

SURVEY

MOBILE YOUTH WORK

SURVEY OF YOUTH

THIS SURVEY IS DIVIDED INTO THE FOLLOWING CATEGORIES:



1. SATISFACTION



2. PARTICIPATION



3. EXPANSION OF COMPETENCES



4. IDENTITY DEVELOPMENT



5. COPING WITH EVERYDAY LIFE



6. MUNICIPALITY/ CITY



7. PERSONAL DETAILS

This survey is suitable for all locations of mobile open youth work with a contact point. Due to the extent of the survey, not all categories should be used, but a relevant selection, that is important to you. Categories 1 and 7 should always be part of the survey

IMPLEMENTATION:

- Choose categories
- Fill in the name of the institution/association and the name of the municipality/city (marked with underline)
- Gender at personal details: Due to practical reasons, the gender answer is limited to female and male, but the answer can of course be extended.

TIP:

The surveys are designed to be understood easily. Thus, it is useful to have a team member present, while the young people taking part in the survey (e.g. on paper, laptop, tablet, etc.), to answer any arising questions and to assist with linguistic difficulties. In no case, the interviewees should feel like being looked over their shoulder.

It is important to consider before the survey, how the interviewee will be informed about the results. Together with young people workshops can be organised to discuss the results or draw common conclusions respectively. In case you decide on a group discussion, it is advisable to have an external moderator, so you and your colleagues can take part in the group discussion.

This survey is based on an action concept that can be found here:

www.boja.at/qualitaet (German only)



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SURVEY of youth

**We at _____
currently conduct a survey to get an idea
of the opinion of young people concerning

as well as on the situation of youth in
_____.**

By taking part in this survey, you are supporting us to further develop our offers and therefore accommodate the needs and wishes of young people.

There are no correct or wrong answers; we are only interested in your personal opinion. Just choose the option most adequate for you.

This survey will take you approximately 5 to 10 minutes to complete.

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Jugend in Aktion
Österreichische Agentur



2016
Jahr der
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BUNDEMINISTERIUM FÜR
FAMILIE, JUGEND UND
GEBURTSKONTROLLE

1. SATISFACTION



THIS CATEGORY IS DIVIDED INTO THE FOLLOWING SECTIONS:

- IN GENERAL**
- ASPECTS**
- AMENDMENT PROPOSALS**

This is relevant for the evaluation!

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1. SATISFACTION

Initially we are interested in your opinion on _____.

1. HOW SATISFIED ARE YOU WITH _____ IN GENERAL?

| >> Please choose one answer | very | rather | rather dissatisfied | very dissatisfied |
|-----------------------------|------|--------|---------------------|-------------------|
| | | | | |

2. WHAT DO YOU LIKE MOST OF _____ ?

>> Please write your answer below:

3. THINKING OF _____ : HOW SATISFIED ARE YOU WITH...

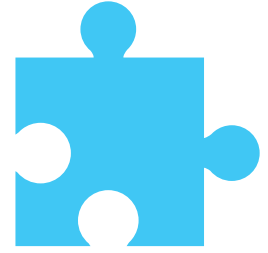
| >> Please choose one answer each | very | rather | rather dissatisfied | very dissatisfied |
|--|------|--------|---------------------|-------------------|
| a) the staff | | | | |
| b) the reachability (z.B. by phone, by e-mail, text, WhatsApp, Facebook, etc.) | | | | |
| c) the consulting service | | | | |
| d) the project work | | | | |
| e) the encouragement of co-determination | | | | |
| f) the location of the contact point | | | | |
| g) the equipment of the contact point | | | | |
| h) the opening hours of the contact point | | | | |

Now you have the possibility to provide amendment proposals for _____.

4. IN YOUR OPINION WHAT NEEDS TO BE CHANGED AT _____ ?

>> Please write your answer below:

2. PARTICIPATION



**THIS CATEGORY IS DIVIDED INTO
THE FOLLOWING SECTIONS:**

- INTENSITY
- DIVERSITY

This is relevant for the evaluation!

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2. PARTICIPATION

At _____ many decisions are taken, e.g. who cleans and tidies up?

What should the next trip be? Are we organising a concert? Should we buy a new game?

Thinking of taking these decisions:

| 1. PLEASE RATE HOW STRONGLY YOU AGREE OR DISAGREE WITH EACH OF THESE STATEMENTS: | | | | | |
|--|----------|--------|-----------------|-------------------|--------------|
| >> Please choose one answer each | strongly | rather | rather disagree | strongly disagree | I don't know |
| a) "Young people are kept informed about ongoing team decisions." | | | | | |
| b) "Young people are asked for their opinion before decisions are made." (E.g. at house meetings, personally by staff, by WhatsApp, by using a mailbox etc.) | | | | | |
| c) "Decisions are taken jointly by young people and staff." (E.g. in dialogues during opening hours, at house meetings, at dinner/lunch) | | | | | |
| d) "Young people can take their own decisions without the staff." (E.g. shopping, trip destinations, etc.) | | | | | |
| e) "Project ideas of young people are being considered and executed by the staff members." | | | | | |

| 2. PLEASE RATE HOW STRONGLY YOU AGREE OR DISAGREE WITH EACH OF THESE STATEMENTS: | | | | | |
|--|----------|--------|-----------------|-------------------|--------------|
| >> Please choose one answer each | strongly | rather | rather disagree | strongly disagree | I don't know |
| a) "Proposals from <i>boys and girls</i> are accepted equally." | | | | | |
| b) "Proposals from younger and older adolescents are accepted equally often." | | | | | |

3. ON WHICH ISSUES OR TOPICS OF _____ DO YOU WANT TO TAKE MORE PART IN DECISION-MAKING?

>> Please write your answer below:

3. EXPANSION OF COMPETENCES



**THIS CATEGORY IS DIVIDED INTO
THE FOLLOWING SECTIONS:**

- **INFORMAL LEARNING IN GENERAL**
- **SELF-COMPETENCE**
- **SOCIAL COMPETENCE**
- **PROFESSIONAL COMPETENCE**

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3. EXPANSION OF COMPETENCES

Now we will focus on what you can learn with _____.

1. PLEASE RATE HOW STRONGLY YOU AGREE OR DISAGREE WITH EACH OF THESE STATEMENTS:

| >> Please choose one answer | strongly | rather | rather disagree | strongly disagree |
|--|----------|--------|-----------------|-------------------|
| "I have the feeling that I can always learn something new with _____." | | | | |

2. WHICH OF THE FOLLOWING CAN YOU LEARN WITH _____? I CAN LEARN TO...

| >> Please tick all applicable answers | |
|---|--|
| a) identify my own strengths and weaknesses. | |
| b) talk about my feelings (E.g. being happy or sad). | |
| c) act independently and to take decisions. | |
| d) take responsibility for what I have done. | |
| e) take responsibility for my health (E.g. by healthy nutrition, sports, etc.). | |

3. I CAN LEARN TO...

| >> Please tick all applicable answers | |
|--|--|
| a) understand that people are different (E.g. regarding their strengths and weaknesses, their personal likes or dislikes, etc.). | |
| b) carry out tasks in a group. (E.g. at events, on trips, etc.) | |
| c) attentively listen to other people and let them finish their speech. | |
| d) present my point of view. | |
| e) identify arising conflicts (E.g. quarrels among young people). | |
| f) find options for resolving conflicts. | |

4. WHICH OF THE FOLLOWING CAN YOU LEARN WITH _____? I CAN LEARN...

| >> Please tick all applicable answers | |
|--|--|
| a) to evaluate which information sources are reliable and which are not. (E.g. internet, newspapers, etc.) | |
| b) to keep in mind, how to present myself online (E.g. on Facebook). | |
| c) to understand how administrative bodies and authorities work. (E.g. municipal office, police, etc.) | |
| d) about possible professions and what qualifications are required for them. | |
| e) to understand how political decisions are made. (E.g. how elections work, etc) | |
| f) to deal with political opinions and political parties. (E.g. at discussions, workshops, etc.) | |

4. IDENTITY DEVELOPMENT



THIS CATEGORY IS DIVIDED INTO THE FOLLOWING SECTIONS:

- DEALING WITH VALUES AND NORMS
- OPEN YOUTH WORK AS SOCIAL NETWORK
- AFFILIATION AND RECOGNITION EXPERIENCE

This is relevant for the evaluation!

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4. IDENTITY DEVELOPMENT

1. PLEASE RATE HOW STRONGLY YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

| >> Please choose one answer each | strongly | rather | rather disagree | strongly disagree |
|---|----------|--------|-----------------|-------------------|
| a) "The staff members of _____ talk to us about certain rules that apply in our society (e.g. laws) and what consequences there are, not obeying them." | | | | |
| b) "The staff members make sure that different groups of young people visiting _____ get to know each other." (E.g. young people with different religions, languages, etc.) | | | | |

2. PLEASE RATE HOW STRONGLY YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

| >> Please choose one answer each | strongly | rather | rather disagree | strongly disagree |
|---|----------|--------|-----------------|-------------------|
| a) "The staff members of _____ sometimes talk about themselves and how they shape their lives." | | | | |
| b) "The staff members of _____ tell me their opinion on my way of life." | | | | |

3. PLEASE RATE HOW STRONGLY YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

| >> Please choose one answer each | strongly | rather | rather disagree | strongly disagree |
|--|----------|--------|-----------------|-------------------|
| a) "The staff members of _____ give me the feeling to belong here." | | | | |
| b) "I feel, that the staff members of _____ accept myself the way I am." | | | | |

5. COPING WITH EVERYDAY LIFE



THIS CATEGORY IS DIVIDED INTO THE FOLLOWING SECTIONS:

- ADVISORY SKILLS: PERFORMANCE**
- ADVISORY SKILLS: EFFECT**

This is relevant for the evaluation!

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5. COPING WITH EVERYDAY LIFE

1. PLEASE RATE HOW STRONGLY YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

| >> Please choose one answer each | | strongly | rather | rather disagree | strongly disagree |
|----------------------------------|--|----------|--------|-----------------|-------------------|
| a) | "I can talk about my personal concerns with the staff members of _____." | | | | |
| b) | "In case of young people addressing the staff members with personal concerns, they are either helped directly or sent to a competent body/institution (e.g. unemployment office)." | | | | |

2. DID YOU EVER SEEK HELP FROM A STAFF MEMBER OF _____ REGARDING PERSONAL CONCERNS?

| >> Please choose one answer | | yes | no |
|-----------------------------|--|-----|----|
| | | | |

PLEASE RATE HOW STRONGLY YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

| >> Please choose one answer | | strongly | rather | rather disagree | strongly disagree |
|--|--|----------|--------|-----------------|-------------------|
| "In case of addressing the staff members with personal concerns, we were able to figure out solutions together." | | | | | |

3. THINKING OF SITUATIONS, YOU WERE ADDRESSING STAFF MEMBERS WITH PERSONAL CONCERNS, WHICH OF THE FOLLOWING STATEMENTS DO YOU AGREE WITH?

| >> Please tick all applicable answers | | |
|---------------------------------------|--|--|
| a) | "The staff members immediately had time." | |
| b) | "The staff members were sympathetic about my concerns." | |
| c) | "The staff members organised additional support for me." (E.g. sent or accompanied me to a certain counselling centre). | |

6. MUNICIPALITY/ CITY



**THIS CATEGORY IS DIVIDED INTO
THE FOLLOWING SECTIONS:**

- IN GENERAL**
- REPRESENTATION OF INTERESTS**
- PARTICIPATION**

This is relevant for the evaluation!

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6. MUNICIPALITY/CITY

Now we focus on how you evaluate the life of youth in _____.

1. IS THE LIFE OF YOUNG PEOPLE IN YOUR MUNICIPALITY/CITY IN GENERAL BETTER OR WORSE THAN IN OTHER MUNICIPALITIES/CITIES?

>> Please choose one answer

much better

rather better

rather worse

much worse

I don't know

2. WHAT ARE THE MEASURES/THINGS FOR YOUNG PEOPLE YOU LIKE PARTICULARLY IN YOUR MUNICIPALITY/CITY?

>> Please write your answer below:

3. WHAT DO YOU MISS IN YOUR MUNICIPALITY/CITY?

>> Please write your answer below:

4. HOW WELL INFORMED DO YOU FEEL ABOUT WHAT IS GOING ON IN YOUR MUNICIPALITY/CITY?

>> Please choose one answer

very well

rather well

rather not well

not at all

5. HOW DO YOU CATCH UP ON WHAT IS GOING ON IN YOUR MUNICIPALITY/CITY?

>> Please tick all applicable answers

a) parents

b) friends

c) municipality/city (homepage, newspapers, newsletters)

d) _____

e) Facebook, WhatsApp etc.

f) other:



6. MUNICIPALITY/CITY

6. PLEASE RATE HOW STRONGLY YOU AGREE OR DISAGREE WITH EACH OF THESE STATEMENTS:

| >> Please choose one answer each | strongly | rather | rather disagree | strongly disagree | I don't know |
|--|----------|--------|-----------------|-------------------|--------------|
| a) "The staff members of _____ are interested in the concerns of young people in the municipality/city." | | | | | |
| b) "The staff members of _____ take a stand for the concerns of young people in my municipality/city." | | | | | |
| c) "In my municipality/city the concerns of young people are considered in decision making." | | | | | |
| d) "The concerns of young people in my municipality are also being considered in decision making, because staff members of _____ stand up for these concerns." | | | | | |

7. PLEASE RATE HOW STRONGLY YOU AGREE OR DISAGREE WITH EACH OF THESE STATEMENTS:

| >> Please choose one answer each | strongly | rather | rather disagree | strongly disagree | I don't know |
|---|----------|--------|-----------------|-------------------|--------------|
| a) "The staff members of _____ stand up for young people being able to take part in decision making in my municipality/city." (E.g. surveys, in discussions with politicians, etc.) | | | | | |
| b) "In my municipality/city young people are able to take part in decision making" | | | | | |
| c) "In my municipality/city young people are also able to take part in decision making, staff members of _____ stand up for this." | | | | | |

8. HOW IMPORTANT IS IT TO YOU IN GENERAL THAT YOUNG PEOPLE ARE ABLE TO TAKE PART IN DECISION MAKING IN YOUR MUNICIPALITY/CITY?

| >> Please choose one answer | very | rather | rather not | not at all |
|-----------------------------|------|--------|------------|------------|
| | | | | |

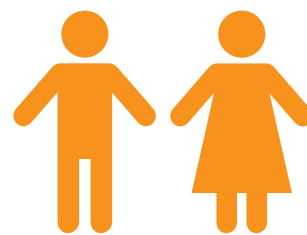
9. HAVE YOU EVER BEEN ACTIVELY INVOLVED IN DECISION MAKING IN YOUR MUNICIPALITY/CITY?

| >> Please choose one answer | yes | no |
|-----------------------------|-----|----|
| | | |

HOW SATISFIED HAVE YOU BEEN WITH THE IMPLEMENTATION OF THE OUTCOME?

| >> Please choose one answer | very | rather | rather dissatisfied | very dissatisfied |
|-----------------------------|------|--------|---------------------|-------------------|
| | | | | |

7. PERSONAL DETAILS



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7. PERSONAL DETAILS

Finally, some questions regarding your person:

1. WHAT IS YOUR GENDER?

>> Please choose one answer

male

female

2. HOW OLD ARE YOU?

>> Please choose one answer

less than
12 years

12 years

13 years

14 years

15 years

16 years

17 years

18 years

19 years

20 years

20+ years

3. WHAT IS YOUR MUNICIPALITY/CITY?

>> Please write your answer below:

4. ARE YOU ATTENDING SCHOOL?

>> Please choose one answer

yes

no

5. ARE YOU AN ACTIVE MEMBER OF ONE OR MORE ASSOCIATIONS OR CLUBS?

>> Please choose one answer

yes

no

WHAT ASSOCIATIONS/CLUBS ARE THESE?

>> Please write your answer below:



7. PERSONAL DETAILS

6. HOW OFTEN DID YOU VISIT _____ OR HAD CONTACT WITH ONE OF THE STAFF MEMBERS DURING THE LAST 6 MONTHS?

>> Please choose one answer

- | | |
|--|--|
| a) regularly (every week) | |
| b) from time to time (once or twice per month) | |
| c) rarely (rarer than once a month) | |
| d) mainly at events (e.g. concerts) | |
| e) never | |

7. DO YOU HAVE ANY FURTHER COMMENTS ON THE TOPIC OF THIS SURVEY?

>> Please write your answer below:

***THANK YOU
for completing
this survey!***

***The results will be presented
right after evaluation.***

Your Team of
