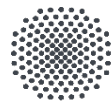


# Using Spontaneous Volunteers as a Responder Substitute?

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**Federal Ministry  
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- Funded by the German Federal Ministry of Education and Research
- 3 year duration January 2015 to December 2018
- Main Goal: Strengthening Responder Resilience
  - ◆ **Individual Level:** Strengthening psychosocial resilience
  - ◆ **Structural & Processual Level:** Process Management & risk management
  - ◆ **Ressource Level:** mitigation of resource shortages

## Partners:



**How do responder manage SV in general?**

**How can Spontaneous Volunteers be utilized effectively in staff shortages?**

- Non-Systematic literature review using „Fraunhofer elib“ search engine, additional search using Google® Scholar (Jan to Mai 2016)
  - ◆ Duplicate elimination & abstract analysis
  - ◆ 630 papers, project Reports and practitioner's literature for deeper analysis
- In-depth interview study (n=11) with experts (August to September 2016)
  - ◆ Sampling groups: operational managers and decision maker
  - ◆ Analysis based on (Dresing ; Pehl, 2015)

## **Background information „The German response system“**

- Decentralized:
  - ◆ Federal Government responsible for Defense and Civil Protection
  - ◆ 16 German “Laender” (States) responsible for Disaster response
- Civil protection & disaster response mostly civilian (military only if approved and explicitly called)
- Strong voluntary sector: 1.7 million honorary volunteer (“Ehrenamt”) responders represent the system's supporting pillar

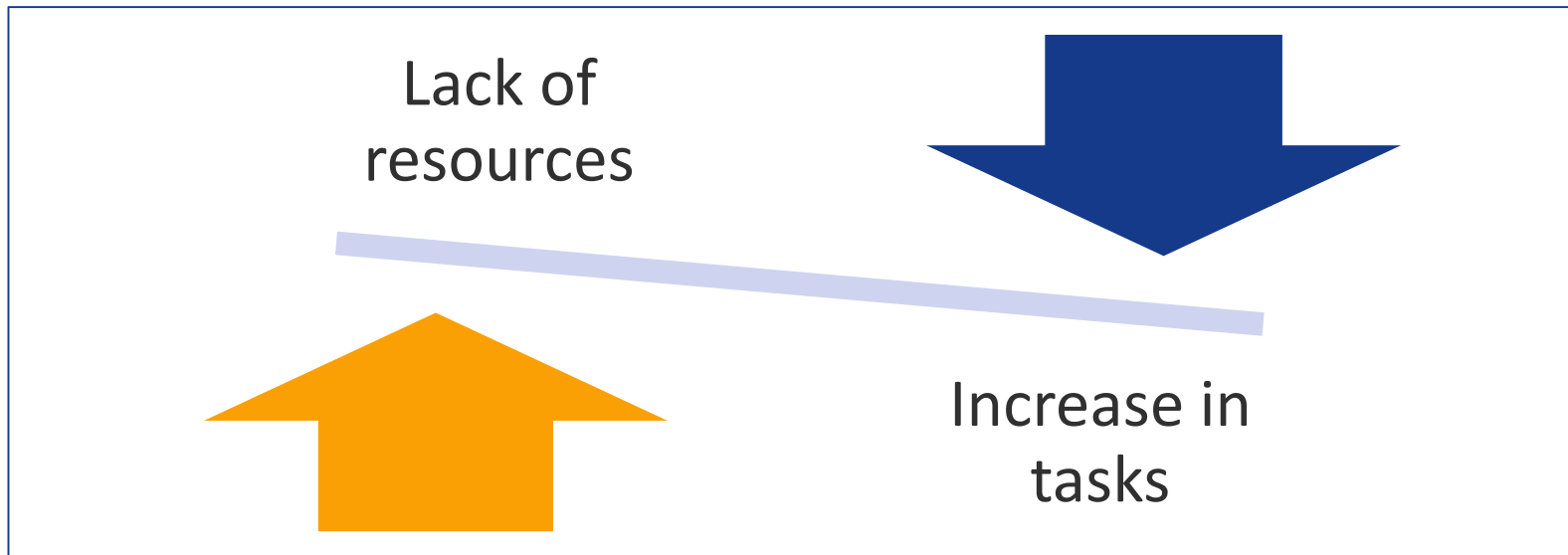
- Various definitions of what is a spontaneous volunteer (Cnaan, Handy 2005; Barraket et.al., 2013)
- Categorization of Volunteers (e.g. Dynes, Quarantelli, 1977; Stallings, Quarantelli, 1985)
- Several concepts on how SVs can be integrated into response (e.g. Volunteer Reception Center = convergent or Team Austria = pre-registered and configured)
- Spontaneous Volunteers are used in more less daily business
- Substitution is possible to a certain extend
- Uncertainty when tasking SV
  - ◆ Which tasks are possible
  - ◆ Insurance, responsibilities, legal protection

*„ in my personal experience our tasks can be outsourced to a certain extend ”  
(Tech\_Einsatz\Ifd6\_Tech\_E\_4: 29 - 29)*

- In General: Contingency Planning (BBK, 2007)
- Shortage concept: Provide redundancies to avoid shortages (Brodesser, 2007) & work safety measures (e.g. FFP masks in pandemics)
- Volunteers have a regular job (Steinführer, 2015)
- Cooperation with other (voluntary) organizations
- Heroes do not need a backup?!?

„Of course, I have my contacts in all possible directions“  
(Tech\_Verwaltung\lfd9\_Tech\_V\_2: 36 - 36).

„[...] In general, we never went into a mission thinking: OK, some civilians will complement us there. In opposite we claimed the mission for our own.“ (Tech\_Verwaltung\lfd2\_Tech\_V\_1: 41 - 41).



- The Job Catalogue is an on-site Decision Support Tool
- Data sheet includes a short description, Tips for integration and indicators (indicators are not evaluated by now)

## Job categorization

Category	Description
<b>GREEN</b>	Jobs, which do only need a short introduction or training.
<b>YELLOW</b>	Jobs, which only can be done by professionals (e.g. nurses / physicians / engineers)
<b>RED</b>	Jobs, dedicated to responders (hot zone, special skills / equipment needed)

## Physical pre-conditions

none	Possible for disabled people
Able to walk	Non barrier free
normal physical constitution	Moderate physical work for at least 8 hours
good physical constitution	Medium physical work (e.g. gardening with pruning) for at least 8 hours
Very good physical constitution	Heavy physical work (working with heavy equipment in rough conditions) for at least 8 hours

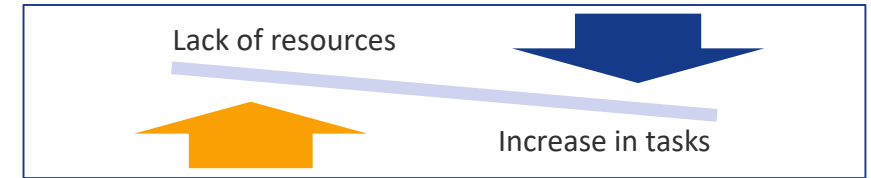
## supervisory relationship

1:1	SV have to be supervised directly. Job need a direct guidance
1:3	Supervision is needed. After training SV do need a guidance from time to time
1:5	SV need supervision from time to time. After training SV are able to conduct work without guidance. Some exeptions are possible
1:10	SV don't need supervision. After training SV are able to work without guidance. Responder have to comply with their duty of care
1:20	SV don't need a supervision. After briefing SV only need a coordination

## Substitution equivalent (briefing is included)

1	If done by a responder, job would take the same time
2	If done by a responder, job would take half the time
3	If done by a responder, job would take one third of the time
5	If done by a responder, job would take one fith of the time
10	If done by a responder, job would take one tenth of the time

**Main goal:** Concept has to solve staff shortage and increase of tasks.



## Combined approach

- Creating a bridgehead on-site for forces being deployed later
- Direct substitution of key personnel by using an expert database
- Minimizing forces to be overwhelmed by converging spontaneous volunteers

## Upcoming questions:

- What is the “ideal” leadership principle (C2 won’t work!)
- How can SV be pre-configured by “Self-Help-Courses”

- In general: It is possible to integrate SV into response operations.
- Responders will be your last defense line. Contingency plans have to meet staff shortages as well.
- Job-Catalogue is a tool for tasking SV as a responder substitute easily.
- In shortage scenarios SV can be a valuable resource which has to be managed properly.



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спасибо 谢谢  
GRACIAS 谢谢  
**THANK YOU**  
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