

KORISNOST VOLONTIRANJA U ODJELU ZA PODRŠKU ŽRTVAMA I SVJEDOCIMA ZA DALJNI PROFESIONALNI RAD

BENEFITS OF VOLUNTEERING IN VICTIM AND WITNESS SUPPORT DEPARTMENTS FOR FUTURE WORK

Nikica Hamer Vidmar

Martina Bajto

Služba za podršku žrtvama i svjedocima
Ministarstvo pravosuđa i uprave Republike Hrvatske
Service for Victim and Witness Support
Ministry of Justice and Public Administration
✉ E-mail: nikica.hamer@pravosudje.hr

SAŽETAK

U odjelima za podršku žrtvama i svjedocima na županijskim sudovima angažiraju se volonteri kao pružatelji podrške žrtvama i svjedocima, najčešće studenti, za koje se organizira posebna izobrazba te se provodi mentoriranje i supervizija njihova rada. Ovim istraživanjem *željelo* se utvrditi koliko su se volonteri, koji su volontirali u odjelima, koristili stečenim znanjima i vještinama u svojem kasnijem profesionalnom radu, odnosno tijekom obavljanja posla.

U istraživanju su sudjelovale 82 osobe koje su prethodno volontirale u odjelima za podršku žrtvama i svjedocima pri županijskim sudovima u Zagrebu, Osijeku, Vukovaru, Zadru, Splitu, Rijeci i Sisku. Za potrebe istraživanja konstruiran je anketni upitnik, a prikupljanje podataka provedeno je metodom *online* ankete.

Rezultati su pokazali da bivši volonteri procjenjuju da su im stečena znanja i iskustvo tijekom volontiranja u odjelima za podršku uglavnom korisni u obavljanju trenutnog posla. Nema razlike u procjeni korisnosti s obzirom na vrstu radnog mjesta između pravne, pomagačke i ostale skupine zanimanja. Nešto manje od polovice (41,3 %) volontera navodi da im je činjenica što su prethodno volontirali pomogla pri zapošljavanju. Osobe zaposlene na radnim mjestima iz skupine pravnih zanimanja u većoj mjeri procjenjuju da im je volontiranje pomoglo u dobivanju zaposlenja. Oni koji su pohađali trodnevnu osnovnu edukaciju, iskustvo volontiranja smatraju korisnijim za daljnji posao, nego oni koji su pohađali dvodnevnu osnovnu edukaciju. Također, pohađanje edukacija o komunikacijskim vještinama i obiteljskom nasilju povezano je s većom procjenom korisnosti. Nije pronađena povezanost duljine volontiranja, kao ni pohađanja supervizije, s procjenom korisnosti volontiranja za obavljanje trenutnog posla. Podatci pokazuju da volonterima od stečenih znanja i iskustava u radu najviše koristi: iskustvo rada s ranjivim skupinama, stečene komunikacijske vještine, praktično iskustvo u komunikaciji sa žrtvama i svjedocima te znanja o načinu funkcioniranja suda i pravosudnog sustava. Volontiranje im je, osim za profesionalni

razvoj, koristilo i u drugim područjima života. Dakle, 97,5% bivših volontera preporučilo bi drugima volontiranje u odjelu za podršku žrtvama i svjedocima.

Ključne riječi: žrtva, svjedok, podrška, volonteri, profesionalni rad

ABSTRACT

Within the victims and witnesses support scheme, Victim and Witness Support Departments at county courts hire volunteers, mostly students, who undergo special training. Also, courts organize mentoring services and supervision of their work. This study analyses just how beneficial volunteer experience was for the court-based volunteers in terms of using the gained skills and knowledge in future work (in their current jobs).

The study covered 82 individuals who had previously volunteered in Victim and Witness Support Departments at Zagreb, Osijek, Vukovar, Zadar, Split and Rijeka county courts. An online survey questionnaire was used for collecting the data.

The findings have shown that former volunteers thought that they benefited from skills and knowledge gained through volunteer experience in support departments in terms of their present employment. With regard to perceived benefits, no differences were observed among legal, helping and other professions given the type of job position. Almost half of respondents (41.3%) said that the previous volunteer experience improved their employment prospects. Respondents working in the legal field more commonly reported that previous volunteering benefited them in their job prospects. Respondents who had undergone three-day training considered volunteer experience more beneficial for future work than those who had received a two-day training course. Also, perceived benefits were ranked higher amongst those who had received trainings on communication skills and domestic violence. Perceived benefits of volunteer experience for current job were not connected to the duration of volunteering or the fact that they had been supervised. According to the findings, in respect of gained knowledge and skills, the respondents made most use of these aspects: working with vulnerable groups, communication skills, hands-on experience in communication with victims and witnesses and knowledge about the work of courts and functioning of judiciary. Apart from professional development, they thought that volunteer experience was beneficial for other areas of their lives. Accordingly, 97.5% of former volunteers would recommend volunteering in Victim and Witness Support Departments.

Keywords: victim, witness, support, volunteers, work

UVOD

Odjeli za podršku žrtvama i svjedocima čija je zadaća¹ žrtvama i svjedocima osigurati emocionalnu podršku, informacije o pravima, tehničke i praktične informacije, u svojem radu angažiraju i volontere. Praksa angažiranja volontera postoji od početka rada odjela za podršku (od 2008. godine), odnosno čak i prije, i to od 2006. godine na Županijskom sudu u Vukovaru. Zahvaljujući projektu koji je trajao od 2006. do 2008. godine, a koji je financiralo Veleposlanstvo Velike Britanije, započeo je razvoj sustava podrške žrtvama i svjedocima u Republici Hrvatskoj (Hamer Vidmar, 2011).

1 Čl. 20. Sudskog poslovnika, NN 37/14, 49/14, 08/15, 35/15, 123/15, 45/16, 29/17, 33/17, 34/17, 57/17, 101/18, 119/18, 81/19, 128/19, 39/20, 47/20

INTRODUCTION

Victim and Witness Support Departments¹ that provide emotional support, information on rights, as well as technical and other practical information to victims and witnesses, engage volunteers in their daily work. This practice begun when departments were first established (in 2008). In some cases, volunteers had been hired ever since 2006 (e.g. the Vukovar County Court). Development of the victim and witness support system in Croatia has begun thanks to the 2006-2008 project funded by the UK Embassy (Hamer Vidmar, 2011). Following the British model², the system also included

1 Article 20 of the Rules of Procedure of the Court, OG 37/14, 49/14, 08/15, 35/15, 123/15, 45/16, 29/17, 33/17, 34/17, 57/17, 101/18, 119/18, 81/19, 128/19, 39/20, 47/20

2 Victim Support UK, <https://www.victimsupport.org.uk/get-involved/volunteer> (accessed 1 March 2020)

Prema uzoru na britanski model², sustav podrške u Hrvatskoj predviđao je i angažiranje volontera. Budući da tada još nije bio donesen Zakon o volonterstvu³, a u svrhu angažiranja volontera na sudu, bilo je potrebno osigurati tijelo koje će biti organizator⁴ i koordinator volontera. Stoga je osnovana Udruga za podršku žrtvama i svjedocima⁵ i njezini su članovi bili volonteri. Nakon toga se 2008. godine osnivaju odjeli za podršku žrtvama i svjedocima na sudovima koji ujedno preuzimaju koordinaciju rada volontera te volonteri sklapaju ugovore sa sudovima kao svojim organizatorima. Angažiranje volontera propisano je Sudskim poslovníkom⁶, dok su selekcija i način skrbi o njima detaljno regulirani Pravilnikom o radu odjela za podršku žrtvama i svjedocima⁷. Slično se preporučuje i u brojnim priručnicima o menadžmentu volontera (Barrie Literacy Council, 2007; Lynch i McCurley, 1999; The Administrators of Volunteer Resources BC – AVRBC, 2000; Hager i Brudney, 2004).

Kao motivaciju za volontiranje u odjelima za podršku volonteri najčešće ističu stjecanje praktičnih i stručnih znanja iz područja rada suda, potrebu za pomaganjem ljudima, osobni razvoj i stjecanje prakse u radu s ljudima, te nešto rjeđe općenitu želju za volontiranjem (Hamer Vidmar i Bajto, 2015). Upravo istaknuta motivacija za stjecanjem praktičnih i stručnih znanja, kao i osobni razvoj i stjecanje prakse u radu s ljudima upućuje na to da volonteri smatraju da će im volontiranje koristiti u njihovu daljnjem osobnom i profesionalnom razvoju i

volunteer work. Since the Act on Volunteering had not been introduced yet³, a special body should have been entrusted with organization⁴ and coordination of volunteers' work, in order to engage volunteers at courts. A special NGO (Victim and Witness Support Service) whose members were volunteers was thus set up⁵. In 2008, court-based Victim and Witness Support Departments were first established. They took over coordination of volunteers' work and volunteers started concluding special-type employment contracts with courts. Rules governing volunteers' engagement are laid down in the Rules of Procedure of the Court⁶. On the other hand, the Rules of Procedure for Victim and Witness Support Departments regulate the selection methods and management of volunteers' work⁷. Numerous handbooks on management of volunteers' work (Barrie Literacy Council, 2007; Lynch and McCurley, 1999; The Administrators of Volunteer Resources BC – AVRBC, 2000; Hager and Brudney, 2004), indeed, recommend similar practices.

Most reported motivation for volunteering in support departments includes gaining practical and professional knowledge regarding work of courts, wanting to help people, personal development, gaining experience in working with people and, to a lesser extent, wanting to volunteer in general (Hamer Vidmar and Bajto, 2015). Gaining practical and professional knowledge, personal development and gaining experience in working with people point to perceived benefits of volunteering, both in

2 Organizacija za podršku žrtvama *Victim Support UK*, <https://www.victimsupport.org.uk/get-involved/volunteer> (pristupljeno 1.3.2020.)

3 Zakon o volonterstvu, *NN 58/07, 22/13*

4 Kada je donesen, Zakonom o volonterstvu (*NN 58/07, 22/13*) u čl. 7. st. 2. i st. 4. predviđena je mogućnost da organizator volontiranja, osim udruga, zaklada, fundacija, neprofitnih pravnih osoba, mogu biti i državna tijela i tijela jedinica lokalne i područne (regionalne) samouprave

5 Udruga za podršku žrtvama i svjedocima: <http://pzs.hr/>

6 Čl. 20. st. 9., 10., 12.-15. Sudskog poslovníka, *NN 37/14, 49/14, 08/15, 35/15, 123/15, 45/16, 29/17, 33/17, 34/17, 57/17, 101/18, 119/18, 81/19, 128/19, 39/20, 47/20*

7 *NN 133/15, 127/19*. Pravilnik ima posebno razrađeno poglavlje IV. Postupak odabira, edukacije i organizacije rada volontera.

3 Act on Volunteering, *OG 58/07, 22/13*

4 In accordance with the the Act on Volunteering (*OG 58/07, 22/13*), Article 7, Paragraphs 2 and 4, apart from NGOs, foundations, non-profit organizations, volunteering services may be organized by state bodies and local and regional (self) government units

5 Victim and Witness Support Service: <https://pzs.hr/en/>

6 Article 20, Paragraphs 9, 10, 12 – 15 the Rules of Procedure of the Court, *OG 37/14, 49/14, 08/15, 35/15, 123/15, 45/16, 29/17, 33/17, 34/17, 57/17, 101/18, 119/18, 81/19, 128/19, 39/20, 47/20*

7 *OG 133/15, 127/19*. The Chapter IV of the Rules of Procedure is titled: Selection, Training and Organization of Volunteers' Work.

radu. Kao što navodi Wilson (2000), volontiranje, osim dobrobiti za drugu osobu ili organizaciju, ne isključuje mogućnost da i sam volonter ima korist od svojega rada/volontiranja, a to je predviđeno i Zakonom o volonterstvu⁸.

Volonterima koji se uključuju u rad odjela za podršku osigurana je značajna podrška na više razina, i to održavanjem osnovnih i tematskih edukacija, supervizijama⁹, redovnim sastancima i pojedinačnim konzultacijama. Također, omogućeno im je i potiče ih se sudjelovati na različitim javnim događanjima poput okruglih stolova, konferencija i predavanja ili edukacija u organizaciji lokalnih organizacija civilnog društva. Edukacije, osim što imaju svrhu povećanja volonterovih sposobnosti, ujedno imaju i učinak nagrade, što predstavlja oblik motivacije (Alfes, Antunes i Shantz, 2017).

Volonterima je dostupna i stručna literatura kojom raspolažu odjeli za podršku. Konačno i samo volontiranje predstavlja oblik prakse i platformu za „vježbanje“ usvojenih znanja i vještina. Vještine koje poslodavci cijene (spremnost na učenje, predanost, pouzdanost, motivacija, timski rad, komunikacijske vještine, samostalnost, zainteresiranost/energičnost, sposobnost rješavanja problema, suradnja) posebno se razvijaju ako volonteri imaju priliku reflektirati i analizirati svoje radno iskustvo (Cormack i Stavroula, 2007) što se upravo i postiže grupnim sastancima, pojedinačnim konzultacijama i supervizijom.

Razlog tako detaljna plana i organizirane koordinacije volonterskog rada jest činjenica da volonteri u svojem svakodnevnom radu dolaze u kontakt s ranjivim skupinama (žrtvama i

terms of their professional and personal development. Wilson (2000) states that, in addition to benefits for other individuals or organization, volunteering benefits not only other people or the respective organization, but may also have positive consequences for the volunteering individual. This has been enshrined in the Act on Volunteering.⁸

Volunteers involved in the work of support departments are supported at several levels: they can participate in basic and specific trainings, undergo supervision⁹ and attend regular meetings or one-on-one sessions. Also, they are encouraged to take part in different public events, for example, round tables, conferences, lectures or trainings organized by local civil society organizations (CSOs). Apart from increasing volunteers' abilities, trainings may be considered a reward and may act as a motivating factor (Alfes, Antunes and Shantz, 2017).

Volunteers can also use expert literature available in support departments. Finally, volunteering represents a form of practical work and platform to “put into practice” gained knowledge and skills. Skills appreciated by employers (willingness to learn, commitment, dependability, self-motivation, teamwork, communication skills, drive/energy, problem solving ability, co-operation) are particularly developed if volunteers can reflect on and analyze their work experience (Cormack and Stavroula, 2007) and this can be achieved through group meetings, one-on-one sessions and supervision.

Such a detailed plan and organized coordination of volunteer work are put in place due

8 Zakon o volonterstvu, NN 58/07, 22/13 – čl. 2. st. 3.: *Volontiranjem se stječu iskustva i razvijaju kompetencije potrebne i korisne za aktivno sudjelovanje u društvu, osobni razvoj i osobnu dobrobit.*

9 Prema definiciji ANSE-a (Association of National Organisations for Supervision in Europe) supervizija je oblik savjetovanja koji osigurava razvoj i kvalitetu komunikacije i suradnje u profesionalnom kontekstu. Dostupno na: <http://www.anse.eu/?s=definition+of+supervision> (pristupljeno 1.3.2020.)

8 Act on Volunteering, OG 58/07, 22/13, Article 2, Paragraph 3: *Volunteering brings new experiences and develops competences that are necessary and useful for active participation in the society, personal development and benefit.*

9 According to the ANSE's (Association of National Organisations for Supervision in Europe) definition, supervision is a form of counselling that ensures improvement and higher quality of communication and cooperation in professional settings. Available on: <http://www.anse.eu/?s=definition+of+supervision> (accessed 1 March 2020)

svjedocima), pružaju im emocionalnu podršku, informacije o pravima kao i praktične i tehničke informacije te je stoga važno da raspoložu ne samo s adekvatnim teorijskim znanjima nego i s različitim osobnim vještinama. Rad sa žrtvama, osim pozitivnih osjećaja i zadovoljstva da smo nekom pomogli i olakšali mu, može dovesti i do razvoja prolaznih negativnih psiholoških utjecaja na pomagača/volontera (De Kock, 2013). Stoga je radi zaštite volontera važno razviti detaljan sustav koordinacije i skrbi o volonterima. Osim obveze potpisivanja ugovora s volonterima, s obzirom na to da je organizator volontera državno tijelo i zbog vrste posla koji volonteri obavljaju¹⁰, važno je detaljno razraditi i način regrutacije, selekcije, izobrazbe i praćenja rada volontera¹¹.

S obzirom na to da oko 65% volontera u odjelima za podršku žrtvama i svjedocima predstavlja studentsku populaciju¹² te da se konkretna znanja i vještine potrebne za poslove podrške ne izučavaju u sklopu ni jednoga studija, a uključuju teme iz područja psihologije, viktimologije, kriminalistike i prava, posebno je važno volontere adekvatno pripremiti osiguranjem odgovarajućih edukacija. Ministarstvo pravosuđa, radom Službe za podršku žrtvama i svjedocima, volonterima osigurava osim osnovne obuke i grupne psihološke procjene i dodatne tematske edukacije o: obiteljskom nasilju, komunikacijskim vještinama I i II, stresu i traumi te seksualnom nasilju.

Koordinacija rada volontera ozbiljan je i zahtjevan posao te mu je potrebno posvetiti dužnu pažnju da bi volonteri svoj posao obavljali

to the fact that, in their daily work, volunteers come in contact with vulnerable groups (victims and witnesses), provide them with emotional support, information on their rights, as well as technical and other practical information, so it is important that they are equipped with different personal skills, in addition to the adequate theoretical knowledge. Apart from generating positive feelings and satisfaction that you have helped someone and eased his/her suffering, working with victims may have negative impacts on the helper/volunteer, generally of transient nature (De Kock, 2013). That being said, it is important to develop a detailed system of coordination and management of volunteers in order to protect them. In addition to conclusion of mandatory contracts with volunteers, given that their work is organized by a state body and taking into account the nature of their work¹⁰, recruitment, selection, training models and methods to monitor their work must be elaborated in detail¹¹.

Given that students account for roughly 65% of all volunteers in victim and witness support departments¹², and since the right knowledge and skills (pertaining to psychology, victimology, criminology and law) are not covered in a specific study program, it is extremely important to prepare future volunteers for their work by organizing customized trainings. Through its Service for Victim and Witness Support, the Ministry of Justice organizes both basic trainings and group psychological assessment for volunteers, but also additional training modules on the following

10 Zakon o volonterstvu, NN 58/07, 22/13, čl. 7. st. 4. i čl. 26. st. 3.

11 Navedeno je praksa i u drugim organizacijama koje angažiraju volontere za izravan rad s korisnicima (Hager i Brudney, 2004), za razliku od organizacija koje se volonterima koriste više za administrativne poslove.

12 Podatci dostupni u bazi podataka Ministarstva pravosuđa, Službe za podršku žrtvama i svjedocima. Inače, i drugdje je opažena veća sklonost volontiranja među mlađom populacijom (Allred, King i Valentin, 2014), a što je često uvjetovano i socioekonomskim prilikama.

10 Act on Volunteering, OG 58/07, 22/13, Article 7, Paragraph 4 and Article 26, Paragraph 3.

11 This also applies to other organizations that engage volunteers for direct contact with clients (Hager and Brudney, 2004), as opposed to those that use volunteers for mainly administrative work.

12 Data available in the database of the Ministry of Justice, Service for Victims and Witness Support. In that sense, young people are more inclined take up volunteering in other areas as well (Allred, King and Valentin, 2014), often due to their socio-economic background.

što kvalitetnije. Skočić Mihić, Lončarić i Rudelić (2011) ističu da upravo brižno planiranje i realizacija pojedinih faza ciklusa menadžmenta volontera utječe na zadovoljstvo volontera osobnim napretkom. Osim same selekcije i izobrazbe, potrebno je osigurati jasnoću oko definiranja volonterskih zadataka i obveza, navedeno jasno prenijeti volonterima i osigurati im stalnu podršku u radu. To se postiže održavanjem grupnih sastanaka s volonterima, što omogućava razmjenu informacija, znanja i iskustava, ali i oblik nadzora. Često se prakticira i individualna razmjena informacija konzultacijama, a prema potrebi i analiza situacija nakon odrađenog volontiranja. Na taj način volonterima se daje izravna podrška i mentorira njihov rad. Volontere se potiče da pohađaju različita tematska predavanja, upućuje ih se na relevantne nacionalne i međunarodne propise i literaturu, sudjelovanje u javnim akcijama i medijskim istupima. Za njihov angažman kandidira ih se za godišnja volonterska državna priznanja. Zahvaljujući mjeri stručnog osposobljavanja bez zasnivanja radnog odnosa, mnogi su volonteri dobili priliku zaposliti se u odjelima za podršku na godinu dana, a jedna je volonterka postala i službenicom Odjela za podršku žrtvama i svjedocima. Ministarstvo pravosuđa volonterima izdaje i godišnja priznanja kao određen oblik pohvale i nagrade za njihov uloženi trud. Upravo je zahvala organizacije jedna od nagrada koju volonteri cijene za svoj uloženi trud, uza sav osjećaj i spoznaju da su nekome pomogli, kao i zahvalu te osobe, osjećaj da su pridonijeli svojoj zajednici te prilika za druženje s drugima, što stvara ugodno ozračje (Phillips i Phillips, 2010, Alfes i sur., 2017).

Ovim će se radom istražiti koliko je iskustvo volontiranja u odjelima za podršku žrtvama i svjedocima volonterima korisno u daljnjem profesionalnom radu, s obzirom na navedenu motivaciju volontera da volontiranjem, među ostalim, steknu praktična i stručna znanja i

topics: domestic violence, communication skills I and II, stress and trauma and sexual violence.

Coordination of volunteer work is a complex and demanding task that should be taken into proper consideration so that volunteers could do their job in the best possible way. Skočić Mihić, Lončarić and Rudelić (2011) underline that careful planning and implementation of all stages of the volunteer management cycle affect volunteers' satisfaction in terms of their personal development. Apart from managing recruitment and training, it is necessary to define volunteers' tasks and obligations in a clear manner, pass it on to volunteers in a way that is easy to understand and provide them with ongoing support. In that sense, group meetings with volunteers are important for information sharing purposes. They also help them to exchange knowledge and experience and may serve as a form of supervision. Individual sessions are also useful for information sharing, as well as reflection of real-life situations and scenarios on a daily basis, as a follow-up activity after the volunteer experience. Volunteers are thus directly supported and can benefit from mentoring. Also, they are encouraged to attend different lectures, advised to use relevant national and international regulations and literature and take part in campaigns and appear in the media. They can be nominated for annual volunteering awards at national level. Under the so-called occupational training without commencing employment scheme, many volunteers had an opportunity to work in support departments for a year, whereas one volunteer was later employed by the Victim and Witness Support Department. The Ministry of Justice gives annual awards to express appreciation and give them credit for their contribution. A thank-you note from the organization is one of the rewards highly valued by volunteers for their efforts, in addition to the feeling and knowledge that

vještine, te angažmanu Službe za podršku žrtvama i svjedocima i odjela za podršku žrtvama i svjedocima u educiranju, mentoriranju i osiguravanju supervizije volontera. U skladu s nalazima dalje će se razvijati sustav osposobljavanja volontera kao pružatelja podrške žrtvama i svjedocima.

CILJ I SVRHA ISTRAŽIVANJA

Ovim istraživanjem analizira se kolika je primjenjivost znanja i vještina koje su volonteri stekli volontiranjem u odjelima za podršku žrtvama i svjedocima u njihovu daljnjem profesionalnom radu.

Cilj je bio istražiti doprinos iskustva volontiranja pri formalnom zapošljavanju i pri obavljanju posla. Željelo se utvrditi u kojoj mjeri volonterima znanja i vještine stečene volontiranjem u odjelima za podršku služe u obavljanju posla nakon završetka volontiranja i koje su im edukacije, stečena znanja i vještine najkorisnije. Također, cilj je bio utvrditi utječu li pojedina obilježja volonterskog staža u odjelima na procjenu korisnosti volontiranja, kao što su duljina volontiranja, pohađanje pojedinih vrsta edukacija i supervizije te kakva je procjena korisnosti volontiranja za njihov osobni život.

Dobiveni podatci koristit će se kao smjernice za daljnji razvoj sustava podrške žrtvama i svjedocima u dijelu koji se odnosi na angažman volontera, koordinaciju njihova rada i planiranje prikladnih modela njihove edukacije.

METODOLOGIJA ISTRAŽIVANJA

U istraživanju su sudjelovale 82 osobe koje su volontirale u odjelima za podršku žrtvama i svjedocima na županijskim sudovima u Zagrebu, Osijeku, Vukovaru, Zadru, Splitu, Rijeci i Sisku. Pri tome su u istraživanje uključene samo one osobe koje su prestale volontirati u odjelima

they have helped someone, thank-you note from the person /helped/served, feeling that they have improved their community and opportunity for social interaction with others; and this create pleasant environment (Phillips and Phillips, 2010, Alfes et al., 2017).

This paper examines perceived benefits of volunteering at the Victim and Witness Support Department for their future work in terms of volunteers' motivation to use volunteering, *inter alia*, to gain practical and professional knowledge and skills and engagement of the Service for Victims and Witness Support and Victim and Witness Support Department in terms of training, mentoring and provision of supervision for volunteers. The volunteer training system will be improved in line with the findings, in the sense of coaching volunteers as providers of support to victims and witnesses.

AIM AND OBJECTIVES

This research analyses the level of applicability of knowledge and skills gained by volunteers during their volunteer experience in victim and witness support departments in their future work.

The aim was to explore the effect of volunteering in respect of formal employment and performance of current work tasks. More specifically, the research has tried to establish just how beneficial the knowledge and skills gained through volunteer experience in support departments were to volunteers in respect of current job after they have completed the volunteer program and what type of trainings, knowledge and skills they deemed most beneficial. The aim was also to determine whether specific characteristics of volunteering in support departments (the duration of volunteering, attendance of different types of trainings and organization of supervision) affected the

za podršku, odnosno bivši volonteri. Uzorak je uključio 73 (89,0%) ženskih i 9 (11,0%) muških ispitanika, u vrijeme volontiranja dobno od 20 do 56 godina (prosječna dob $M=24,89$, $SD=6,13$). Tijekom volontiranja, bili su u sljedećem statusu zaposlenja: student (75,6%), nezaposlen/a (19,5%), zaposlen/a (3,7%) i u mirovni (1,2%). Zastupljenost ispitanika prema stupnju obrazovanja tijekom volontiranja bila je sljedeća: 43,9% s visokom stručnom spremom, 18,3% s višom stručnom spremom i 37,8% sa srednjom stručnom spremom¹³. U trenutku provođenja istraživanja, stečena zvanja ispitanika bila su sljedeća: dipl. pravnik (47,6%), dipl. psiholog (19,5%), dipl. socijalni radnik (4,9%), prvostupnik javne uprave (4,9%). Osim navedenih, zastupljena su i sljedeća zvanja: dipl. sociolog (2,4%), ekonomist (2,4%), te po jedan (1,2%) dipl. sociolog i pedagog, dipl. kriminalist, upravni referent, knjigovođa, zubni tehničar, komercijalist. U uzorku je bilo i 7,3% studenata. Ukupno gledano, u trenutku provođenja istraživanja 67 ispitanika (81,8%) bilo je visoke stručne spreme (uključujući i prvostupnike), 12 srednje stručne spreme (14,6%), a 3 (3,7%) nije dalo odgovor.

Za potrebe istraživanja konstruiran je upitnik koji se sastoji od 17 pitanja. Prvi dio pitanja odnosi se na sociodemografske varijable: spol, dob, stupanj obrazovanja, dok se ostala pitanja odnose na stečena znanja i iskustva tijekom volontiranja te korisnost volontiranja u sadašnjem radu. Pitanja su oblikovana u formi višestrukog izbora, zatim višestrukog izbora s mogućnošću nadopune odgovora (za dodatna obrazloženja), pitanja otvorenog tipa (zvanje i vrsta radnog mjesta / vrsta poslova koju obavljaju) te korištenje Likertove skale. Likertova ljestvica od 1 do 5 stupnjeva korištena je za

perceived benefits of volunteer experience as well as to explore the perceived benefits for their personal lives.

The findings will be used as guidelines for further enhancement of the support system for victims and witnesses when it comes to engagement of volunteers, coordination of their work and planning of the accompanying training models.

RESEARCH METHODOLOGY

The research covered 82 individuals who had previously volunteered in Victim and Witness Support Departments at Zagreb, Osijek, Vukovar, Zadar, Split and Rijeka county courts. All of them were former volunteers, i.e. they had not been engaged with support departments any more. The sample encompassed 73 (89.0%) female and 9 (11.0%) male respondents within the 20 - 56 age band (median age $M=24.89$ $SD=6.13$). Their employment status during volunteering was as follows: student (75.6%), unemployed (19.5%), employed (3.7%) and retired (1.2%). Their reported level of education during volunteering was: 43.9% with a university degree, 18.3% with a degree from polytechnic / specialist training and 37.8% with completed secondary education.¹³ They had acquired these titles: law graduate (LLM) (47.6%), psychologist (master of psychology) (19.5%), social worker (master of social work) (4.9%), bachelor of public administration (4.9%), as well as: sociologist (master of sociology) (2.4%), economist (2.4%). The sample also included one (1.2%) social pedagogue (master of social pedagogy), criminalist (master of criminalistics), administrative officer, accountant,

¹³ Budući da su volonteri većinom bili studenti (75,6%), pretpostavka je da su se u skupinu VSS svrstale i osobe koje su u vrijeme volontiranja bile studenti te se pretpostavlja da su osobe označile onu stručnu spremu za koju su se u tom trenutku obrazovali ili onu koju su stekli na kraju volontiranja, a ne onu koji su imali početkom volontiranja.

¹³ Since the majority of respondent volunteers had been students (75.6%), we can assume that those who had been studying whilst volunteering belonged to the group with a degree and chose the professional qualification that matched their studies or the qualification they earned at the end of the volunteer experience, rather than one that they had had to at the beginning of volunteering.

ispitivanje korisnosti znanja i iskustva stečenoga tijekom volontiranja u Odjelu za podršku u obavljanju posla, pri čemu 1 označava „uopće mi nije koristilo“, a 5 „u potpunosti mi je koristilo“. Pitanja su formulirana prema cilju istraživanja, a na temelju ranijeg iskustva stečenoga obukom i koordiniranjem rada volontera.

Istraživanje je provedeno metodom *online* ankete. Elektroničkom poštom na osobne e-adrese bivših volontera odjela za podršku žrtvama i svjedocima poslan je poziv da ispune *web*-upitnik. Poziv je sadržavao obrazloženje svrhe istraživanja, a ispitanici su ispunili upitnike putem Googleova obrasca za izradu *web*-upitnika koji je dostupan na Googleovim mrežnim stranicama.

Provedena je deskriptivna analiza podataka (frekvencije, postotci, medijan, mod). Testirane su razlike korištenjem Kruskal-Wallisova testa, χ^2 (hi-kvadrat) testa i Mann-Whitneyjeva U testa, dok je povezanost varijabli testirana Spearmanovim koeficijentom korelacije.

Varijabla vrsta zvanja za potrebe ispitivanja razlika među ispitanicima rekodirana je na način da su sva zvanja vezana uz pravo svrstana u skupinu „pravna“ (pravnik, prvostupnik javne uprave) koju čini ukupno 43 ispitanika (54,4%), vezana uz pomagačke struke u skupinu „pomagačka“ (psiholozi, socijalni radnici) (20 ispitanika, 25,3%), zatim u skupinu „druga društvena“ sociolozi, sociolog/pedagog i kriminalist (4 ispitanika, 5,1%), studenti u skupinu „studenti“ (6 ispitanika, 7,6%), a svi ostali u skupinu „ostalo“ (6 ispitanika, 7,6%). Također, varijabla vrsta radnog mjesta kategorizirana je u 14 kategorija koje su prikazane u rezultatima. Ispitivana je korisnost volontiranja pri obavljanju kako trenutnog posla tako i prethodnih poslova, ali su se zbog malog broja odgovora za druga radna mjesta u daljnjoj analizi koristili samo podatci koji se odnose na trenutno radno mjesto.

dental laboratory technician and sales associate, respectively. Finally, students made up 7.3% of the overall sample. In total, at the time when the survey was conducted, 67 respondents (81.8%) had a degree (including BA), 12 (14.6%) of them had completed secondary education, whereas 3 (3.7%) did not reply to the question.

A survey questionnaire with 17 questions was designed as the main research instrument. The first set of questions covered social and demographic variables: sex, age and educational level, whereas other questions addressed the knowledge and experience gained through volunteering and perceived benefits of volunteering for their current jobs. Multiple choice questions were used, as well as the multiple choice with the comment field (for additional clarifications), open ended questions (title and job position / job being performed) and the Likert scale. The 1-5 Likert scale was used to analyze perceived benefits of volunteering with the support department in respect of their present jobs, where 1= not beneficial at all and 5=extremely beneficial. The content of the questions was designed by taking into account the aim of the research and relying on previous experience gained through training and coordination of volunteers' work.

The research was carried out in the form of an *online* survey. Former volunteers at the support departments received an email with an invitation to fill in a *web* questionnaire. The text of the invitation included the explanation of the research aim. Respondents filled in questionnaires by using the Google Form online survey available on its websites.

A descriptive data analysis (frequencies, percentages, medians, mode) was carried out. Differences were tested by using the Kruskal-Wallis, χ^2 (chi square) and Mann-Whitney U test. The Spearman's correlation coefficient was used to test relationship between variables.

REZULTATI I RASPRAVA

Analiza trenutnoga radnog statusa, radnog mjesta i zvanja

Od 82 bivša volontera odjela za podršku žrtvama i svjedocima uključena u istraživanje, njih 68 (82,9%) u trenutku provođenja istraživanja bilo je zaposleno. Pri tome, status zaposlenosti uključuje stalno zaposlenje, ugovor na određeno vrijeme i honorarne poslove. S druge strane, 8 (9,8%) ih je bilo nezaposleno, 5 (6,1%) su bili studenti, dok je jedna osoba (1,2%) bila u mirovini. Iz navedenih podataka vidljivo je da se struktura statusa zaposlenja razlikuje od one tijekom volontiranja kada su najveći udio činili studenti (75,6%) i nezaposleni (19,5%), dok je zaposlenih bilo 3,7%, i jedna osoba u mirovini. Takav je nalaz očekivan s obzirom na to da su volonteri u odjelima za podršku žrtvama i svjedocima najčešće studenti (Hamer Vidmar i Bajto, 2015) te da često kao razlog prekida volontiranja navode upravo zaposlenje¹⁴.

Jedno od osnovnih obilježja prema kojem se volonteri u odjelima za podršku žrtvama i svjedocima međusobno razlikuju, njihova je vrsta zvanja, odnosno studijski smjer koji pohađaju. Iz opisa uzorka vidljivo je da su među ispitanicima, bivšim volonterima, u ukupnom uzorku prema vrsti zvanja najzastupljeniji pravnici (47,6%), koji prema udjelu čine polovicu svih bivših volontera. Značajan je i broj psihologa (19,5%), dok su ostala zvanja zastupljena u manjoj mjeri. To je u skladu s dosadašnjom praksom i nalazima Hamer Vidmar i Bajto (2015) jer je upravo mogućnost stjecanja stručnih znanja iz područja rada suda, kao i drugih praktičnih i stručnih znanja, motivacija i razlog zašto su za volontiranje u odjelima za podršku u većoj mjeri zainteresirani studenti prava u odnosu na druge struke. Motivacija za volontiranje

For purposes of examining differences among respondents, the "type of title" variable was recoded in the following way: all law-related titles fell in the "legal" group (legal expert, bachelor of public administration), comprising 43 respondents (54.4%), titles connected to helping professions were grouped under the heading "helping" (psychologists, social workers (20 respondents, 25.3%), the group "other social" included sociologists, social pedagogues and a criminalist (4 respondents, 5.1%). Finally, students were grouped as "students" (6 respondents, 7.6%) and all others as "others" (6 respondents, 7.6%). Also the job position variable was categorized in 14 categories as indicated in results. Perceived benefits were analyzed in respect of the current and previous jobs but since few respondents gave answers for previous ones, the information regarding the current job was used in the remaining analysis.

FINDINGS AND DISCUSSION

Analysis of the Current Employment Status, Job Position and Title

Of 82 respondents - former volunteers with the victim and witness support departments, 68 (82.9%) were employed at the time when the survey was carried out. Types of employment status included permanent employment, fixed-term contract and work on contracted basis. In addition, 8 respondents (9.8%) were unemployed, 5 (6.1%) were students and one (1.2%) was retired. This illustrates a different employment structure in comparison with the one applicable during the volunteer experience when students (75.6%) accounted for the majority of volunteers, followed by the unemployed (19.5%), the employed (3.7%) and the retired (one person). Such a result is expected since the majority of volunteers in victim and witness support departments are

¹⁴ Prema podatcima odjela za podršku žrtvama i svjedocima dostupnima u evidenciji Ministarstva pravosuđa, Službe za podršku žrtvama i svjedocima.

može biti i pretpostavka da će se na taj način lakše naći posao (Zrinščak i sur., 2012). Okun i Schultz (2003) također su našli da je u mlađih volontera prisutniji motiv karijere, što nije neprihvatljiva motivacija. Jedan od motivacijskih čimbenika prema Clary i suradnicima (1998) također je karijera, odnosno dobrobiti koje se mogu steći volontiranjem, npr. neke vještine, a koje su relevantne za buduću karijeru.

Ujedno, zastupljenost pojedinih profesija među volonterima ovisi i o tome koji studijski programi postoje u kojem gradu, zbog čega je u pojedinim odjelima za podršku među volonterima studentima više budućih psihologa, a u drugim odjelima više budućih pravnika.

Od ukupno 68 zaposlenih ispitanika (pri čemu status zaposlenosti uključuje stalno zaposlenje, ugovor na određeno vrijeme i honorarne poslove), 67 je navelo vrstu radnog mjesta, odnosno poslova koje obavljaju. Iz podataka tablice 1 može se vidjeti da je najveći broj bivših volontera zaposlen u pravnoj struci, od čega najčešće navode radno mjesto pravnika (31,3%) (druge vrste radnih mjesta na kojima također rade pravnici zasebno su kodirane). Također, značajan broj bivših volontera sada rade kao psiholozi (20,9%), 10,4% radi u administraciji i knjigovodstvu, 6,0% je ekonomista/menadžera i 4,5% socijalnih radnika, kao i znanstvenih radnika. Ostale vrste radnih mjesta zastupljene su s manjim udjelom. Kada se navedena radna mjesta grupiraju prema vrsti radnog mjesta, odnosno zanimanja, dobiva se sljedeća distribucija: pravna (pravnik, odvjetnik, odvjetnički / javnobilježnički vježbenik i sudski savjetnik) – 30 (44,7%), pomagačka / rad s ljudima (psiholog, socijalni radnik, pedagog, probacijski službenik, asistent za osobu s invaliditetom) – 20 (29,9%) i ostala – 17 (25,4%). Dobiveni podatci odgovaraju strukturi najčešćih studija s kojih se regrutiraju volonteri i odražavaju omjer zastupljenosti studentskih smjerova kod volontera

students (Hamer Vidmar and Bajto, 2015) and they often report employment as the main reason why they stopped volunteering.¹⁴

One of the main differences among volunteers in victim and witness support departments is a type of title or the study program they enrolled. As to the type of title, legal experts (47.6%) constitute the majority of respondents in the sample and they make up a half of all former volunteers. The share of psychologists (19.5%) also stands out. Other titles represent a minor share. These figures are in line with the existing practice and findings of the Hamar Vidmar and Bajto (2015) because the opportunity to gain expert knowledge regarding the court work, as well as other practical and expert knowledge, act as a motivating factor and the reason why law students, compared with other professions, are most interested to volunteer in support departments. Some people opt for volunteering because they think it will help them find a job more easily (Zrinščak et al. 2012). Okun and Shultz (2003) have also found that younger volunteers give more importance to career motives, which is not unacceptable. This view is shared by Clary et al. (1998), who argue that career, i.e. career-related benefits gained through volunteering (e.g. skills), represents a motivating factor.

Furthermore, share of certain professions among volunteers depends on the availability of study programs in a given city. That is why certain support departments have more future psychologists and others more law students among volunteers.

Of 68 employed respondents (whereby types of employment status include permanent employment, fixed-term contract and work on contracted basis), 67 reported their job position (job being performed). As the table 1 shows, the

¹⁴ According to the data of the Victim and Witness Support Department available in the records of the Ministry of Justice, Service for Victim and Witness Support.

(Hamer Vidmar i Bajto, 2015). Podatci također upućuju na to da je većina bivših volontera pronašla neki oblik zaposlenja u svojoj struci.

largest number of former volunteers works in the legal profession. The majority of them are employed as legal experts (31.3%) (other job

Tablica 1. Vrsta trenutnog radnog mjesta (N=67)

Table 1. Type of current job position (N=67)

VRSTA RADNOG MJESTA / TYPE OF JOB POSITION	f	%
Pravnik / Legal expert	21	31,3
Psiholog / Psychologist	14	20,9
Administracija/knjigovodstvo / Administrative worker/accountant	7	10,4
Odvjetnički/javnobilježnički vježbenik / Legal/public notary trainee	6	8,9
Ekonomist/menadžer / Economist/manager	4	6,0
Socijalni radnik / Social worker	3	4,5
znanstveni radnik (rad na fakultetu/institutu) / Researcher (faculty/institute staff)	3	4,5
Odvjetnik / Attorney-at-law	2	3,0
Novinar/urednik / Journalist/editor	2	3,0
Probacijski službenik / Probation officer	1	1,5
Pedagog / Pedagogue	1	1,5
Sudski savjetnik / Court advisor	1	1,5
Asistent za osobu s invaliditetom / Personal assistant for disabled	1	1,5
Studentski honorarni rad / Student - working on contracted basis	1	1,5
UKUPNO / TOTAL	67	100,0

Korisnost volontiranja za dobivanje zaposlenja i u obavljanju posla na trenutnome radnom mjestu

Prema vlastitoj procjeni, 40,2% bivših volontera smatra da im je volontiranje u Odjelu za podršku žrtvama i svjedocima pomoglo za dobivanje kasnijeg zaposlenja. Nešto više od polovice bivših volontera (54,9%) navodi da im nije pomoglo, dok 4,9% nije dalo odgovor. Iz navedenog se može zaključiti da je u značajnom udjelu volontera (40,2%) prethodno iskustvo volontiranja poslodavac prepoznao kao relevantno te ih je to istaknulo među ostalim kandidatima. Pojedini ispitanici navode sljedeća obrazloženja: *Poslodavac je na iskustvo volontiranja gledao kao na dio radnog iskustva te je cijenio motivaciju i trud uloženi u volontiranje.; Na razgovoru za posao poslodavac se interesirao o vrsti poslova tijekom volontiranja.; Poslodavac mi je nakon zaposlenja rekao da mu je bilo poprilično zanimljivo moje volontiranje u*

positions including legal experts have special codes). In addition, a significant number of them works as psychologists (20.9%), 10.4% are administrative workers and accountants, economists / managers make up 6.0%, whereas social workers and researchers account for 4.5%. The share of other job positions is not significant in the overall sample. If we group these job positions according to types / professions, the distribution looks as follows: legal (legal expert, attorney-at-law, legal / public notary trainee and court advisor) – 30 (44.7%), helping / work with people (psychologist, social worker, pedagogue, probation officer, personal assistant for disabled) – 20 (29.9%) and other – 17 (25.4%). The obtained data match the structure of most usual study programs taken up by recruited volunteers and reflect the share of programs among volunteers (Hamer Vidmar and Bajto, 2015). Plus, the data show that the majority of

Odjelu za podršku žrtvama i svjedocima.; Zbog dobivanja preporuke o volontiranju.

Također, ističu iskustvo stečeno volontiranjem i poznavanje funkcioniranja sustava: *Bilo je lakše utoliko što su znali da sam imala prethodno iskustvo i znanja kako i što se radi na sudovima, te zbog poznavanja Zakona o kaznenom postupku.; Veliko iskustvo u radu s ljudima (strankama) te široko znanje u primarnoj pravnoj pomoći, organizacijske sposobnosti, komunikacijske vještine, poznavanje funkcioniranja pravosudnog sustava, poznavanje rada organizacija civilnog društva, sustava socijalne skrbi.*

Navedeno je i u skladu s nalazima drugih istraživanja koja potvrđuju da poslodavci radije biraju one kandidate koji imaju prethodno volontersko iskustvo i sudjelovali su u obliku volontiranja koje omogućuje razvoj vještina (komunikacijskih vještina, vještina vođenja i upravljanja), kao i razvoj jakih karakternih osobina. Prema mišljenju poslodavaca, osobe koje su volontirale pokazuju da su odgovorne i predane, pokazuju više sposobnosti i više vještina zapošljivosti kao što su: timski rad, komunikacijske vještine i razumijevanje lokalne zajednice. Ujedno, većina poslodavaca koji su zaposlili bivše volontere, zadovoljni su njihovom izvedbom (Chartered Institute of Personnel and Development, 2015; International Association for Volunteer Effort, 2016; Spera, Ghertner, Nerino i Di Tommaso, 2013).

U istraživanju se također željelo provjeriti je li bivšim volonterima stečeno iskustvo volontiranja u odjelima za podršku bilo korisnije za dobivanje zaposlenja na pojedinim vrstama radnih mjesta. Utvrđeno je da postoji statistički značajna povezanost vrste radnog mjesta i procjene korisnosti volontiranja za dobivanje zaposlenja ($\chi^2=11,253$, $df=2$, $p<0,05$) (Tablica 2). Provedeni *post hoc* testovi pokazali su da osobe koje su zaposlene na radnim mjestima iz skupine pravnih zanimanja češće procjenjuju

former volunteers found a job that somehow matches their profession.

Perceived Benefits of Volunteering for Employment Prospects and Tasks at Current Job Position

According to their own estimate, 40.2% of former volunteers think that their volunteer experience with the Victim and Witness Support Department was beneficial in terms of employment prospects. Slightly over a half of respondents (54.9%) reported that it had not been useful and 4.9% did not reply. In other words, for a significant share (40.2%), previous volunteer experience was recognized by their employer as relevant and helped them to stand out against other job candidates. Some respondents explained it in this way: *The employer perceived volunteering as a part of my work experience and appreciated my motivation and efforts put into volunteer work; During my job interview, my employer wanted to know more about the tasks I performed as a volunteer; When I got the job, my employer told me he/she found my volunteer experience at the Victim and Witness Support Department interesting; It was because I got a letter of recommendation for my volunteer engagement.*

Also, they point to the experience gained through volunteering and knowledge about functioning of the system: *It was easier for me because they knew I had previous experience and knowledge about what the courts did and how they did it and because I was familiar with the Criminal Proceedings Act; Rich experience in working with people (clients) and extensive*

da im je volontiranje u Odjelu za podršku koristilo za dobivanje zaposlenja ($p < 0,008$), dok kod pomagačke skupine zanimanja i ostalih zanimanja nije pronađena razlika u procjeni korisnosti. Takav nalaz može navesti na zaključak da poslodavci koji zapošljavaju pravnike na različitim vrstama poslova vrednuju iskustvo stečeno volontiranjem u Odjelu za podršku.

Ipak, iz navedenih nalaza može se zaključiti da je volontiranje dobra referencija za posao. Perić (2010) navodi da volontiranje potiče razvoj vrijednosti koje svaki poslodavac cijeni: odgovornost, mogućnost rješavanja problema, profesionalni izgled, volja za učenjem i stjecanjem novih vještina, dobri odnosi sa zaposlenicima i dobro upravljanje vremenom. Postojanje navedenih vještina može biti prepoznato i iskazano i tijekom razgovora za posao.

knowledge about primary legal aid, organizational capabilities, communication skills, knowledge about the functioning of judiciary, knowledge about functioning of CSOs and the social welfare system.

This is in line with findings of other research confirming that employers prefer the job candidates with previous volunteer experience and the candidates whose volunteering enabled them to develop skills (communication and management skills) and strong character traits. According to employers, former volunteers show responsibility and commitment and they have pronounced abilities and employability skills such as team work, communication skills and understanding of the local community. Furthermore, the majority of employers who hired former volunteers are satisfied

Tablica 2. Korisnost volontiranja za dobivanje zaposlenja u odnosu na vrstu trenutnog radnog mjesta (N=67)

Table 2. Perceived Benefits of Volunteering for Employment Prospects in Terms of Current Job Position (N=67)

VOLONTIRANJE JE KORISTILO U DOBIVANJU ZAPOSLENJA / VOLUNTEER EXPERIENCE WAS BENEFICIAL IN GAINING EMPLOYMENT	VRSTA RADNOG MJESTA / TYPE OF JOB POSITION							
	Pravna/Legal		Pomagačka/rad s ljudima / Helping/work with people		Ostalo / Other		UKUPNO / TOTAL	
	f	%	f	%	f	%	f	%
Da / Yes	21	65,6%	7	21,9%	4	12,5%	32	100%
Ne / No	9	25,8%	13	37,1%	13	37,1%	35	100%
UKUPNO / TOTAL	30	44,8%	20	29,9%	17	25,4%	67	100%

Legenda: $\chi^2=11,253$, $df=2$, $p<0,05$; Cramerov V koeficijent=0,410. Kod post hoc testova primijenjena je Bonferronijeva korekcija granične vrijednosti statističke značajnosti rezultata koja je postavljena na $p<0,008$.

Legend: $\chi^2 = 11.253$, $df = 2$, $p < 0.05$; Cramér's $V = 0.410$. In post hoc tests the Bonferroni correction of the statistical cut-off set at $p < 0.008$ was used.

Bivši volonteri procjenjuju da su im stečena znanja i iskustvo tijekom volontiranja u Odjelu za podršku žrtvama i svjedocima uglavnom korisni u obavljanju kako trenutnog posla tako i prethodnih poslova na kojima su radili (Mdn=4) (Tablica 3). U odnosu na trenutno

with their performance (Chartered Institute of Personnel and Development, 2015; International Association for Volunteer Effort, 2016; Spera, Ghertner, Nerino and Di Tommaso, 2013).

radno mjesto, od ukupno 68 zaposlenih ispitanika, 26,5% ih navodi da im je stečeno znanje i iskustvo u potpunosti koristilo u obavljanju posla, te također 26,5% da im je uglavnom koristilo, dok je 38,2% ispitanika odabralo odgovor „niti mi je koristilo, niti mi nije koristilo“ (Mo=3). Svega po 4,4% ispitanika navodi da im uglavnom nije koristilo ili da im uopće nije koristilo. Vezano za poslove koje su obavljali na prethodnim radnim mjestima, ispitanici također navode da im je iskustvo volontiranja u Odjelu uglavnom koristilo u obavljanju posla (Mdn=4), a najčešće daju odgovor da im je volontiranje u Odjelu u potpunosti koristilo u obavljanju posla (Mo=5).

The research also wanted to examine whether the former volunteers found the volunteer experience with the support department beneficial for gaining employment in terms of particular job positions. The analysis has revealed statistically significant correlation between a type of job position and perceived benefits of volunteering for gaining employment ($\chi^2 = 11.253$, $df = 2$, $p < 0.05$) (Table 2). The *post hoc* tests have shown that respondents with job positions from the legal professions groups tended to perceive their volunteer experience with the support department more beneficial for gaining employment ($p < 0.008$), whereas no differences were observed for the

Tablica 3. Korisnost znanja i iskustava stečenih volontiranjem u odjelima za podršku žrtvama i svjedocima za obavljanje posla

Table 3. Benefits of knowledge and experience gained through volunteering with Victim and Witness Support Department for performance of job-related tasks

RADNO MJESTO / JOB POSITION	N	Mdn	Mo
Trenutno radno mjesto / Current job position	68	4	3
Prethodno radno mjesto 1 / Previous job position 1	30	4	5
Prethodno radno mjesto 2 / Previous job position 2	19	4	5

Legenda: Mdn – medijan; Mo – mod; Raspon odgovora od 1 do 5: 1 (uopće mi nije koristilo) – 5 (u potpunosti mi je koristilo)

Legend: Mdn – median; Mo – mode; Response scale from 1 (not beneficial at all) to 5 (extremely beneficial).

Korisnost volontiranja u obavljanju trenutnog posla u odnosu na vrstu zvanja i vrstu radnog mjesta

Analiza procjene korisnosti volontiranja za obavljanje trenutnog posla u odnosu na vrstu zvanja (prema skupinama vrste zvanja: pravna, pomagačka, druga društvena, studenti, ostalo) pokazuje da nema statistički značajne razlike među ispitanicima u procjeni korisnosti volontiranja s obzirom na njihovo zvanje (Kruskal-Wallis H: $\chi^2=4,722$, $df=4$, $p>0,05$). Također, nema statistički značajne razlike među vrstama radnih mjesta (pravna, pomagačka / rad s ljudima, ostalo) s obzirom na procijenjenu korisnost za obavljanje trenutnog posla (Kruskal-Wallis H: $\chi^2=3,318$, $df=2$, $p>0,05$). Navedeno upućuje na zaključak da je predstavnicima svih

helping group and other professions in respect of perceived benefits. This might lead us to conclude that employers who hired legal experts in different professions appreciate the experience gained through volunteering with the support department.

On the other hand, we can conclude that volunteering represents good job reference. Perić (2010) argues that volunteer work contributes to developing values appreciated by every employer: responsibility, problem-solving capabilities, professional appearance, willingness to learn and acquire new skills, good relationships in workplace and good time management. These skills may be identified and expressed also during a job interview.

struka mogućnost praktičnog rada u formi volontiranja korisna i važna, neovisno o tome koliko doticaja imaju s praksom tijekom studija. Prema nalazima Ricijaša, Hujčić i Branice (2007) studenti psihologije, socijalnog rada i socijalne pedagogije nisu zadovoljni količinom stečenih vještina tijekom studija i smatraju da je tomu razlog nedostatak praktičnog rada (posebno psiholozi). S obzirom na to da studentima prava na nekim studijima praksa nije obvezna, a tamo gdje je ona obvezna traje samo tri tjedna, jasno je zašto im je volontiranje u odjelima za podršku izvanredna prilika da se upoznaju s praksom.

Utjecaj pojedinih obilježja volonterskog staža u odjelima za podršku na procjenu korisnosti volontiranja za obavljanje trenutnog posla

Istraživanjem se također željelo utvrditi koje su edukacije, znanja i vještine stečene tijekom volontiranja u odjelima za podršku ispitanicima, prema njihovoj procjeni, bile najkorisnije u obavljanju trenutnog posla. Ujedno je analizirana i duljina volonterskog staža u odjelima za podršku, kao i pohađanje supervizije.

Većina volontera uključenih u istraživanje bila je aktivna u Odjelu za podršku žrtvama i svjedocima dulje vremensko razdoblje, pri čemu ih je 92,7% volontiralo dulje od šest mjeseci¹⁵. Najveći broj volontera izjavljuje da su aktivno volontirali 1 – 2 godine (28,0%). Također, značajan je udio volontera u Odjelu pružao podršku 2 – 3 godine (24,4%), dok je podjednak udio volontera koji su volontirali od šest mjeseci do jedne godine (19,5%) i onih koji su volontirali više od tri godine (20,7%). Svega ih 4,9% navodi da su volontirali kraće od šest mjeseci, dok se 2,4% ne sjeća koliko su dugo volontirali. Navedeni podatci govore o visokoj

¹⁵ Prema Pravilniku o radu odjela za podršku žrtvama i svjedocima (NN 133/15, 127/19), čl. 35. st. 1., volonteri se Ugovorom o volontiranju obvezuju na volontiranje u Odjelu u trajanju od najmanje šest mjeseci bez prekida.

Former volunteers perceive that knowledge and experience gained through volunteering with the support department are mostly useful in respect of both their present and previous jobs (Mdn = 4) (Table 3). As for the present job position, of 68 respondents, 26.5% state that the gained knowledge and experience was extremely beneficial in terms of their present tasks; the same percentage (26.5%) report that it was mostly beneficial, whereas 38.2% state that it was "neither beneficial nor not beneficial" (Mo = 3). Only 4.4% of respondents report that it was mostly not beneficial or not beneficial at all, respectively. In respect of tasks performed on previous job positions, they state that the volunteer experience at the support department was mostly beneficial in performing the job-related tasks (Mdn = 4). The most common answer was that it was extremely beneficial in performing the tasks (Mo = 5).

Benefits of Volunteering for Current Job in Respect of Title and Job Position

The analysis has not revealed a statistically significant difference between a title (according to the different groups: legal, helping, other social, students, other) and perceived benefits of volunteering for current job (Kruskal-Wallis H: $\chi^2 = 4.722$, $df = 4$, $p > 0.05$). Also, a statistically significant difference was not found for types of job positions (legal, helping/work with people, other) in respect of perceived benefits for current job (Kruskal-Wallis H: $\chi^2 = 3.318$, $df = 2$, $p > 0.05$). This leads us to conclude that practical work in form of volunteering is beneficial and important for respondents of all professions, regardless of how much practicals they had within their study programs. According to Ricijaš, Hujčić and Branica (2007), students of psychology, social work and social pedagogy are dissatisfied with the level of skills

motiviranosti volontera koji su svojim višegodišnjim pružanjem podrške žrtvama uvelike pridonijeli radu odjela za podršku. Iako je moguće da su se istraživanju odazvali upravo oni volonteri koji su dulje volontirali, podatci Službe za podršku žrtvama i svjedocima pokazuju da, u prosjeku, volonteri u odjelima volontiraju dulje od godinu dana, dok je nekolicina volontera aktivna još od osnivanja odjela za podršku¹⁶. Jedan od razloga zadržavanja volontera svakako je i pomna selekcija, ali usuđujemo se zaključiti i dobar menadžment volontera i briga o njima osiguranjem edukacija i drugih oblika stjecanja znanja i iskustva. Također, relativno dugo zadržavanje volontera¹⁷ može se pripisati i činjenici da volonteri tijekom volontiranja rade vrlo konkretne poslove i svakodnevno imaju prilike vidjeti učinke svojega rada, kao i dobiti povratnu poruku od žrtava i svjedoka (najčešće u formi zahvala i pohvala njihovu radu). Upravo Synder (1999, prema Allred i sur., 2014) ističe da određeni čimbenici utječu na zadržavanje i motiviranost volontera, kao što je očekivanje od volontera da aktivno sudjeluju, njihov osjećaj osobne odgovornosti i mogućnost izbora jer time imaju osjećaj veće osobne kontrole. Kako Hellman i House (2006) ističu, na zadržavanje volontera i zadovoljstvo volontiranjem pozitivno utječu emocionalna posvećenost volontiranju, kao i kontinuirani treninzi, podrška koordinatora i redovni sastanci, posebno kad se radi o volontiranju s ranjivim skupinama ili volontiranju u stresnom okruženju, dok Ridings (2016) naglašava važnost otvorene komunikacije i posvećenost organizacija ispunjavanju vlastite misije. Iako je pretpostavka bila da će volonteri, koji dulje volontiraju u Odjelu za podršku, procijeniti korisnost iskustva i znanja za trenutni posao većom, nije pronađena povezanost

¹⁶ Podatci dostupni u bazi podataka Ministarstva pravosuđa, Službi za podršku žrtvama i svjedocima.

¹⁷ Volonteri uglavnom prestaju s volontiranjem kada diplomiraju, odnosno nađu formalno zaposlenje, a s obzirom na radno vrijeme sudova, uglavnom nisu u mogućnosti paralelno volontirati i raditi na drugome radnom mjestu.

obtained during study and they think that is due to insufficient amount of practical work (particularly in case of psychologists). Since some study programs for law students do not include mandatory practical work, and if they do, practicals are only three weeks long, it is clear why volunteering at support departments is an excellent opportunity for them in that respect.

Impact of Selected Characteristics of Volunteering in Support Departments on Perceived Benefits of Volunteering for Current Job

The aim of this research was also to examine which trainings, skills and skills gained through volunteering in the support department brought most perceived benefits to respondents in respect of their current job. Furthermore, the duration of volunteer service and attendance of supervision were also analyzed in light of perceived benefits.

Most of the respondents were long-term volunteers at the Victim and Witness Support Department and 92.7% of them volunteered for more than six months.¹⁵ The majority (28.0%) volunteered for one to two years. A significant number of them (24.4%) were engaged within the Department for two to three years. A similar proportion of them volunteered for six months to one year and for more than three years (19.5% and 20.7%, respectively). Only 4.9% reported short-term volunteering for less than six months and 2.4% do not remember how long they volunteered. These findings point to high motivation among volunteers who gave significant contribution to the work of support department thanks to their long-term provision of support. Although response rates may be higher among long-term volunteers, the data

¹⁵ In accordance with the Rules of Procedure for Victim and Witness Support Departments (OG 133/15, 127/19), Article 35, Paragraph 1, under the Volunteer Agreement, volunteers shall provide their service to the Support Department for at least six consecutive months.

između duljine volontiranja i procjene korisnosti volontiranja za obavljanje trenutnog posla ($\rho=0,078$, $p>0,05$)¹⁸. Razlog može biti u tome što volonteri stječu osnovna potrebna znanja i vještine već na samom početku volontiranja putem osnovne obuke, dok ih tijekom volontiranja te kasnijim edukacijama i supervizijom razvijaju i usavršavaju.

Edukacije

Svi su volonteri prije početka volontiranja u Odjelu za podršku prošli osnovnu edukaciju¹⁹. Edukacija je u početku trajala dva dana pa je kasnije produljena na tri dana, a obuhvaća psihološki, pravni i praktični dio obuke. Gotovo polovica volontera ne sjeća se točnog trajanja osnovne edukacije (47,5%), vjerojatno zbog toga što je u slučaju nekih volontera prošlo dosta vremena otkad je edukacija provedena, a u međuvremenu su sudjelovali i u drugim aktivnostima. Dakle, 29,3% volontera izjavljuje da je pohađalo dvodnevnu, a 22,0% da je pohađalo trodnevnu edukaciju. Jedan ispitanik navodi da je pohađao edukaciju u trajanju od jednog dana, što se vjerojatno odnosi na pohađanje samo jednog dijela višednevne edukacije. Postoji razlika u procjeni korisnosti volontiranja za obavljanje trenutnog posla među volonterima koji su pohađali dvodnevnu, u odnosu na one koji su pohađali trodnevnu osnovnu edukaciju ($U=75,5$, $p<0,05$)²⁰, pri čemu volonteri koji su pohađali trodnevnu edukaciju, procjenjuju korisnost za obavljanje trenutnog posla većom ($Mdn=4$) nego oni koji su pohađali dvodnevnu edukaciju ($Mdn = 3$). Moguće da je razlog takvih rezultata činjenica što je u

of the Service for Victim and Witness Support show that, on average, volunteers stay at the department for more than a year and several of the current volunteers have been engaged ever since the departments were first established.¹⁶ Volunteers tend to stay long due to a careful recruitment process, but, we dare say, also due to good volunteer management and care for them by ensuring trainings and other forms of gaining knowledge and experience. In addition, relatively long stays¹⁷ may be ascribed to the fact that, during their engagement, volunteers are assigned very concrete tasks and they can see their impact at work on a daily basis. Also, they can get feedback from victims and witnesses (usually, thank-you notes and compliments for their work). Synder (1999, as cited in Allred et al., 2014) points out that certain factors affect retention and motivation of volunteers, such as expectations of active involvement, their sense of personal responsibility and possibility of choice because that increases their sense of personal control. As argued by Hellman and House (2006), affective commitment to volunteering, continuous trainings, coordinator's support and regular meetings, especially if volunteers support vulnerable groups or work under stressful conditions, are positively related to the intent to stay and satisfaction with volunteer service. On the other hand, Ridings (2016) underlines the importance of open communication and organizations' commitment to fulfill their mission statement. Although we assumed that long-term volunteers at the support department would perceive more benefits of gained experience and knowledge for their current job, the analysis has not found correlation between the duration of volunteering and perceived benefits for current job ($\rho =$

18 Spearmanov ρ (ro) koeficijent korelacije ($N = 67$). Za potrebe analize, varijabla duljina volontiranja rekodirana je na način da nisu obuhvaćeni odgovori „ne sjećam se“, već samo raspon odgovora od „manje od 6 mj.“ do „više od 3 god.“.

19 Prema Pravilniku o radu odjela za podršku žrtvama i svjedocima (NN 133/15, 127/19), čl. 31. st. 1. sudjelovanje u osnovnoj edukaciji je obvezno.

20 Mann-Whitneyjev U test proveden je na rekodiranoj varijabli trajanja osnovne edukacije /s kategorijama 2 dana ($N = 14$) i 3 dana ($N = 20$).

16 Data available in the database of the Ministry of Justice, Service for Victim and Witness Support.

17 Volunteers usually stop volunteering once they graduate / find formal employment. Given the court hours, in the majority of cases, they cannot both volunteer and work elsewhere.

trodnevnoj edukaciji, za razliku od dvodnevne, posvećena posebna pozornost, odnosno, cijeli jedan dan psihološkim aspektima svjedočenja uz brojne primjere, vježbe i praktični dio. Navedeni rezultat ide u prilog promjenama koje su uvedene s obzirom na izobrazbu volontera (dulje trajanje osnovne edukacije i uvođenje tematskih edukacija).

Od dodatnih tematskih edukacija, koje je nakon osnovne edukacije organizirala Služba za podršku žrtvama i svjedocima, brojni su volonteri pohađali više različitih edukacija tijekom svojeg volonterskog staža u Odjelu. Pri tome su najčešće sudjelovali na edukaciji iz komunikacijskih vještina, koju je pohađalo 61,0% svih volontera. Polovica volontera pohađala je edukaciju o obiteljskom nasilju (50,0%) kao i o stresu i traumi (48,8%), dok je nešto manji dio njih pohađao edukaciju o seksualnom nasilju (31,7%). Znači, 18,3% volontera navodi da se ne sjećaju koje su edukacije pohađali, a 2,4% da nisu pohađali dodatne edukacije²¹. Tako 7,3% volontera navodi da su pohađali neke druge edukacije („ostalo“). Od ostalih edukacija koje su, osim onih koje je organizirala Služba za podršku žrtvama i svjedocima, pohađali tijekom volontiranja navode: trening neurolingvističkog programiranja (NLP-a) (f=2), edukaciju iz pisanja projekata (f=2) te po jedan volonter navodi edukacije iz rada s oboljelima od posttraumatskog stresnog poremećaja (PTSP-a), edukaciju o počiniteljima kaznenih djela protiv spolne slobode, osnove prve pomoći, edukacije iz područja psihologije i školu demokracije. Edukacije se smatraju nužnim dijelom usavršavanja volontera i stjecanja dodatnih znanja koja im mogu koristiti u radu.

21 Prema čl. 37. Pravilnika o radu Odjela za podršku žrtvama i svjedocima (NN 133/15, 127/19) volonteri su dužni sudjelovati u edukacijama na koje ih uputi odjel. Međutim, one nisu obvezne kao osnovna edukacija koja je uvjet za volontiranje, odnosno, sudjelovanje na tematskim edukacijama ovisi o vremenskim mogućnostima volontera i edukacije se uvijek nastoje organizirati u terminima u kojima može sudjelovati što veći broj volontera.

0.078, $p > 0.05$)¹⁸. This may be due to the fact that volunteers acquire basic knowledge and skills at the very beginning of their service and attend subsequent trainings and supervision to develop and upgrade them.

Trainings

Prior to their volunteer work in the support departments, all volunteers underwent basic training.¹⁹ Initially, the training was a two-day course, extended to three-day, and including psychological, legal and practical parts. Almost half of respondents do not remember the exact duration of basic training (47.5%), mostly due to the fact that some of them had received training long time ago and took part in other activities in the meanwhile. Furthermore, 29.3% said they had attended a two-day, and 22.0% a three-day course. One respondent reported his attendance at a one-day course, probably one part of a multi-day training. Differences in perceived benefits for current job were observed between volunteers who underwent a two-day and three-day training course, respectively ($U = 75.5$, $p < 0.05$)²⁰, with volunteers who took part in a three-day training perceiving more benefits for their current job (Mdn = 4) than the other group (two-day training) (Mdn = 3). This may be due to the fact that the three-day course, unlike the other that lasts for two days, gives special attention (a whole day of training) to psychological aspects of giving testimony, with numerous case studies, exercises and practical part. This goes hand in hand with the changes

18 The Spearman's ρ (rho) correlation coefficient ($N = 67$). For purposes of the analysis, the "length of volunteering" variable was recoded to omit the answers "I don't remember" and include only the range: from "less than 6 months" to "more than three years".

19 In accordance with the Rules of Procedure for Victim and Witness Support Departments (OG 133/15, 127/19), Article 31, Paragraph 1, basic training is obligatory.

20 The Mann-Whitney U test used on "duration of basic training" recoded variable /with the following categories: 2 days ($N=14$) and three days ($N=20$)/.

Analiza povezanosti pohađanja dodatnih edukacija i procjene korisnosti volontiranja za obavljanje trenutnog posla pokazuje da postoji statistički značajna, umjerena korelacija²² pohađanja edukacije iz komunikacijskih vještina i procjene korisnosti volontiranja za obavljanje trenutnog posla ($p=0,381$, $p<0,05$), kao i slaba korelacija pohađanja edukacije iz obiteljskog nasilja i procjene korisnosti volontiranja za obavljanje trenutnog posla ($p=0,284$, $p<0,05$), pri čemu osobe, koje su pohađale navedene edukacije, procjenjuju korisnost volontiranja za obavljanje posla većom. Nije pronađena povezanost procjene korisnosti volontiranja za obavljanje posla i pohađanja edukacija iz seksualnog nasilja ($p=0,142$, $p>0,05$) i stresa te traume ($p=0,207$, $p>0,05$). S obzirom na sudjelovanje volontera u edukacijama, ali i na njihovu procjenu korisnosti istih, poželjno je da takav model izobrazbe, s obzirom na ponuđene teme, ostane i dalje praksa, uključujući činjenicu da osmišljene edukacije pridonose duljem zadržavanju volontera i većoj posvećenosti. Ujedno, na veću posvećenost volontera utječe i sama motivacija volontera za stjecanje novih znanja volontiranjem (Alfes i sur., 2017).

S obzirom na podatak da je volonterima najteže raditi s agresivnim svjedocima i svjedocima koji odbijaju komunikaciju, razumljivo je da komunikacijske vještine i susretljivost procjenjuju kao najvažnije osobine i vještine važne za pružanje podrške na sudu (Hamer Vidmar i Bajto, 2015). Stoga je i jasno zašto postoji povezanost između pohađanja edukacije o komunikacijskim vještinama i procjeni korisnosti volontiranja za obavljanje trenutnog posla budući da poslovi koje trenutno obavljaju u najvećoj mjeri uključuju rad s ljudima, te s obzirom na to da je volonterima stjecanje komunikacijskih vještina bilo iznimno važno i tijekom volontiranja. Navedene stečene komunikacijske vještine sigurno su korisne u daljnjem

introduced in volunteer training (one extra training day for basic training and specialist trainings on selected topics).

After attending basic training course, many volunteers took part in different specific trainings during their volunteer service, organized by the Service for Victim and Witness Support. Training in communication skills was most attended (61.0%). Half of respondents took part in training on domestic violence (50.0%) and on stress and trauma (48.8%). Somewhat smaller proportion opted for training on sexual violence (31.7%). In other words, 18.3% did not remember what types of trainings they attended, whereas 2.4% said they had not attended any specialist training whatsoever.²¹ Also, 7.3% reported that they had taken part in other trainings ("other"). Other training courses organized by the Service for Victim and Witness Support and attended by respondents include: training in Neuro-linguistic programming (NLP) ($f = 2$), project design ($f=2$) and, as reported by one respondent respectively, support to people with PTSD, perpetrators of crimes against sexual freedom, basic first aid training and trainings in psychology and school of democracy. Such courses are recognized as an integral part of volunteer trainings and a method to acquire additional knowledge that they might find useful.

The analysis of correlation between attendance of specialist trainings and perceived benefits points to a statistically significant, moderate correlation²² of attending training in communication skills and perceived benefits for current job ($p = 0.381$, $p < 0.05$), as well as slight correlation between attending training

²¹ In accordance with the Article 37 of the Rules of Procedure for Victim and Witness Support Departments (OG 133/15, 127/19), volunteers shall take part in trainings indicated by the Department. On the other hand, unlike the basic training that represents a prerequisite for volunteering, these courses are not mandatory; i.e. volunteers may or may not have time to take part in them. If possible, they are scheduled for periods that allow for maximum number of participants.

²² The Spearman's ρ (rho) correlation coefficient ($N = 68$).

²² Spearmanov ρ (ro) koeficijent korelacije ($N = 68$).

profesionalnoj karijeri i time volontere čine spremnijima za buduće poslove.

Supervizija

Za volontere odjela za podršku žrtvama i svjedocima Služba za podršku žrtvama i svjedocima Ministarstva pravosuđa također organizira i provodi grupnu superviziju. Od volontera, koji su sudjelovali u istraživanju, njih 45 (54,9%) navodi da su sudjelovali u grupnoj superviziji, dok 37 (45,1%) volontera nije bilo uključeno u superviziju. Sudjelovanje u superviziji za volontere je dobrovoljno i ovisi o njihovoj mogućnosti sudjelovanja, a termini se dogovaraju i prilagođavaju njihovim potrebama i slobodnom vremenu. Supervizija predstavlja važan oblik podrške volonterima jer je to mogućnost da se u grupnom okruženju prodiskutiraju situacije s kojima su se susreli i ujedno mogućnost da se ventilira nelagoda ili stres uzrokovan zahtjevnim intervencijama ili emocionalnim reakcijama žrtava i svjedoka s kojima se volonteri trebaju nositi. Superviziju volontera koji volontiraju sa žrtvama preporučuju i drugi autori (De Kock, 2013). Nije pronađena razlika među ispitanicima koji su pohađali superviziju i onima koji nisu u procjeni korisnosti volontiranja za obavljanje trenutnog posla ($U=441,5$, $p<0,05$). Iako procesom supervizije volonteri mogu razvijati svoja znanja i vještine, moguće je da sami volonteri superviziju više percipiraju kao oblik dodatne podrške tijekom volontiranja, za razliku od osnovne i tematskih edukacija koje predstavljaju formalni dio obuke i time jasno strukturiran način stjecanja novih znanja i vještina, što je i samim volonterima donekle lako mjerljivo. Budući da se od supervizije ne očekuje da dovede do trenutne promjene u ponašanju, uvidi i kompleksni integrirani procesi u kojima supervizanti internaliziraju načela, stajališta i vrijednosti, a koji će usmjeravati njihovo daljnje profesionalno ponašanje (Žorga, 2009), mogu

in domestic violence and perceived benefits for current job ($p = 0.284$, $p < 0.05$), with respondents who took part in these trainings reporting more perceived benefits in that respect. No correlation was found between perceived benefits and attending trainings in sexual violence ($p = 0.142$, $p > 0.05$) and stress and trauma ($p = 0.207$, $p > 0.05$). Given volunteers' engagement in trainings and the perceived benefits thereof, this training model, given the selected topics, should be applied in the future as well, not forgetting that they have a positive effect on retention of volunteers and their commitment level. Also, volunteers' motivation to gain new knowledge through volunteering affects their level of commitment (Alfes et al., 2017).

Taking into account that volunteers find most difficult working with aggressive witnesses and those who are stonewalling, it should not surprise us that they perceive communication skills and openness as most important skills for their support work at courts (Hamer Vidmar and Bajto, 2015). This explains the correlation between attendance of training on communication skills and perceived benefits of volunteering for current job because many of their current jobs involve working with people and because gaining communication skills was extremely important for them during their volunteering. Gained communication skills are surely beneficial for their careers and thus equip them for future jobs.

Supervision

The Service for Victim and Witness Support of the Ministry of Justice organizes and implements supervision for volunteers of the Victim and Witness Support Departments. In terms of numbers, 45 respondents (54.9%) said they had taken part in group supervision, as opposed to 37 (45.1%) of them who had not. Supervision is voluntary and depends on

dugoročno utjecati i na kompetencije i vještine, čega supervizanti nužno ne moraju biti svjesni.

Iskustva i znanja stečena tijekom volontiranja

Volonterima od stečenih znanja i iskustava u radu koji trenutno obavljaju najviše koristi iskustvo rada s ranjivim skupinama (79,7%), kao i stečene komunikacijske vještine (78,5%), praktično iskustvo u komunikaciji sa žrtvama i svjedocima (75,9%) te znanja o načinu funkcioniranja suda i pravosudnog sustava (73,4%). Volonteri također ističu iskustvo timskog rada (67,1%), svijest o vlastitim sposobnostima i znanjima (58,2%) kao i svijest o vlastitim slabostima i područjima koja moraju osnažiti (58,2%) te specifičnosti pružanja podrške žrtvama i svjedocima (58,2%). Kao korist navode i stečeno samopouzdanje (54,4%), upoznavanje s vlastitim granicama (46,8%) te stečena teoretska znanja iz područja prava (45,6%) i iz područja psihologije (43%). U najmanjoj mjeri navode znanja vezana uz način funkcioniranja policije (27,8%) i državnog odvjetništva (34,2%) te specifična znanja vezana uz pojedina kaznena djela (34,2%), kao i ostvarivanje suradnje i kontakata s organizacijama civilnog društva (32,9%). Pod „ostalo“, ispitanici su navodili „upoznavanje sa zakonima, posjet sudu u BiH i Srbiji“, „kroz rad sa žrtvama / svjedocima prolazila sam kroz razne stresne situacije i naučila se s njima nositi“, „pisanje projekata“ i „mentorstvo djelatnika odjela i suradnja s njima“.

Navedena različitost znanja i vještina kao i iskustava koja su volonteri stekli u skladu je sa samom prirodom aktivnosti pružanja podrške, ali ujedno odgovara i tezi da poslovi koji zahtijevaju različite vještine, kada su zadatci jasni i imaju određenu važnost, zahtijevaju autonomiju i *feedback* (povratnu informaciju), daju mogućnost volonterima da se koriste svojim vještinama i motivacijom jer stvaraju

volunteers' availability. Sessions are scheduled and adapted to their needs and free time. Supervision is an important form of support for volunteers because it allows them to discuss the situations they found themselves in within a group. Also, it may help vent out discomfort or stress caused by demanding interventions or emotional reactions of victims and witnesses that they have to address. Other authors also recommend supervision of volunteers who provide support to victims (De Kock, 2013). No differences were observed between volunteers who had undergone supervision and those who had not in respect of perceived benefits for current job ($U = 441.5, p < 0.05$). Even though supervision allows volunteers to improve their knowledge and skills, volunteers might perceive it as a form of additional support throughout their volunteer service, unlike basic and specific trainings that represent formal part of learning and thus a clearly structured method to acquire new knowledge and skills, easily measured by volunteers themselves. Since supervision is not expected to result in immediate behavioral change, insights and complex integrated processes whereby supervised persons internalize principles, attitudes and values that will shape their behavior at work (Žorga, 2009) may have a long-term effect on competences and skills and supervised individuals may not be aware of it.

Experience and Knowledge Gained through Volunteering

When it comes to benefits of gained knowledge and experience, the respondents made most use of these aspects in their current job: working with vulnerable groups (79.7%), communication skills (78.5%), hands-on experience in communication with victims and witnesses (75.9%) and knowledge about the work of courts and functioning of judiciary (73.4%). In addition, volunteers mentioned teamwork (67.1%), awareness of own abilities

prostor za radnu izvedbu (Alfes i sur., 2017). Mladi će odustati od volontiranja ako nisu impresionirani ili uključeni, biraju organizacije u kojima će volontirati s obzirom na svoje interese i ipak očekuju određeni oblik nagrade (Shields, 2009), a ovdje je već navedeno da nagrade osim formalnih mogu biti i u obliku subjektivnog osjećaja dobrobiti za druge ili za sebe stjecanjem znanja, iskustava i vještina. Stoga vjerujemo da je baš priroda posla pružanja podrške, uz obvezne edukacije i upute, ali i izravnu mogućnost prakticiranja naučenog, izvanredna platforma za učenje i razvoj vještina potrebnih za daljnju profesionalnu karijeru. U skladu s navedenim, jasno je zašto su ispitanicima za obavljanje trenutnog posla najkorisnije edukacije iz komunikacijskih vještina, kao što je prethodno navedeno. Za sve analizirane vrste zanimanja komunikacija je od velike važnosti, a posebno za pravnike koji se s takvom tematikom izobrazbom ne susreću tijekom studija.

Također, bivši volonteri dodatno su ilustrirali korisnost volontiranja i stečenih znanja i vještina u obavljanju trenutnog posla izjavama: *Iskustvo rada sa strankama mi je pomoglo za rad na sadašnjem radnom mjestu.; Stečeno iskustvo i znanje prilikom volontiranja kao i pisanje i vođenje projekta su mi bili od velike pomoći budući da je moj sadašnji posao uključivao i razgovore sa žrtvama kaznenih djela. U tom sam smislu stekla potrebno iskustvo.; Rad sa strankama u Odjelu za podršku žrtvama i svjedocima pomogao mi je u mom usavršavanju komunikacijskih vještina, razvio još veći osjećaj empatije prema ljudima.; Posredno, u smislu većeg samopouzdanja u vlastite mogućnosti, iskustvo i kompetentnost (najveća dodirna točka volontiranja i mojeg posla jest neposredni rad s ljudima, pri čemu glavnu ulogu imaju komunikacijske vještine).; Iskustvo u komunikaciji i znanja iz područja psihologije pomažu u radu sa strankama tijekom obavljanja odvjetničke profesije.*

and knowledge (58.2%), awareness of own weaknesses and areas that required improvement (58.2%), as well as particular nature of supporting victims and witnesses (58.2%). Benefits included gained self-confidence (54.4%), getting to know own limits (46.8%), theoretical knowledge of law (45.6%) and psychology (43%). On the other end of the spectrum, least reported were: knowledge about police (27.8%) and state attorney's office functioning (34.2%), as well as specific knowledge about particular crimes (34.2%) and fostering cooperation and contacts with civil society organizations (CSOs) (32.9%). Under the "other", respondents listed: "getting to know the laws, visit to court in Bosnia and Herzegovina and Serbia", "working with victims / witnesses made me go through different stressful situations and I've learned how to cope with them", "project design" and "mentoring by department officials and cooperation with them".

Diverse knowledge, skills and experience gained by volunteers are all in line with the nature of providing support and the assumption that jobs that contain high levels of skill variety, if tasks are clear and significant, require autonomy and feedback and provide volunteers with opportunities to use their skills and motivation because they create space that enables performance (Alfes et al., 2017). Young people will give up volunteering if they are not impressed or involved. They choose organizations that enable them volunteer service in line with their interests or they expect some kind of reward (Shields, 2009). As stated, apart from formal recognition, a subjective feeling of doing something for other people or oneself by gaining new knowledge, experience and skills can be rewarding. This is why we believe than the nature of providing support, with mandatory trainings and guidance, coupled with possibility to apply the gained knowledge in practice, represents an excellent platform for learning

Navedeni rezultati u skladu su s opisom volonterske pozicije u Odjelu za podršku žrtvama i svjedocima koja je usmjerena na izravno pružanje podrške žrtvama i svjedocima koji dolaze svjedočiti na sud te su stoga upravo znanja i iskustva vezana uz izravan rad sa žrtvama na sudu ona koja volonteri stječu u najvećoj mjeri. Ona se odnose na pružanje emocionalne podrške²³, informacije o pravima i drugim općim i tehničkim informacijama. Iz nalaza ovog istraživanja vidljivo je da volonteri u odjelima stječu značajno iskustvo i brojna znanja koja primjenjuju ne samo tijekom volontiranja u Odjelu, već su to znanja i iskustva koja koriste i u svom daljnjem radu. Volontiranjem u Odjelu stoga se profiliraju budući stručnjaci koji na svoja radna mjesta dolaze s već brojnim stečenim iskustvima, koja su mnogo šira, sveobuhvatnija i praktičnija od iskustava koja se mogu steći samo fakultetskim obrazovanjem.

Slične nalaze navode i drugi autori koji su istraživali učinke volontiranja u organizacijama za podršku kao primjerice De Kock (2013) koji navodi da se volonteri osjećaju ispunjeno i nagrađeno i da su doživjeli vlastiti rast i razvoj. Općenito, prema Borgonovi (2008), volontiranje pridonosi većem osjećaju zadovoljstva.

Korisnost volontiranja za osobni život i druga područja života

Na pitanje, postoje li neka znanja, iskustva i vještine koje su također stekli prilikom volontiranja u Odjelu, a smatraju da su im koristila u drugim područjima u životu, od ukupno 76 ispitanika koji su dali odgovor na navedeno pitanje, 42 (55,3%) navode da ne postoje, a 34 (44,7%) ističu da postoje.

Bivši volonteri najčešće navode da su im za osobni život koristile stečene komunikacijske vještine primjenjive u svim područjima života

and development of career-related skills. It is, therefore, understandable why respondents found training in communication skills most beneficial for their current job, as previously indicated. Communication is extremely important for all professions under study, in particular for legal experts who do not have this type of specialist training in their study programs.

Former volunteers elaborated on benefits of volunteering and gained knowledge and skills for their current job, as the following statements illustrate: *Working with clients was useful for my present employment; Experience and knowledge that I acquired through my volunteer work, project design and management were extremely helpful because my current job includes interaction with crime victims. In that sense, I have gained required experience; Working with clients in the Victim and Witness Support Department helped me to upgrade my communication skills and increased my empathy; Indirectly, yes, it has boosted my self-confidence in what I can do, experience and abilities (volunteering and my current job have one thing in common - direct contact with other people and communication skills are in that sense indispensable); Experience in communication and knowledge in psychology help in working with clients in legal practice.*

The findings match the description of a volunteer position in the Victim and Witness Support Department whose primary goal is to provide direct support to victims and witnesses who give court testimonies so knowledge and skills connected to direct work with victims are mostly acquired by volunteers during their service. They include emotional support²³, information on rights and other general and technical information. These findings show that volunteers at support departments gain significant experience and substantial knowledge that

²³ Termin definiran u Pravilniku o radu odjela za podršku žrtvama i svjedocima (NN 133/15, 127/19) u čl. 3. st. 1.)

²³ The term defined in the Rules of Procedure for Victim and Witness Support Departments (OG 133/15, 127/19), Article 3, Paragraph 1).

te posebno vještine komunikacije s teškim klijentima/strankama kao i praktično iskustvo u radu s ljudima. Kao primjere navode: (...) *Otvaranje i povećana tolerancija prema ljudima u određenim situacijama, ne samo na poslu, nego i privatnom životu.; Razvoj suosjećanja prema drugima.; Strpljenje u komunikaciji.; Općenito, stekla sam iskustvo timskog rada i komunikacijske vještine koje su primjenjive u svim područjima života.; Razgovarati sa osobama koje se nalaze u teškom životnom razdoblju.; Vještina da su stranke osobe kojima treba pomoći, ali se treba naučiti da njihove priče i sudbine ne utječu na moj privatni život.*

Bivši volonteri ističu i vještine snalaženja u nepredvidivim i stresnim situacijama te jačanje osjećaja sigurnosti u sebe: *Oснаžila sam samopouzdanje i vjeru u sebe; Lakše se nosim s problemima koji su mi se prije činili nerješivim.; Spoznaja da svojim djelom i radom pomažem nekomu daje osjećaj zadovoljstva i sreće, jača samopouzdanje i donosi mir.; Kada se susrećete sa puno patnje i tragedija i boli puno zahvalnije gledate na svoj život i shvatite da pomažući nekom ustvari pomažete sebi da budete još bolji.; Cjelokupno iskustvo volontiranja je utjecalo na lakše pristupanje ljudima i lakše komuniciranje, veće samopouzdanje u sebe, veće znanje i svijest o vlastitim emocijama i rad na poboljšanju istih (samokontrola), iskustvo rada u timu i kako izgleda uspješno i pozitivno radno okružje (ideja i vizija kako može funkcionirati rad u timu). Sve je to naravno utjecalo i na bolje znanje o drugima i empatiju – što bolje razumijemo sebe, bolje razumijemo i druge (njihov svijet, iskustvo, emocije itd.). Mogla bih nabrojati još mnogo toga jer zaista je ovo iskustvo za mene bilo izuzetno korisno na toliko mnogo područja i na različite načine.*

they apply both during their volunteer service in the department and in their subsequent work. Volunteering in support departments shapes future experts that bring to their new jobs their experiences, wider and more comprehensive than those acquired during their study programs.

Other authors who examined effects of volunteering in support department had similar findings, e.g. De Kock (2013), who states that volunteers feel fulfilled and rewarded and that they have achieved personal growth and development. In general terms, according to Borgonovi (2008), volunteering contributes to higher level of satisfaction.

Benefits of Volunteering for Personal Life and Other Areas

When asked whether there were certain types of knowledge, experience and skills gained through volunteering in the support department that they had found beneficial for other areas of life, of 76 respondents, 42 (55.3%) said no and 34 (44.7%) yes.

Former volunteers most often reported that they had found gained communication skills beneficial in all areas of life, in particular communication with difficult clients / parties. This was also true of practical interaction with people. For example, they stated: (...) *Openness and more tolerance to people in specific circumstances, both at workplace and in private life; Empathy towards others; Patience in communication; Generally, I have gained experience in teamwork and communication skills that I can apply in all areas of life; Talk to people who are in difficult life period; Skills that clients represent persons who need help, but I had to learn how to distance myself so that their stories and course of events in their lives do not affect mine.*

Biste li drugima preporučili volontiranje u Odjelu za podršku žrtvama i svjedocima?

Od ukupno 81 bivšeg volontera, koji su dali odgovor na navedeno pitanje, 79 (97,5%) bi drugima preporučilo volontiranje u Odjelu za podršku žrtvama i svjedocima, dok svega dvoje (2,5%) ne bi.

Posebno ističu vrijedno iskustvo i znanja koja su stekli volontiranjem (uključujući i znanja iz područja kaznenog procesnog prava), priliku za osobni razvoj i mogućnost za pomaganje drugima, što je vidljivo iz njihovih izjava: *Volontiranjem sam stekla neprocjenjiva znanja i iskustvo koje mi je kasnije pomoglo u obavljanju poslova te me istaknulo kao radnika, ali i kao kandidata na samom razgovoru za posao.; Zato što je to sjajno mjesto za praktično vježbanje aktivnog slušanja, te upoznavanje s osnovnim informacijama o funkcioniranju sudova. Istovremeno pruža mogućnost za rad s konkretnim, ranjivim ljudima u potrebi.; Svaki put sam izašla sretna kada bi mi žrtve ili svjedoci zahvalili što sam u tim teškim trenucima bila s njima.; S obzirom na sve što sam naučila u Odjelu za podršku žrtvama i svjedocima i što mogu primijeniti na svoj poslovni, ali i privatni život – u smislu boljeg razumijevanja ljudi općenito i bolje sposobnosti nošenja sa životnim problemima, svima preporučam volontirati u Odjelu za podršku žrtvama i svjedocima. Jedno vrijedno iskustvo.*

Navedeno pokazuje, kao i kod drugih autora (Skočić Mihić i sur., 2011), da volonteri uglavnom imaju pozitivna iskustva s volontiranjem i da bi slično preporučili i drugima. Njihova pozitivna iskustva uvelike proizlaze iz dobrog menadžmenta volonterskog rada, posvećenosti volonterima, želje da ih se nauči potrebnim

Former volunteers also point to skills of managing unpredictable and stressful situations and boosting self-confidence: *I have built up my self-confidence and increased trust in myself; I can easily cope with problems that once seemed insurmountable; Knowing that through your work and activities you help someone gives you a sense of satisfaction and joy, increases self-confidence and gives peace; When you see so much suffering, pain and so many tragedies you appreciate your own life more and you realize that, by helping others, you actually help yourself to become even better person; The entire volunteer experience made me approach others and communicate more easily, it has increased my self-confidence, knowledge and awareness about my own emotions and on ways on how to improve them (self-control), I have learned about teamwork and now I know how successful and pleasant workplace looks like (idea and vision how teamwork can function). Of course, this has had an effect on my knowledge about others and empathy – the more you know about yourself, the more you understand others (their world, experiences, emotions etc.). I could list other things as well because this experience was extremely beneficial for so many areas of life and in many ways.*

Would you Recommend Volunteering in Victims and Witness Support Department?

Of those who replied to the question (81), 79 (97.5%) would recommend volunteering in Victims and Witness Support Department. Only two respondents (2.5%) said they wouldn't.

They emphasized the importance of experience and knowledge gained through volunteer work (including knowledge about criminal proceedings), opportunity for personal development and possibility to help others, as their statements illustrate: *Through my volunteer work, I have acquired valuable knowledge and*

znanjima i vještinama, kao i činjenice da su volonterske aktivnosti u odjelima za podršku dobro organizirane, planirane i vođene. Dobra atmosfera i prihvaćanje volontera doprinose povećanju motivacije, pozitivnim učincima u radu i stjecanju dodatnog znanja.

Naposlijetku, volonteri navode zadovoljstvo zbog odluke da volontiraju upravo u Odjelu za podršku žrtvama i svjedocima: *Mislím da Odjel za podršku ima neprocjenjivu važnost te da je 'puno ispred svoga vremena', imajući u vidu cjelokupni javni, upravni i pravosudni sustav u našoj državi gdje je čovjek ostavljen sam da se bori sa birokratskim aparatom.; Svakome tko ima vremena i volje preporučila bih da se odvaži na volonterski rad, jer može jako puno dobiti, steći nova znanja i vještine, iskustvo. Smatram da je moja najbolja odluka u vrijeme dok sam bila student, bila odluka da volontiram u Odjelu za podršku žrtvama i svjedocima.; Volontiranje u Odjelu svakako bih preporučila zbog 'široke lepeze' stečenih znanja i vještina te stručnog osoblja od kojeg se može jako puno naučiti.; Volontiranje na Odjelu nešto je najljepše što sam doživio. Rad s predivnim ljudima, ranjivim skupinama, stečeno ogromno znanje u komunikacijskim vještinama, psihologiji i pravu.*

OGRANIČENJA ISTRAŽIVANJA

Veličinu uzorka smatramo primjerenom za donošenje zaključaka i daljnje unapređenje izobrazbe i menadžmenta volontera. Moguće ograničenje je da su se istraživanju odazvali oni volonteri koji su imali pozitivnija iskustva volontiranja u odjelima za podršku žrtvama i svjedocima.

Iako je istraživanjem i na izravan način ispitivano koja su se znanja i iskustva stečena prilikom volontiranja u Odjelu za podršku volonterima koristila i još se koriste u radu, za dio varijabli zaključci su doneseni neizravno

experience that I found useful in my work and has helped me to stand out as an employee and candidate during the job interview; Because it is a great place to put in practice active listening and get basic information about court functioning. At the same time, it gives you a possibility to work with real people who are vulnerable and needy; Every time I walked out of that place with a smile on my face if victims or witnesses thanked me for standing by them in those difficult moments; Given everything I've learned in the Victim and Witness Support Department and that I can apply both to my professional and personal life – in terms of better understanding of people in general, improved ability to cope with problems in life, I would recommend volunteering in Victims and Witness Support Department to everyone. Truly valuable experience.

This shows, in line with findings of other authors (Skočić Mihić et al. 2011), that volunteers mostly have positive experience with volunteering and that they would recommend something similar to others. Their positive experience was mostly due to good management of volunteer work, commitment to help volunteers, wish to teach them required knowledge and skills and the fact that volunteers' activities in support departments were well managed, planned and guided. Pleasant environment and acceptance of volunteers contribute to better motivation, good performance and acquisition of additional knowledge.

Last but not least, volunteers expressed their satisfaction with the decision to volunteer in the Victim and Witness Support Department: *I think that the support department is immensely important and I think it is ahead of its time given the overall public, administrative and justice systems in our country that leave individuals to get through the red tape on their own; I would recommend volunteering to everyone with bit of time and goodwill because they can gain a lot,*

(primjerice vrsta osnovne edukacije i tematskih edukacija, pohađanje supervizija). Dodatno bi se moglo istražiti u kojoj mjeri sami volonteri procjenjuju da su im navedena obilježja volontiranja korisna za obavljanje posla, kao i koje aspekte edukacija smatraju najkorisnijima, što bi doprinijelo razjašnjavanju specifičnih značajki volonterskog iskustva koje im je bilo najkorisnije.

Premda su rezultati ovog istraživanja ograničeni na specifična iskustva volontera Odjela za podršku žrtvama i svjedocima, koji su tijekom volontiranja u najvećoj mjeri u statusu studenta, oni ukazuju na veliku vrijednost znanja i vještina stečenih volontiranjem u odjelima za podršku te govore o važnosti volontiranja za razvoj vještina potrebnih za kasniju profesionalnu karijeru. Također, sustav podrške žrtvama i svjedocima kontinuirano se razvija te, osim volontera u odjelima za podršku, obuhvaća i volontere u organizacijama civilnog društva, od kojih neke djeluju dugi niz godina, dok su druge tek nedavno proširile svoje aktivnosti na poslove pružanja podrške žrtvama i svjedocima. U budućim istraživanjima bilo bi korisno detaljnije istražiti iskustva volontera i u drugim organizacijama u RH, a koji se bave pružanjem podrške žrtvama i svjedocima, kao i pružanjem podrške općenito, da bi se utvrdile njihove specifične potrebe tijekom volontiranja, kao i područja u kojima im je važno dodatno se razvijati. Na taj način moglo bi se detaljnije pristupiti planiranju programa izobrazbe, kao i praćenju rada i poticanju razvoja volontera prema njihovoj (budućoj) profesionalnoj ulozi.

ZAKLJUČAK

Bivši volonteri procjenjuju da su im stečena znanja i iskustvo tijekom volontiranja u Odjelu za podršku žrtvama i svjedocima uglavnom korisni u obavljanju trenutnog posla. Značajan dio smatra da im je volontiranje

such as new knowledge, skills and experience. I think that my best decision during student days was to volunteer at the Victim and Witness Support Department; I would definitely recommend volunteering in the support department because of wide range of gained knowledge and skills and their professional staff that can teach you a lot; Volunteering in the support department is one of the most beautiful things I've experienced. Working with amazing people, vulnerable groups, gained extensive knowledge about communication skills, psychology and law.

LIMITATIONS OF THE RESEARCH

The sample size seemed appropriate to reach conclusions and for purposes of further training and management of volunteers. The fact that respondents included volunteers with more positive volunteer experience in Victim and Witness Support Departments might have been a limitation.

Although the research directly examined the type of knowledge and skills gained through volunteering in the support department applied in their past and present work, conclusions for some variables were drawn indirectly (e.g. basic and specific training level, attendance of supervision). Self-perceived benefits of volunteering for current job and most beneficial aspect of training could be additionally examined. This would help understand specific characteristics of volunteer experience that they found most beneficial.

Even though the research findings are limited to volunteer experience in the Victim and Witness Support Department whereby students account for the majority of volunteers, they point to significant value of knowledge and skills gained through volunteer work in support departments and underline the importance of volunteering for development of skills that they

u Odjelu za podršku pomoglo za dobivanje kasnijeg zaposlenja, što se posebno odnosi na osobe koje su se zaposlile na radnim mjestima iz skupine pravnih zanimanja. Pri tome nije pronađena razlika u procjeni korisnosti iskustva volontiranja za obavljanje trenutnog posla s obzirom na vrstu radnog mjesta. Volonterima od stečenih znanja i iskustava najviše u radu koristi iskustvo rada s ranjivim skupinama, kao i stečene komunikacijske vještine, praktično iskustvo u komunikaciji sa žrtvama i svjedocima te znanja o načinu funkcioniranja suda i pravosudnog sustava. Pohađanje edukacija iz komunikacijskih vještina i obiteljskog nasilja povezano je s većom procjenom korisnosti. Također, navode da im je volontiranje, osim za profesionalni razvoj, koristilo i u drugim područjima života te bi gotovo svi preporučili i drugima volontiranje u odjelima za podršku žrtvama i svjedocima.

Ukupni rezultati, kao i citirane izjave volontera, dovode do zaključka da način na koji je osmišljeno upravljanje volonterskim radom u odjelima za podršku, oblici izobrazbe koji su im dostupni, kao i mentoriranje i popratne aktivnosti u kojima mogu sudjelovati, dovode do osjećaja zadovoljstva volontera kao i njihova osobnoga i profesionalnog rasta i razvoja. Kako to navodi Forčić (2007) u svojim preporukama, važno je *uvesti menadžment volontera kao sastavni dio profesionalnoga razvoja djelatnika organizacije*, te ujedno ističe važnost davanja potvrda i priznanja volonterskom radu (što također navode i Zrinščak i sur., 2012), kao i uspostave mehanizma praćenja volonterskih aktivnosti unutar organizacije. Navedeno se pokazalo iznimno važnim i u radu s volonterima odjela za podršku. Samoprocjena volontera da im je volontersko iskustvo korisno na poslu jer doprinosi razvoju znanja i stjecanju vještina i profesionalnih kompetencija, o čijem razvoju govore i brojni autori (Skočić Mihić i sur., 2011; Astin i Sax, 1998; Perić, 2010) odgovara i

will need in their future career. In addition, the support system for victims and witnesses has continuously been developing so, apart from volunteers in support departments, it covers volunteers in CSOs, some of which have been active for years, while others have only recently expanded their scope of work to include support to victims and witnesses. Future research could focus on more detailed examination of volunteer experience in other organizations in Croatia that provide support to victims and witnesses and provide support in general, to identify their specific needs during volunteering, as well as potential areas of improvement. This might ensure more detailed planning of training programs and monitoring of volunteer work. Also, it could improve volunteers' career development.

CONCLUSION

Former volunteers perceived that they benefited from new skills and knowledge gained through volunteer experience in the Victim and Witness Support Department in terms of their current job. A significant proportion thought that their volunteer experience with the Victim and Witness Support Department was beneficial in terms of employment prospects. In particular, respondents working in the legal field more commonly reported perceived benefits. In that respect, no differences were observed for perceived benefits for current job in respect of job position. Regarding the gained knowledge and skills, the respondents made most use of these aspects: working with vulnerable groups, communication skills, hands-on experience in communication with victims and witnesses and knowledge about the work of courts and functioning of judiciary. Perceived benefits were ranked higher amongst those who had received trainings on communication skills and domestic violence. Furthermore, they reported

nalazima Ricijaša i sur. (2007) koji navode da se zahvaljujući volonterskom radu studenti smatraju kompetentnijima za budući psihosocijalni rad u kategorijama koje su vezane uz izravan rad s korisnicima.

Za razliku od studenata psihologije, socijalnog rada i socijalne pedagogije, koji tijekom formalne izobrazbe imaju priliku steći znanja i vještine potrebne za djelovanje u okviru psihosocijalne perspektive (Ricijaš i sur., 2007), studentima prava upravo su takvi oblici volontiranja u odjelima za podršku tijekom studija izvanredna prilika za stjecanje dodatnih znanja i vještina, potrebnih u izravnom radu s ljudima. Na takav se način dugoročno može pozitivno utjecati na mlade, kao buduće profesionalce, i konkretno u području pravosuđa osigurati da budući profesionalci, koji su bili volonteri u odjelima za podršku, imaju šire i sveobuhvatnije razumijevanje viktimoloških fenomena kao i potreba i problema s kojima se suočavaju žrtve i svjedoci. Ulaganje u volontere na takav način ima i određene dugoročne strateške prednosti (Allred i sur., 2014). Stoga će se spoznaje iz ovog istraživanja koristiti za daljnje unapređenje izobrazbe i menadžmenta volontera koji pružaju podršku žrtvama i svjedocima.

Hvala vam na svemu, uvijek vas se sjećam s velikim osmjehom! Ono što sam dobila volontirajući je neprocjenjivo.; Volontiranje i pomoć ljudima u potrebi je nešto posebno, kada bi svatko od nas ponešto za druge učinio ovaj naš svijet bio bi puno ljepše mjesto u svemiru!

Volonterke

Zahvale

Zahvaljujemo na suradnji službenicama odjela za podršku žrtvama i svjedocima na sudovima, koje educiraju i mentoriraju generacije volontera, kao i njihovim volonterima, koji

benefits of volunteer work for other areas of life, apart from professional domain and almost everyone would recommend volunteering in the Victim and Witness Support Department.

General findings and statements cited above lead us to conclude that design of volunteer work in support departments, available training models, mentoring and additional activities that they can take up, result in higher satisfaction among volunteers, as well as their personal and professional growth and development. As indicated by Forčić (2007) in her recommendations, it is important to *introduce volunteers' management as an integral part of professional staff development* and emphasizes the importance of giving credit and recognition to volunteers for their work (also supported by Zrinščak et al., 2012), and setting up a mechanism to monitor volunteer activities within the organization. This has proved to be important in working with volunteers at the support department. Self-perceived benefits of volunteering for current job due to newly gained knowledge, skills and professional competences, as reported by numerous authors (Skočić Mihić et al., 2011; Astin and Sax, 1998; Perić, 2010), corresponds to the findings of Ricijaš et al. (2007) who state that, due to their volunteer work, students consider themselves more competent for their future psychosocial work in areas including direct interaction with clients.

Unlike psychology, social work and social pedagogy students, who can acquire knowledge and skills for providing psychosocial support as a part of their formal study programs (Ricijaš et al., 2007), law students can make use of this type of volunteering in the support departments to gain additional knowledge and skills that they need for direct interaction. This may have a positive effect on young people in the role of future professionals in the long run. More specifically, within the judiciary sector,

značajno doprinose radu odjela, ulaganjem svojeg vremena, truda, znanja, vještina, nove energije i entuzijazma, a prestankom volontiranja i dalje šire ideju humanosti, empatije i razumijevanja za žrtve i njihove potrebe.

future professionals with volunteer experience in the support department can have more comprehensive and detailed understanding of phenomena from the field of victimology, as well as the needs and problems that victims and witnesses have to deal with. This type of investment in volunteers has long-term strategic benefits (Allred et al., 2014). For this reason, findings from this research will be used to improve further training and management of volunteers who provide support to victims and witnesses.

*Thank you for everything, I will always remember you with a smile on my face!
What I got out of volunteering is priceless;
Volunteering and helping people who need help is something truly special, if each one of us did something for others, this world would be a much better place in the universe!*

Volunteers

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