent a cross-section of society.
By comparing the demographic profile of this sample with those who passed on their details to Volunteer Scotland (87% of all applicants), it is notable that the sample is representative in terms of the proportion of men to women. However, the age profile and the distribution of respondents by area of residence reveal considerable differences (i.e. young applicants and those from Glasgow were under-represented in the sample). Similar comparisons were not possible for other demographic factors such as marital status, sexual orientation, ethnicity, employment status, educational status and whether or not applicants had a long-term condition or illness, although comparisons with the general population can be made to give an indication of how representative clyde-sider volunteer applicants are. For example, the percentage of volunteers in the sample who had a first degree or higher (65%) is considerably higher than percentage of the Scottish population (26%) with the same qualifications. In keeping with the sample of baseline survey respondents, just 3% were out of work/ seeking employment. This is considerably lower than the unemployment rate for Scotland, currently 6%[13]. Overall, clyde-sider applicants were typically well educated, not seeking work (either by being employed, retired or a student) and were already actively involved in volunteering. This has implications for the extent to which a positive volunteering legacy is likely to result from the clyde-sider programme.

Clyde-siders and non-clyde-siders expressed different levels of satisfaction with the application process.

By collecting data on all clyde-sider applicants it has been possible to provide a comprehensive account of the application process and how this shaped volunteering intentions and behaviour. This has allowed comparisons to be made between those who went on to become clyde-siders and those who did not. Feedback on the application process revealed that far fewer non-clyde-siders (29%) were 'satisfied/ very satisfied' than clyde-siders (86%). Although differences might be expected, detailed feedback on the recruitment process for non-clyde-siders provides useful learning around how to successfully manage the expectations of applicants. Findings here suggest that it may have been beneficial to provide more clarity around why/ whether local applicants were more likely to be selected than from further afield. In addition, although difficult to ensure parity due to the scale of the recruitment task, ensuring that volunteer applicants were informed quickly about their application and given feedback as to why they were not selected may have appeased unsuccessful applicants. Findings here suggest that some volunteers would not have withdrawn their application had there been more regular communication. Despite this, most non-clyde-siders experienced the Games or contributed to it in some capacity. This suggests that for most applicants, negative experiences during the application process did not diminish their enthusiasm for the event.

The clyde-sider experience was diverse, challenging and involved some personal and financial sacrifices.

Feedback from clyde-siders shows that they volunteered across a number of different functional areas, resulting in a diverse range of volunteer experiences. Shifts typically lasted between six and 12 hours, and long shift lengths were reported to be physically demanding, particularly when they were consecutive or involved having to travel long distances. Although reducing the length of shifts may be logistically difficult across the whole volunteering programme, specific requests to work shorter shifts could be considered for older or less mobile volunteers who wish to take part in future programmes.

The costs of volunteering do not appear to be excessive or prohibitive for most clyde-siders. However, accommodation and travel costs incurred substantial personal costs for some volunteers, and many of these (particularly those living outside Scotland) may not have been able to access the Volunteer Support Pot at an early stage. While helpful in allowing several applicants meet the costs of volunteering, the fund appeared to be a stretched resource which only covered a fraction of the costs incurred for some clyde-siders. It should be noted that applications for funding from outside Scotland were assessed differently to those from Scotland, and that an evaluation of the Volunteer Support Pot conducted by the University of Strathclyde on behalf of Volunteer Scotland found that there were insufficient funds to meet the costs incurred by those living outside Scotland[13]. Although most applicants were aware of the fund (87%), publicising it to all who were eligible early on could have helped to ensure those most in need were able to plan financially for the Games. In addition to direct costs, loss of earnings, using up annual leave and spending time

away from family members demonstrate how highly committed clyde-siders were to volunteering at the Games.

The clyde-sider programme provided a rewarding experience for most volunteers, although improvements to transport provisions and more support to find accommodation would have been beneficial to some.
Most clyde-siders had a positive experience of volunteering (94%), and most aspects of the Organising Committee's role were reported to be well managed. These are important headline findings which show that overall, the Organising Committee were able to deliver a rewarding experience which met the needs of most volunteers. Where improvements could have been made were around support to find accommodation and transport provision, particularly as shifts could end during periods when transport was not running at regular intervals and venues were not always easily accessible by public transport.

Many volunteers already had a strong skillset and were not looking to develop new skills. Younger applicants were more likely to value the opportunity to develop new skills and report that they had developed new skills through the clyde-sider programme.
Open-ended responses show that many volunteers in this sample were not seeking to develop new skills. While this is an important finding and shows that many volunteers already had a strong skillset, the under-representation of volunteers under 25 suggests that it may not be such a commonly held view. Baseline survey results revealed that younger applicants were more likely to value the opportunity to develop new skills than older applicants[10], while younger clyde-siders were more likely to report that they had developed any of the skills stated in the predetermined responses. The suggestion that certain roles were not demanding raises the question of whether so many volunteers needed to be highly skilled and experienced, or whether less specialist roles could have been filled by people with limited relevant experience or those not currently in employment.

Individual and city-wide gains were experienced through the successful delivery of the clyde-sider programme. The Games were widely seen to have had a positive impact on Glasgow and Scotland, and this impact is widely expected to continue.
Survey results reveal that clyde-siders experienced personal and altruistic gains through volunteering, and that for many the experience was truly unique. Being part of the Games and sharing it with others were important aspects of the volunteering experience, while the cultural diversity on display and the transformation of the city during the Games were additional gains that were not covered by the pre-determined response categories. Positive comments on being in Glasgow were offered in relation to the people and the place. These positive reports appear to challenge some pre-conceptions or stereotypes and provide further indication that Glasgow was able to deliver a 'friendly Games'.

Positive findings on the impact of the Games and their predicted impact over the next two years suggest that they were widely perceived to be a success. The results also demonstrate confidence in the notion that mass sporting events can bring legacy benefits to host cities/countries, at least among volunteer applicants.

Age, gender and area of residence had an important influence on how the Games were experienced.

These findings clearly illustrate that age, gender and area of residence had an important influence on how volunteers/volunteer applicants experienced the Games. In particular, young clyde-siders were more likely to have a positive experience, to have gained from it, to have developed new skills and to intend to volunteer more in the future. However, young applicants were also more likely to have incurred costs during the recruitment and training phase, and were less likely to be aware that financial support was available to them through the Volunteer Support Pot.

Levels of dissatisfaction with the application process among non-clyde-siders were more common in men (50%) than women (44%). Female clyde-siders were also more likely to have gained confidence, or to have learned 'a great deal' about sport through volunteering, than their male counterparts. By area of residence, volunteers from Glasgow were less likely to have incurred costs before/during the training for the Games. This is perhaps unsurprising given that Glasgow-based volunteers were less likely to have incurred transport or accommodation costs. A further notable difference by area of residence was that Glasgow-based volunteers were less likely to have gained new friends. Plausible reasons for this are that they were able to draw on their local network of friends during the Games or because those who relocated during the Games met people through the accommodation they were staying in. Finally, differences by area of residence were notable for volunteering intentions, as clyde-siders from Glasgow were more likely to expect to do more formal volunteering in the future. However, given that most clyde-sider applicants came from outside Glasgow city, had a strong existing skillset and were already involved in volunteering, the possibility of substantially increasing volunteering levels in Glasgow may be limited.

Clyde-siders were more likely to expect to do more volunteering in the future than non-clyde-siders.

Mega-sporting events such as the Commonwealth Games provide a unique opportunity to influence the volunteering behaviour of a large population. Eighty-five percent of clyde-sider applicants reported that they had spent time volunteering in a formal capacity since the Games. This percentage was slightly higher for clyde-siders than non-clyde-siders (87% versus 81%), and is similar to that expressed by volunteer applicants prior to the Games (83%). It is also substantially higher than the percentage of the Scottish population involved in formal volunteering in 2013 (28%) or 2014 (27%)[12,h].

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[h] Volunteering rates for 2014 were captured before and after the Games. These rates should therefore not be used as an indicator of volunteer legacy from the Games.

For future volunteering intentions, 45% of clyde-siders expected to do more formal volunteering compared with 18% of non-clyde-siders, while 32% of clyde-siders expected to do more informal volunteering compared with 17% of non-clyde-siders. Only a small percentage of clyde-siders expected to do less volunteering (formal or informal), but 13% of non-clyde-siders expected to do less formal volunteering. This clearly illustrates that being a clyde-sider was less likely to have a detrimental impact on future volunteering intentions.

It is notable that the percentage of clyde-siders who expected to do more formal volunteering (45%) was the same as the percentage of London 2012 Games Makers who were asked the same question shortly after volunteering at the Olympics[7]. Although this finding reflects well on the role of the Organising Committee in delivering a rewarding clyde-sider experience, the potential for the Games to have a positive impact on volunteering levels may be limited by the high percentage of applicants who were already volunteering. Increasing the percentage of people signed up for a My Volunteer Account (currently just 19%) may help to ensure that a positive volunteering legacy materialises.

The clyde-sider volunteer programme forms part of a wider approach to ensuring a volunteer legacy from the Games.
Given that just one-in-four clyde-sider applicants became volunteers at the Glasgow 2014 Commonwealth Games, it is likely that the Organising Committee were able to select from a strong pool of candidates to help them deliver a successful event. This imperative to deliver a successful event, with expectations of delivering 'the best Games yet', may be slightly at odds with legacy ambitions such as increasing volunteering participation or using the programme as a route to employment. Although the clyde-sider volunteer programme may result in a small number of applicants becoming regular volunteers (having not previously volunteered), the inclusion of targeted volunteering programmes, financial assistance and the volunteer portal were perhaps more relevant aspects of the programme for directly increasing local participation in volunteering. Like other public-facing volunteer roles, clyde-siders played an important role in demonstrating the benefits of volunteering to the general public. Although difficult to measure in terms of direct impact, looking at volunteering rates for Glasgow in years to come will provide some indication of whether or not a 'demonstration effect' was significant.

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Appendix: Follow-up survey questions used within report

1. Were you a clyde-sider (volunteer) at the Glasgow 2014 Commonwealth Games?
- ○ Yes
- ○ No

2. Which of the following best describes your experience of the application process to volunteer for the Glasgow 2014 Commonwealth Games?
- ○ I was never contacted about my application
- ○ I applied, but was not asked for an interview
- ○ I was interviewed, but was not asked to volunteer
- ○ I was interviewed and assigned a volunteering role, but declined
- ○ I was interviewed, assigned and accepted a role, but did not attend the training
- ○ I withdrew my application because I obtained tickets for Glasgow 2014 Commonwealth Games events
- ○ I withdrew my application because of the time it took to contact me
- ○ I withdrew my application because of the cost involved to participate as a volunteer
- ○ I withdrew my application for other reasons
- ○ Other (please specify) [   ]

3. How satisfied or dissatisfied were you with how the application process for the Commonwealth Games was managed?
- ○ Very dissatisfied
- ○ Somewhat dissatisfied
- ○ Neither dissatisfied nor satisfied
- ○ Somewhat satisfied
- ○ Very satisfied

4. Do you have any comments about the management of the application process?

[   ]

5. Which of the following best describes your involvement with the Glasgow 2014 Commonwealth Games?
- ○ I attended a Commonwealth Games event
- ○ I attended a cultural activity related to the Commonwealth Games
- ○ I was a Host City volunteer
- ○ I worked at the Commonwealth Games
- ○ I watched it on television
- ○ I attended the Queen's Baton Relay

○ I went to the street market in Merchant City
○ I went to Glasgow to hang out and soak up the atmosphere
○ I did not get involved in the Commonwealth Games in any way
○ Other (please specify) [   ]

6. In which Glasgow 2014 teams or functional areas (FAs) did you volunteer?

○ Accreditation
○ Advertising and Promotions
○ Arrivals and Departures
○ Brand Protection
○ Catering, Cleaning and Waste
○ CGA Relations
○ Protocol
○ Games Workforce Planning and Operations
○ Media Communications
○ Medical Services
○ Anti-Doping
○ Press Operations
○ Results Technology Services
○ Security
○ Spectator Services
○ Sport Operations
○ Sport Services
○ Aquatics
○ Athletics
○ Badminton
○ Boxing
○ Cycling
○ Gymnastics
○ Hockey
○ Judo
○ Lawn Bowls
○ Other [   ]

7. Were you a frontrunner (pre-Games volunteer)?

○ Yes
○ No

8. How many shifts did you volunteer for?

○ 8
○ 9-11
○ 12-15
○ 16-20
○ 21+
○ I don't know

9. On average, how long were your shifts?
- ○ 6 up to 8 hours
- ○ 8 up to 10 hours
- ○ 10 up to 12 hours
- ○ I don't know

10. How many nights, if any, did you spend away from home in total in order to undertake your volunteering duties? (Please only include nights away from home during Games time)
- ○ 0
- ○ 1-3
- ○ 4-7
- ○ Over 7

11. How much did you personally spend in total in the recruitment and training phase (e.g. interviewing, collecting uniforms, training, etc.) BEFORE the Commonwealth Games?
- ○ Nothing up to £50
- ○ £50 - £99
- ○ £100 - £249
- ○ £250 - £499
- ○ £500 - £999
- ○ £1000 +

12. How much did you personally spend in total DURING the Commonwealth Games?
- ○ Nothing Up to £50
- ○ £50 - £99
- ○ £100 - £249
- ○ £250 - £499
- ○ £500 - £999
- ○ £1000 +

13. How much did you personally spend on accommodation for the trip(s) during the Commonwealth Games - including food and drink included in your accommodation price? (e.g. bed and breakfast).

	Nothing	Up to £50	£50 - £99	£100 - £249	£250 - £499	£500 - £999	£1000 +
In Glasgow and Clyde Valley	○	○	○	○	○	○	○
In other parts of Scotland	○	○	○	○	○	○	○

14. Excluding accommodation costs, how much did you personally spend on each of the following categories during the Commonwealth Games?

	Nothing	Up to £50	£50 - £99	£100 - £249	£250 - £499	£500 - £999	£1000 +
Food and drink consumed 'sitting in' a café or restaurant	○	○	○	○	○	○	○
Food and drink bought to take away from a shop, café or restaurant	○	○	○	○	○	○	○
Public transport fares	○	○	○	○	○	○	○
Purchasing fuel	○	○	○	○	○	○	○
Parking	○	○	○	○	○	○	○
Merchandise/programmes	○	○	○	○	○	○	○
Shopping	○	○	○	○	○	○	○
Other spend	○	○	○	○	○	○	○

15. Was the cost associated with volunteering important to your decision to be a clyde-sider?
- ○ Not at all important
- ○ Not very important
- ○ Quite important
- ○ Very important

16. Were you aware of the Volunteer Support Pot (a fund supported by the BIG Lottery and the Spirit of 2012 to enable volunteers who were disadvantaged to participate)?
- ○ Yes
- ○ No

17. Have you any comments about the Volunteer Support Pot?

18. Please indicate the extent to which you gained each of the following from volunteering at the Games?

	None at all	A little	Some	A lot	A great deal
Enjoyment/fun from participating in a unique experience	○	○	○	○	○
Satisfaction from helping others enjoy themselves	○	○	○	○	○
Increased confidence	○	○	○	○	○
Feeling valued	○	○	○	○	○
Sense of giving something back	○	○	○	○	○
Being part of a team	○	○	○	○	○
Met new people	○	○	○	○	○
New friends	○	○	○	○	○
Learned more about Glasgow	○	○	○	○	○
Learned more about sport	○	○	○	○	○

19. Is there anything else you would like to say about what you gained from the Games?

20. Please indicate the extent to which you feel you were able to develop the following skills?

	None at all	A little	Some	A lot	A great deal
Communication skills	○	○	○	○	○
Teamwork skills	○	○	○	○	○
Leadership skills	○	○	○	○	○
Organisational skills	○	○	○	○	○
Problem solving skills	○	○	○	○	○
Listening skills	○	○	○	○	○
Time management skills	○	○	○	○	○

21. Is there anything else you would like to say about skills developed during the Games?

22. Overall, how do you feel about your experience as a clyde-sider?
- ❍ Very negative Negative
- ❍ Neither negative nor positive
- ❍ Positive
- ❍ Very positive
- ❍ I don't know

23. How satisfied are you with the following aspects of your interaction with Glasgow 2014 Ltd., the Organising Committee

	Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied
The initial application process	❍	❍	❍	❍	❍
The interview process	❍	❍	❍	❍	❍
The role you were assigned	❍	❍	❍	❍	❍
The match between your skills and your role	❍	❍	❍	❍	❍
The recognition and reward for my input	❍	❍	❍	❍	❍
Shift allocations	❍	❍	❍	❍	❍
Transport provision	❍	❍	❍	❍	❍
Assistance with finding accommodation	❍	❍	❍	❍	❍

24. Is there anything else you'd like to say about your experience as a clyde-sider?

25. Since the Commonwealth Games, how frequently have you given up any time to help any clubs, charities, campaigns or organisations in an unpaid capacity?

○ Several times a week
○ About once a week
○ Less than once a week but at least once a month
○ Less often
○ None

26. Is your experience as a clyde-sider likely to have any impact on your willingness to volunteer in the future?

	I expect to do much less volunteering	I expect to do less volunteering	I expect volunteering to remain the same	I expect to do more volunteering	I expect to do much more volunteering
Formal volunteering (e.g. giving up time to help clubs, charities, organisations, in an unpaid capacity)	○	○	○	○	○
Informal volunteering (e.g. giving up time to help people who are not relatives, like a neighbour)	○	○	○	○	○

27. Is your experience as a volunteer applicant likely to have any impact on your willingness to volunteer in the future?

	I expect to do much less volunteering	I expect to do less volunteering	I expect volunteering to remain the same	I expect to do more volunteering	I expect to do much more volunteering
Formal volunteering (e.g. giving up time to help clubs, charities, organisations, in an unpaid capacity)	❍	❍	❍	❍	❍
Informal volunteering (e.g. giving up time to help people who are not relatives, like a neighbour)	❍	❍	❍	❍	❍

28. Have you registered for 'My Volunteer Account' (an initiative to align people's interests with volunteering opportunities)?
- ❍ Yes
- ❍ No
- ❍ I don't know

29. Why haven't you registered for 'My Volunteer Account'?
- ❍ I intend to, haven't got round to it
- ❍ It asks for too much information
- ❍ Not clear what it is
- ❍ Difficulty signing up
- ❍ Too busy to sign up
- ❍ Too busy to volunteer
- ❍ Not relevant to me
- ❍ Other (please specify) [   ]

30. Do you think the Commonwealth Games has had a positive or negative effect on Glasgow?
- ❍ Strongly negative
- ❍ Slightly negative
- ❍ No effect
- ❍ Slightly positive
- ❍ Strongly positive
- ❍ I don't know

31. Do you think the Commonwealth Games has had a positive or negative effect on Scotland?

○ Strongly negative
○ Slightly negative
○ No effect
○ Slightly positive
○ Strongly positive
○ I don't know

32. Do you think the Commonwealth Games will continue to have an effect on Glasgow over the next 2 years?

○ Strongly negative
○ Slightly negative
○ No effect
○ Slightly positive
○ Strongly positive
○ I don't know

33. Do you think the Commonwealth Games will continue to have an effect on Scotland over the next 2 years?

○ Strongly negative
○ Slightly negative
○ No effect
○ Slightly positive
○ Strongly positive
○ I don't know