Survey of The National Archives’ Volunteers 2019

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Methodology and background

The annual volunteer survey took place in December 2019.

154 volunteers responded:
- 63 primarily volunteered onsite (41%)
- 91 primarily volunteered remotely (59%)

Entry into a free prize draw for a £25 bookshop voucher was offered as a thank you for the time taken to take part.
Profile of Respondents

Age profile

- 2017
- 2018
- 2019

67% volunteer one day a week or more.
Satisfaction remains stable, with over half rating their experience as excellent.

Overall positive rating:

- **2017**: 92%
- **2018**: 89%
- **2019**: 90%
Some comments from our volunteers:

- It's a satisfying experience and it gives a sense of doing something historically important.
- The National Archives is an interesting place to volunteer and the support for volunteers is great.
- Ideal and interesting for someone who wants to get involved with nationally important research from home.
- The experience of volunteering on this project is a worthwhile challenge. I have already recommended to several friends of mine to be part of it as well!
Improvements have been made in several key areas since 2018:

- A clear understanding of the project - its purpose and the value of its outcome: 94% (+3%)
- Interest in the topic of the project: 95% (+4%)
- Knowing how the project fits into the wider scheme of things at The National Archives: 84% (+6%)
Moving forward, we will focus on:

- Increasing awareness of volunteer projects and achievements.
- Providing more background information on project topics and their importance.
- Ensuring that volunteers feel supported in their roles, particularly when working remotely.