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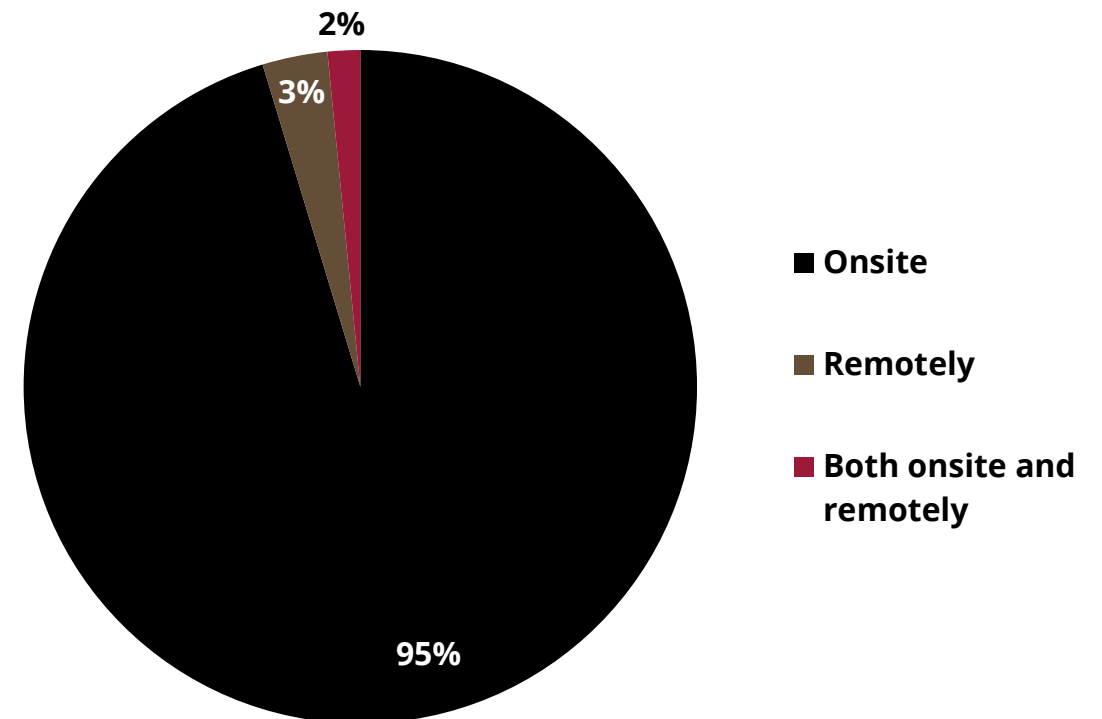
Volunteer Survey 2023 Summary Report

Customer Insight and Data
February 2024

Background

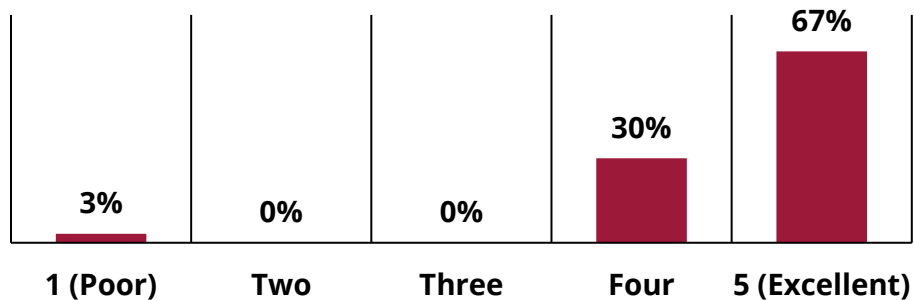
- A survey is usually held annually to help TNA ensure a good experience for volunteers.
- This survey was live through November and December 2023 and received 64 responses, which is higher than the 37 received for the 2022 survey.
- We received 3 responses from volunteers who work remotely, which is higher than the 1 response received for the 2022 survey.

Where do you primarily undertake your voluntary work for The National Archives?



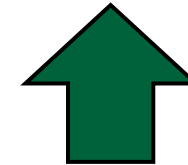
Satisfaction

Overall, how would you rate your experience of volunteering for The National Archives?

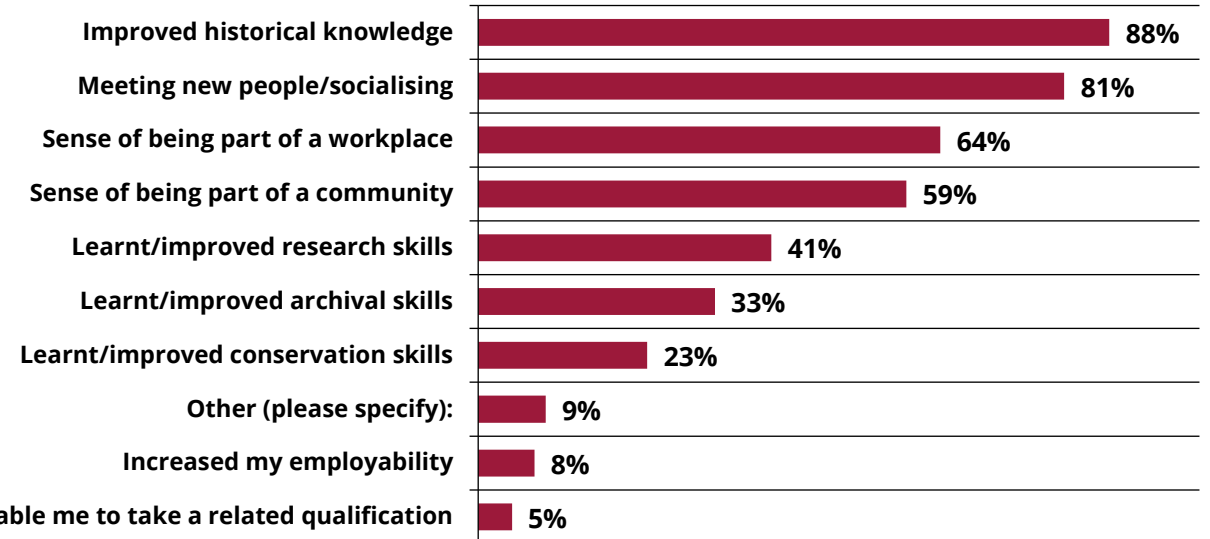


Overall, **97% of volunteers gave a rating of 4 or 5** out of 5. This has not changed since 2022.

Respondents say the biggest benefits of volunteering for TNA are: **improved historical knowledge, meeting new people, and feeling like they are part of a workplace.** This is also unchanged since 2022.



What have you found to be the benefits of volunteering for The National Archives? (Please tick all that apply)



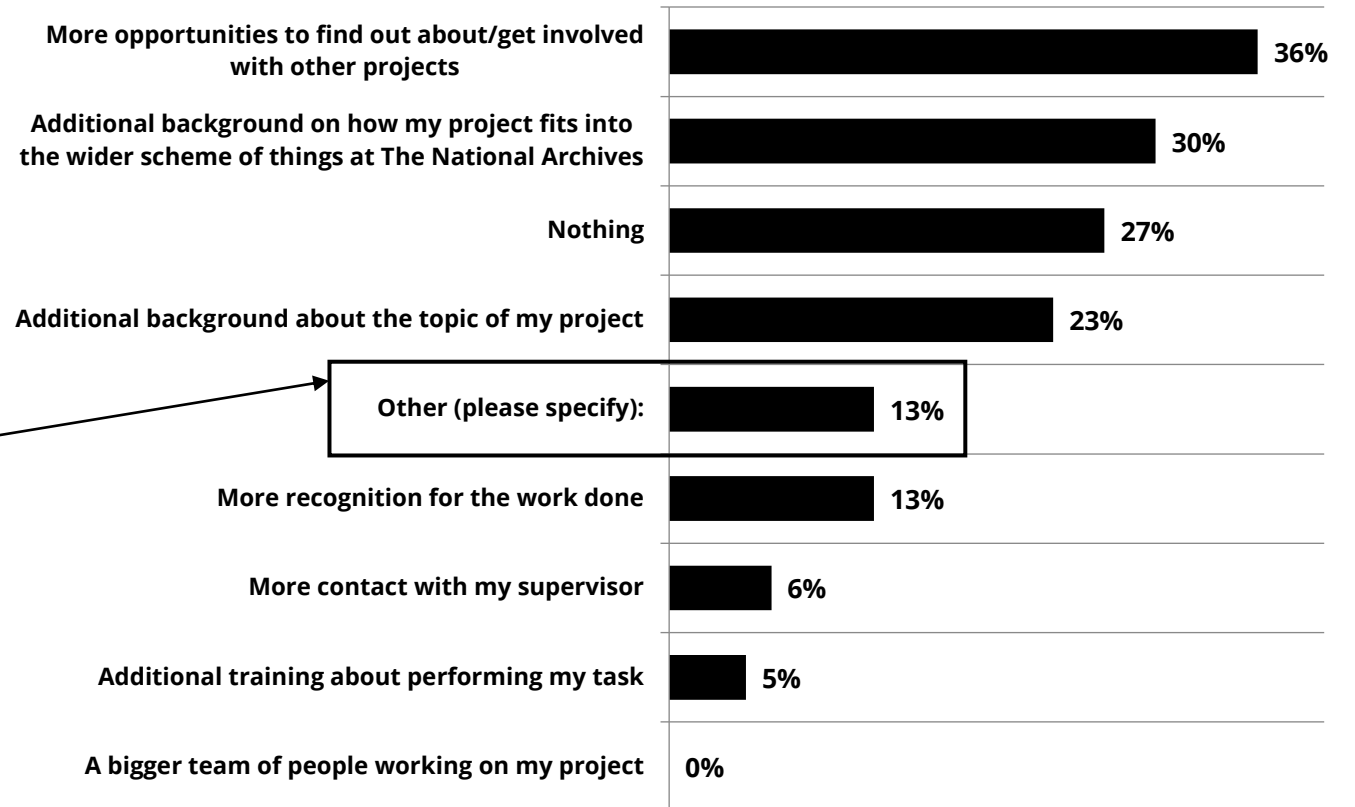
Suggested Improvements

Volunteers say they would like to have **more opportunities** to find out about or get involved with other projects. In addition to this, they would like **additional background** on how their project fits into the wider scheme of work at TNA. The top improvements are unchanged since 2022.

Other proposed improvements include:

- opening the shop on some Mondays
- reliability of IT
- no annual IST test

Which of the following would improve your experience of volunteering for The National Archives? (Tick all that apply)

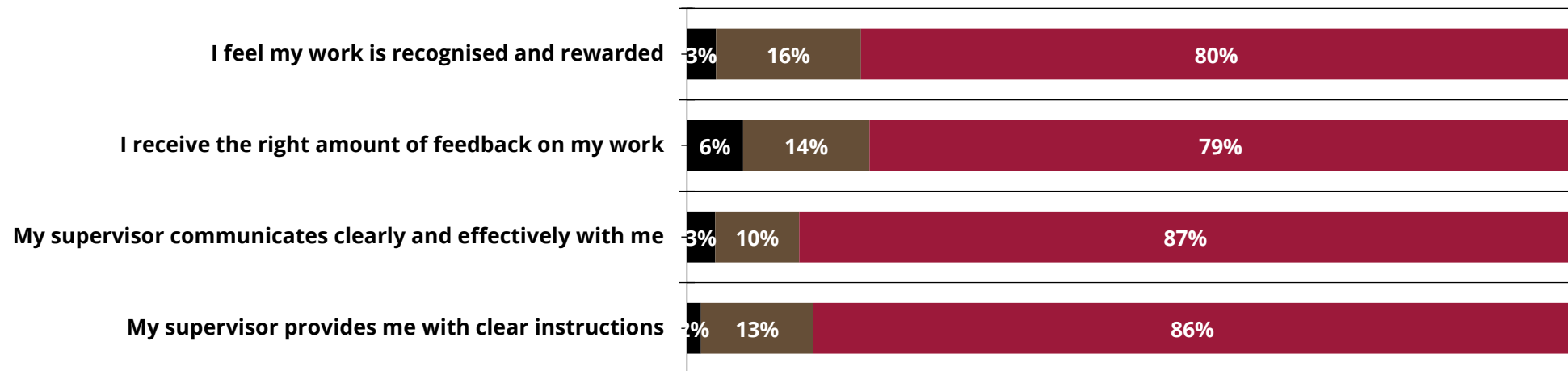


Satisfaction with supervisors

Volunteers feel **more neutral** about their supervisors compared to in 2022; the proportions agreeing with all statements has **declined**. The biggest change is in the statement “My supervisor provides me with clear instructions” – 95% agreed with the statement last year, compared with 86% this year, a decline of 9%.

Do you agree with the following statements?

■ Disagree ■ Neutral ■ Agree



Summary

- We received more responses than last year's survey – we had 37 in 2022, and 64 in 2023
- Overall satisfaction is high and unchanged at 97%
- Volunteers find the opportunity to improve their historical knowledge, meet new people, and feel part of a workplace beneficial
- In terms of suggestions for how to improve the programme, volunteers would like more opportunities to get involved with other projects (36%), and more knowledge about how their project fits into wider work at TNA (30%)
- Volunteers feel less favourable about their supervisors than last year, with more neutrality instead
- However, majorities still agree that their supervisors provide clear instructions; communicate clearly and effectively; recognise and reward their work; and provide the right amount of feedback.



Thank you