## RESEARCH INSTRUMENTS

Mission (im)possible
- Measuring impact of youth
work on personal and
community level















## Youth work impact I

Dear programme participant, We are glad that you agreed to participate in the research conducted as part of the Erasmus+ project Measuring impact in youth work - mission (im)possible! and in which six organizations from Europe participate: NACIONALNA ASOCIJACIJA PRAKTIČARA/KI OMLADINSKOG RADA -NAPOR - Serbia, SOJUZ ZA MLADINSKA RABOTA SKOPJE - North Macedonia, SOFIA UNIVERSITY ST KLIMENT OHRIDSKI - Bulgaria, NINFEA National Informal and Non-Formal Education Association - Italy, APPJUVENTUDE - Associao Portuguesa de Profissionais de Juventude - Portugal, and INSTITUT DRUŠTVENIH NAUKA -Serbia. The aim of the research is to develop a mechanism that will prove the importance of youth work in Europe and create a legacy for future advocacy activities in order to ensure recognition and quality of youth work programs.

Your participation in the research is voluntary. You are free to choose which questions you want to answer and can interrupt the survey at any time without giving any explanation. You can learn more about the activities of the institution conducting the research at this link: <a href="http://www.idn.org.rs">http://www.idn.org.rs</a>.

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Any publication resulting from this work will use anonymized data, which will not enable the identification of any individual participant. Your anonymous answers will be used by the research team for scientific research purposes. Please note that once your answers are included in published analyses or databases, they cannot be withdrawn because we will not be able to identify your answers. If you have any additional questions about your rights as a participant in the research, please contact Natasha Dajic, our data protection officer (011/3618-187 or mailto:lzzp@idn.org.rs).

Please read and confirm the following: I confirm that I have read and understood the above information. I had the opportunity to consider the information, ask questions, and received satisfactory answers. I understand that my participation is voluntary, and I am free to withdraw at any time without any reason. I understand that my data will be treated confidentially, and any publication resulting from this work will use data that cannot identify me...

## Respondent's name

Please choose one of the following answers:

Male

Female

Non-binary

### Age

Please write your answer here:

1		

### Highest education obtained

Please choose **only one** of the following:

ES-ISCED I, less than lower secondary

ES-ISCED II, lower secondary

ES-ISCED IIIb, lower tier upper secondary

ES-ISCED IIIa, upper tier upper secondary

ES-ISCED IV, advanced vocational, sub-degree

ES-ISCED V1, lower tertiary education, BA level

ES-ISCED V2, higher tertiary education, MA level

### Are you still in education?

Please choose **only one** of the following:

Yes

No

#### At what level of education?

Please choose **only one** of the following:

ES-ISCED II lower secondary

ES-ISCED III upper secondary

ES-ISCED IV advanced vocational, sub-degree

ES-ISCED V1 lower tertiary education, BA level

ES-ISCED V2 higher tertiary education, MA level

### Which phrase best describes the area where you live?

Please choose **only one** of the following:

A big city

The suburbs or outskirts of a big city

Medim city

A town or a small city

A country village

A farm or home in the countryside

### Socializing

The following few questions relate to the way and extent of socializing, as well as openness towards young people who come from a different socio-economic background.

How much time do you spend with friends outside of school/work?

Please choose **only one** of the following:
every day
several times per week
once a week
rarely
never

## How easy or difficult is it for you to ask for help or support from your friends and acquaintances?

Please choose **only one** of the following:

Very easy

Easy

Neutral

Difficult

Very difficult

## How easy or difficult do you feel socializing with people you don't know well?

Please choose **only one** of the following:

Very easy

Easy

Neutral

Difficult

Very difficult

How comfortable are you interacting with people from ...

	Very easy	Easy	Neutral	Difficult	Very difficult
different cultures					
or religions?					
different sexual orientations or gender identities?					
different ethnic groups (such as Roma)?					
immigrants?					

## Do you feel that your surroundings allow you to grow and develop as a person?

Please choose **only one** of the following:

To a great extent
To a moderate extent
Not so much
Not at all

### Peer exchange

where 5 is very much and 1 not at all

	1	2	3	4	5
How much do you value the opportunity to learn from your peers?					

### Soft skills

The following series of questions relate to so-called "soft skills". Try to assess to what extent the following statements apply to you.

### How do you interact with peers\*?

Please choose **only one** of the following:

I feel very comfortable and confident

I feel somewhat comfortable and confident

I feel somewhat uncomfortable and unconfident

I feel very uncomfortable and unconfident

## Can you tell to what extent the mentioned traits relate to you?

	Very much	To some extent	Not so much	Not at all
Speak clearly and politely				
to any group of listeners				
Paying attention to what				
others are saying and giving				
feed-back				
Ability to work with others				
to attain joint goals.				
Ability to motivate and				
guide a team towards a				
shared objective.				
Ability to recognise and				
respect different				
perspectives based on the				
values, beliefs, and				
customs of different				
cultures.				

<sup>\*</sup> The term peers refers to young people who are part of the same social group or community (for example young people in a school, sports club, neighborhood, etc.)

Ability to make a decision		
from a variety of options		
Ability to adhere to		
scheduled timelines and		
meet deadlines.		
Accepting accountability		
for my own actions without		
blaming others		
Ability to say No, when it is		
necessary		
To be honest with others.		
Ability to consider the		
needs of others.		
If I do not understand		
something in a		
conversation, I ask to		
understand it.		

## Critical thinking

The next section will cover how you handle the information on which you form opinions and make decisions.

## What do you do if you believe that the information you are using is inaccurate or incorrect?

	Always	In most of the cases	Sometimes	Rarely	Never
I'm particularly					
cautious of sources					
that present					
information in an					
overly emotional or					
one-sided manner					
I compare					
information from					
different sources,					

and if there are any			
discrepancies then			
I verify it with			
additional research			

# How do you look for information about a different topic? What kind of approaches do you use to find objective information?

Please choose the appropriate response for each item:

	Always	Often	Sometimes	Rarely	Never
Google it					
Talk with peers					
Talk with the experts					
Talk with teachers/professors					
Talk with parents					
Talk with other adults					

	Very often	Often	Sometimes	Rarely	Never
I can change my					
opinion when I hear					
good arguments.					
I try to listen to the					
opinions of others,					
even or especially if I					
do not agree.					
When I am listening					
to others I am fully					
responsive and ready					
to provide feedback.					

### **Empowerment**

Please choose the appropriate response for each item:

	Very much	To some	Not so	Not at all
		extent	much	
How interested are you in				
participating in public life*?				
How comfortable are you with				
negotiating for what you want in a				
group of young people (class, sports				
club, meeting, etc.)?				
How informed do you feel about the				
way in which decisions are reached at				
local level?				
How comfortable do you feel				
speaking up and sharing your				
opinions during debates (in school,				
different management boards, youth				
clubs, and peer groups)?				
How confident do you feel in				
effectively communicating your				
qualifications and skills or your				
strengths and weaknesses (in a group				
or in for example interview)?				
How do you feel about your ability to				
learn and adapt to new tasks and				
responsibilities				
How do you feel about expressing				
your own ideas and opinions?				

<sup>\*</sup>Public life refers to activities that take place in the public sphere - local community spaces, local government, institutions and media. It implies social and political activities that are open and accessible to the public. It is often seen as an important aspect of a democratic society, as it provides opportunities for people to express their views, participate in decision-making processes and shape the direction of their communities and societies.

## Civic participation

Through the following series of questions, we aim to assess your level of self-confidence and ability to participate in decision-making processes. Civic participation refers to involvement in decision-making at any level (school, university, local, national, etc.) and in

any manner (through informal associations, protests, participation in NGOs, political parties, and other action groups).

Please choose the appropriate response for each item:

	Very much	To some extent	Not so much	Not at all
How confident do you				
feel in your ability to				
participate in the				
decision-making				
process (for example at				
the school)?				
How often do you				
discuss current political				
issues with your peers?				
How important do you				
believe it is for young				
people to participate in				
civic activities?				
Are you willing to join a				
non-governmental				
organization?				

Please choose the appropriate response for each item:

	Never	Only a few times	Several times	Very often / regularly
Have you ever/ How often have				
you protested?				
How often have you				
participated as a volunteer?				
Have you ever taken part in any				
local activism or campaigned				
for a particular cause important				
to the local community?				
Have you ever contacted (in				
person or via social media,				
email, etc.) a decision-maker to				
express your views on a				
particular issue?				

	Very often	Often	Sometimes	Rarely	Never
I am able to contribute					
to discussions about					
political issues or					
problems due to my					
level of knowledge and					
understanding.					
How much do you feel					
like you are involved in					
the decision-making					
process of your					
community?					
How often do you feel					
like you're contributing					
to the well-being of your					
community?					
How often do you feel					
like you're making a					
change in your					
community?					

Submit your survey.

Thank you for completing this survey.

### Youth work impact III

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Respondent's name	
Please choose one of the following ans	wers:
Male	
Female	
Non-binary	
Age	
Please write your answer here:	

## Socializing

The next few questions refer to the way and extent of socialization (socializing), as well as your openness towards young people of different socio-economic origins.

## Did the program affect how you feel when seeking help or support from your friends and acquaintances?

Please choose only one of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

## Did the program affect how you feel about socializing with people you don't know well?

Please choose only one of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

## Did the program affect how comfortable you are with people from different cultures or religions?

Please choose **only one** of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

## Did the program affect how comfortable you are with people from different sexual orientations or gender identities?

Please choose only one of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

Did the program affect how comfortable you are with different ethnic groups (such as Roma)?

Please choose only one of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

## Did the program affect how comfortable you are with immigrants?

Please choose only one of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

## Did the program affect your experience of whether your surroundings allow you to grow and develop as a person?

Please choose **only one** of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

### Soft skills

The following questions refer to the so-called "soft skills". Try to assess to what extent the following statements apply to you.

## Did the program have any impact on that how you interact with peers or not?

Please choose **only one** of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

### Did the program have any impact on your ability to speak clearly and politely to any group of listeners or not?

Please choose only one of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

## Did the program have any impact on your ability to pay attention to what others are saying and give feed-back or not?

Please choose only one of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

Did the program have any impact on your ability to work with others to attain joint goals, or not?

Please choose only one of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

### Did the program have any impact on your ability to motivate and guide a team towards a shared objective or not?

Please choose only one of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

Did the program have any impact on your ability to recognize and respect different perspectives based on the values, beliefs, and customs of different cultures or not?

Please choose only one of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

Did the program have any impact on your ability to make a decision from a variety of options or not?

Please choose only one of the following:

It helped me a lot.

It helped me to some extent. It didn't affect.

It slightly hindered me.

It significantly hindered me.

## Did the program have any impact on your ability to adhere to scheduled timelines and meet deadlines or not?

Please choose **only one** of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

# Did the program have any impact on your ability to accepting accountability for your own actions without blaming others or not?

Please choose only one of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

## Did the program have any impact on your ability to say No, when it is necessary or not?

Please choose only one of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.
It significantly hindered me.

## Did the program have any impact on your ability to be honest with others or not?

Please choose only one of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

### Did the program have any impact on your ability to consider the needs of others or not?

Please choose **only one** of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

## Did the program have any impact on your readiness to ask If you do not understand something in a conversation, or not?

Please choose only one of the following:

It helped me a lot.

It helped me to some extent.

It didn't affect.

It slightly hindered me.

It significantly hindered me.

### Critical thinking

The following questions refer to the way information is used in forming opinions and making decisions.

### Did the program affect how you relate to information?

Please choose the appropriate response for each item:

	More	The same	Less
I'm cautious of sources that present information in an overly emotional or onesided manner			
I compare information from different sources, and if there are any discrepancies then I verify it with additional research			

## After the program, are you more or less willing to use multiple sources of information?

Please choose only one of the following:

Yes, I am more willing to always use multiple sources.

Yes, I am more willing to occasionally use multiple sources.

No, it remains the same as before.

Even less than before.

## Did the program influence your ability to change your opinion when presented with good arguments?

Please choose only one of the following:

Yes, it significantly improved my ability.
Yes, to some extent, it improved my ability.
No, it did not have any impact.
It slightly hindered my ability.
It significantly hindered my ability.

## Did the program affect your ability to listen to the opinions of others, even or especially if you do not agree?

Please choose only one of the following:

Yes, it significantly improved my ability.
Yes, to some extent, it improved my ability.
No, it did not have any impact.
It slightly hindered my ability.
It significantly hindered my ability.

## Did the program influence your responsiveness and readiness to provide feedback when listening to others?

Please choose only one of the following:

Yes, it significantly improved my responsiveness and readiness.

Yes, to some extent, it improved my responsiveness and readiness.

No, it did not have any impact.

It slightly hindered my responsiveness and readiness.

It significantly hindered my responsiveness and readiness.

## **Empowerment**

### Did the program have any impact....

	It helped me a lot.	It helped me to some extent.	It didn't affect.	It slightly hindered me.	It significantly hindered me.
on how interested are you in participating in public life*, or not?					
on how comfortable are you with negotiating for what you want in a group of young people (class, sports club, meeting, etc.), or not?					
on how informed do you feel about the way in which decisions are reached at local level, or not?					
on how comfortable do you feel speaking up and sharing your opinions during debates (in school, different management boards, youth clubs, and peer groups), or not?					
on how confident do you feel in effectively communicating your qualifications and skills or your strengths and weaknesses (in a group or in for example interview), or not?					

on how do you			
feel about your			
ability to learn and			
adapt to new tasks			
and			
responsibilities, or			
not?			
on how do you			
feel about			
expressing your			
own ideas and			
opinions, or not?			
on: How			
confident do you			
feel in your ability to			
participate in the			
decision-making			
process (for			
example at the			
school) or not?			
on how often do			
you discuss current			
political issues with			
your peers, or not?			
on your			
willingness to join a			
non-governmental			
organization or not?			

\*Public life refers to activities that take place in the public sphere - local community spaces, local government, institutions and media. It implies social and political activities that are open and accessible to the public. It is often seen as an important aspect of a democratic society, as it provides opportunities for people to express their views, participate in decision-making processes and shape the direction of their communities and societies.

### Civic participation

Through the following series of questions, the aim is to assess the level of self-confidence and ability to participate in decision-making processes. Civic inclusion refers to participation in decision-making at any level (school, university, local, national level, etc.) and in any way (through informal groups, protests, participation in non-governmental organizations, political parties, and other groups).

## Did the program affect....

	It helped me a lot.	It helped me to some extent.	It didn't affect.	It slightly hindered me.	It significantly hindered me.
your willingness to participate in protests?					
your willingness to volunteer?					
your willingness to participate in any local activism or campaigned for a particular cause important to the local community?					
your willingness to contact (in person or via social media, email, etc.) a decision- maker to express your views on a particular issue?					

### Do you feel that the program has influenced....

Please choose the appropriate response for each item:

	It helped me a lot.	It helped me to some extent.	It didn't affect.	It slightly hindered me.	It significantly hindered me.
your level of involvement in the decision-making process of your community?					
your level of contribution to the well- being of your community?					
of finding space to make a change in your community?					

Submit your survey.

Thank you for completing this survey.













#### **General rules**

- Before the first interview go several times through the Interview Guide and get familiar with all questions.
- Schedule a meeting via phone or email and inform the participant about the expected duration of the interview. Be open and frank about everything related to the interview.
- Choose a quiet and private location for the interview to ensure participants feel comfortable.
- Begin the interview by introducing yourself and explaining the purpose of the interview.
   Obtain informed consent from the participant in oral or written form.
- Be an attentive listener.
- Be prepared to deviate from the interview guide if interesting insights emerge. Ask follow-up questions to gain a deeper understanding of the participant's experiences and perspectives.
- Avoid Leading Questions. Frame questions neutrally and avoid leading the participant to a particular response.
- Keep the interview conversational rather than rigidly sticking to the guide.
- Summarize key points made by the participant to ensure mutual understanding.

**Desired profile for the interviews - impact group:** Desirable participants are individuals who could testify about the changes experienced by the program participants and the impact of their behaviour on the community. These persons could be: parents, peers, teachers, trainers, etc.

**Method:** individual, semi-structured interview. Alternatively, focus group interview could be performed but with no more than 4-6 participants. All questions should be asked to each participant.

Number of respondents: 10-12

All interviews should be recorded and transcribed.

You should ask for oral or written consent before the interview starts. If the consent is oral, you should record that at the beginning of the interview.

#### REMEMBER: WE NEED STORIES OF CHANGE

Ask about particular examples and situations. Encourage them to explain in detail.

We are aware that none of the activities alone led to a change in behaviour or had an unique impact on the community. However, it is essential for us to recognize the role that program activities played in the process of individual and community-level changes. Therefore, we are interested in understanding the contribution of program activities to these changes.

#### Introduction

Please introduce yourself and tell us a bit about yourself (age, education, where you're from). In which program did you participate?

What are your overall experiences with that program?

Have you participated in any other programs before that one? And after it?

#### General questions

Have you noticed any improvements in your skills during or after the program? Which ones? Can you give us an example?

In what ways have you benefited from this program?

What are other changes that you have noticed as a result of the programme?

#### Youth participation

Do you feel that the program has influenced your level of contribution to the well-being of your community? Have you had any interesting situations where you noticed these changes? Could you describe them?

Do you feel more confident to participate in any decision-making process (in school, local organisations, informal gathering, institutions, etc.)? Have you had any interesting situations where you noticed these changes? Could you describe them?

What opportunities has the youth program provided for you to engage in civic activities or make a difference in your community? Can you describe any specific projects or initiatives that you have been involved in?

Are you more willing to volunteer after the program? Or to be engaged in any other way?

#### **Empowerment**

Has the program made you feel more like a part of your local community? How? *Have you had any interesting situations where you noticed these changes? Could you describe them?* 

Has the program made you more interested or engaged in your local community? *Have you had any interesting situations where you noticed these changes? Could you describe them?* 

How did these experiences contribute to your personal growth and development? *Have you had any interesting situations where you noticed these changes? Could you describe them?* 

#### Critical thinking

Have you become more conscious when relying on sources of information? How? *Have you had any interesting situations where you noticed these changes? Could you describe them?* 

Are you more or less willing to use multiple sources of information? *Have you had any interesting situations where you noticed these changes? Could you describe them?* 

Are you more willing to listen to people with different opinions and, if they have good arguments, change/adjust your own opinion? *Have you had any interesting situations where you noticed these changes? Could you describe them?* 

#### Soft skills

Did the program have any impact you to collaborate effectively with others and work towards common goals? Have you had any interesting situations where you noticed these changes? Could you describe them?

Can you share any experiences from the youth program where you had to make important decisions or solve complex problems?

How did the program help you develop your decision-making skills in general?

Did the program have any impact on your ability to speak clearly and politely to any group of listeners or not? Are you more confident to give public presentation? Have you had any interesting situations where you noticed these changes? Could you describe them?

#### Socialization

In what ways has the youth program helped you build a sense of belonging and community? Have you had any interesting situations where you noticed these changes? Could you describe them?

Can you describe any instances where you felt supported and connected with your peers? Have you had any interesting situations where you noticed these changes? Could you describe them?

Are you more relaxed in communicating with peers? How about with authority figures (employers, teachers)? Have you had any interesting situations where you noticed these changes? Could you describe them?

Are you more sensitive towards youth who are different (LGBTQ, ethnic minorities, etc.)? Have you had any interesting situations where you noticed these changes? Could you describe them?













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- Be an attentive listener.
- Be prepared to deviate from the interview guide if interesting insights emerge. Ask follow-up questions to gain a deeper understanding of the participant's experiences and perspectives.
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Ask about particular examples and situations. Encourage them to explain in detail.

We are aware that none of the activities alone led to a change in behaviour or had an unique impact on the community. However, it is essential for us to recognize the role that program activities played in the process of individual and community-level changes. Therefore, we are interested in understanding the contribution of program activities to these changes.

#### Introduction

Please introduce yourself and tell us a bit about yourself (age, education, where you're from). What is your relationship with him/her like?

How long have you known him/her?

How familiar are you with the program he/she participated in and that will be discussed?

#### General questions

Have you noticed any changes in his/her behaviour or way of thiniking during or after the program? Can you give us a few examples?

What are other changes that you have noticed as a result of the programme?

Why you relate these changes to the programme? Please explain?

#### Socialization

Have you noticed any changes how he / she communicate with the peers? Have you had any interesting situations where you noticed these changes? Could you describe them?

How about with authority figures (employers, teachers)? Have you had any interesting situations where you noticed these changes? Could you describe them?

Is he/she more sensitive towards youth who are different? *Have you had any interesting situations* where you noticed these changes? Could you describe them?

#### Soft skills

Have you noticed that he or she is more open, willing to listen, and systematic in communication with you or other people? Have you had any interesting situations where you noticed these changes? Could you describe them?

#### Critical thinking

Have you noticed that he or she is more more willing to listen to people with different opinions and, if they have good arguments, change/adjust own opinion? *Have you had any interesting situations where you noticed these changes? Could you describe them?* 

Have you noticed any changes in his/her willingness to use multiple sources of information? Have you had any interesting situations where you noticed these changes? Could you describe them?

#### Empowerment

Do you find that he or she is more interested and engaged (in the local community)? In what ways? Have you had any interesting situations where you noticed these changes? Could you describe them?

#### Youth participation

Does it seem that he or she is more willing to participate in decision-making processes (take initiative, express their opinion)? Have you had any interesting situations where you noticed these changes? Could you describe them?

Is he or she more willing to engage in the work of organizations, institutions, or informal groups? *Have you had any interesting situations where you noticed these changes? Could you describe them?*