

Service Enquiry

Service in the 21st Century

Edited by
Helene Perold, Susan Stroud
and Michael Sherraden

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SERVICE ENQUIRY

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Introduction

Service Enquiry started as an idea in Costa Rica in January 2000. It was inspired by the rich exchange of views at the Worldwide Workshop on Youth Involvement as a Strategy for Social, Economic and Democratic Development.

Organised by Susan Stroud on behalf of the Ford Foundation in San José, Costa Rica, the workshop drew together more than 50 participants from 16 countries to share their experience of youth service, civic engagement, social capital and economic productivity. The workshop set out to acknowledge and explore the potential of youth service as a strategy for social, economic and democratic development, to identify new work that needs to be undertaken, and to increase knowledge about youth. It marked a turning point in the further development of service as an institution in society, for out of this exchange was born both the Global Service Institute and, as one of its projects, *Service Enquiry*.

The Global Service Institute (GSI) is a long-term project to study, inform and assist in the development of service worldwide. It supports research, is in the process of creating a web-based information network, and supports innovations in policy and programme development. The Global Service Institute is being developed as a global institution 'without walls' by the Center for Social Development at Washington University, St Louis, Missouri and Innovations in Civic Participation (ICP) in Washington DC.

The Global Service Institute publishes *Service Enquiry* in partnership with Volunteer and Service Enquiry Southern Africa (VOSESA), a regional service and volunteering information centre for southern Africa, based in Johannesburg.

About *Service Enquiry*

Service Enquiry focuses on the latest developments in service policy, service programmes and the impact of service on democratic values, citizenship and socio-economic development. Each edition in this series seeks to develop new knowledge by analysing the experience of service and volunteering in different parts of the world. This is because there is relatively little well-researched information available about service policies and programmes, particularly in developing countries. While the field of service, service-learning and volunteerism is well-documented in the USA, the UK and Western Europe, the very rich experience of countries in Latin America, Africa and Asia still remains under-researched and inaccessible.

Readers of *Service Enquiry* include practitioners working in national, community and other types of service and volunteering programmes, policy-makers, academics, and researchers and analysts in different parts of the world.

About this edition

This edition of *Service Enquiry* was compiled by three editors, Helene Perold, Susan Stroud and Michael Sherraden.

Helene Perold is a consultant in education, media and development, based in Johannesburg, South Africa. The writer of a two-volume report on Community Service in Higher Education in South Africa (Joint Education Trust, 1997 and 1998), and co-author of the Green Paper on National Youth Service in South Africa (1998), she compiled the report on the Ford Foundation's Worldwide Workshop on Youth Involvement as a Strategy for Social, Economic and Democratic Development (Ford Foundation, 2000), and advised the University of the Witwatersrand in Johannesburg on the development of a policy for service learning in the same year.

Susan Stroud is Executive Director of Innovations in Civic Participation in Washington, DC, USA. From 1998 to 2001 she directed an international project on national and community service at the Ford Foundation and helped create a network of university-based service programmes in South Africa as well as various service initiatives in Russia and Mexico. She served in The White House and at the Corporation for National Service to help enact and implement AmeriCorps legislation, and founded the Campus Compact and the Swearer Center for Public Service at Brown University.

Michael Sherraden is the Benjamin E. Youngdahl Professor of Social Development, Director of the Center for Social Development at Washington University in St. Louis, USA. He is author or co-editor of several studies on service, including *The Civilian Conservation Corps (1979)*, *National Service (1982)*, *The Moral Equivalent of War (1990)*, *Community Based Youth Services in International Perspective, (1992)*, and *Productive Aging (2001)*.

The *Service Enquiry* publishing project aligns itself with the growing movement for open access to information. *Service Enquiry* follows an open-access publishing strategy in order to reach as many readers as possible around the world. Each edition is published in English and in Spanish on www.service-enquiry.org.za.

For more information email info@service-enquiry.org.za or contact the editors on editors@service-enquiry.org.za.

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In South Africa the development of *Service Enquiry* was driven by Helene Perold and her staff: Felicity Nyikadzino (project and database co-ordinator), Sadia Choonara (administration), Martha Legong (database processing) and Lisa Mellor (finance). The open access publishing strategy was forged thanks to Eve Gray, while comPress played an indispensable role in the publishing: Francois van Schalkwyk (strategy and marketing), Michelle Willmers (project manager), and Amy Bradford (website design and management). For the editorial work our appreciation goes to Trish Gibbon (editor) and Lis Lange (translator). For design and layout we thank Manik Design – Debbie Texiera (design and layout), Roderica Twala (layout) and Nicky Clark (production management). For the design of the *Service Enquiry* database we thank Neil Butcher, Imtiaaz Latib and Brenton Dannatt from Technatic. And for his unstinting support during the process of bringing this project to fruition, Helene Perold thanks Duncan Innes.

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Dedication

This edition of *Service Enquiry* is dedicated to the memory of Chris Kedzie, a strong advocate for youth service during his time as a programme officer in governance and civil society for the Ford Foundation in Moscow. He believed that one of the most effective ways of strengthening an emerging democracy is to invest in young people and to support their participation in civil society organisations.

Helene Perold, Susan Stroud and Michael Sherraden

Editors

August 2003

Acronyms

ACS	Alternative Civil Service (Russia)
AU	African Union
CBO	Community-based organisation
CHESP	Community Higher Education Service Partnerships (South Africa)
CLAYSS	Latin American Center for Service-Learning (Argentina)
CSD	Center for Social Development (St Louis, Missouri, US)
CSV	Community Service Volunteers (UK)
CYLC	Communist Youth League of China
EU	European Union
IANYS	International Association for National Youth Service
GSI	Global Service Institute
ICNYP	International Council on National Youth Policy
IGO	Intergovernmental organisation
ILO	International Labour Organisation
NEPAD	The New Partnership for Africa's Development
NGO	Non-governmental organisation
NSTP	National Service Training Programme (Philippines)
SETA	Sector Education and Training Authority (South Africa)
SD	Standard deviation
UN	United Nations
UNDP	United Nations Development Programme
UNESCO	United Nations Educational, Scientific and Cultural Organisation
UNV	United Nations Volunteers