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Sydney World Masters Games: Volunteer Legacy Outcomes

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1 Introduction

Mega-events, by way of their size of significance, are those that yield extraordinarily high levels of tourism, media coverage, prestige, and economic impact for the host community, venue or organization. The 2009 Sydney World Masters Games is a notable example of a mega-event.

The success of many mega-events is supported by their volunteer workforce. While the role of volunteers is crucial to the success of the event there have only been a few studies of volunteers at mega-sporting events, with no substantial research on volunteers at the World Masters Games and none that have explored the legacy of volunteering at mega sporting events beyond the life of the event itself. The WMG provides event organisers with the opportunity to understand this committed and diverse group.

This study evaluates the volunteer legacy arising from the WMG in a structured and co-ordinated way. This study will enable the post games report to provide volunteer management and legacy knowledge as opposed to merely restating 'what was done' as evidenced in previous WMG reports.

2 Methodology

The study was conducted in two stages a pre event survey and a post event survey. Initially the survey was planned for distribution one month prior to the start of the SWMG however last minute protocols delayed the survey's distribution until the 8th October, 2009, two days prior to the games commencing. The pre event survey was distributed to 2,798 on the 8th October 2009 of which 22 bounced resulting in 2,776 potential responses. The survey was closed on 12th October with 786 responses (604 complete and 182 partials). This is a response rate of 28.3% for all 786 responses, or 21.8% for completed responses.

The post event survey was distributed on 22nd January 2010 to 2,798 volunteers of which 104 bounced back, leaving 2,694 potential responses. The survey was closed on 4th February, 2010 with 662 responses (570 complete and 92 partials). This is a response rate of 24.5% for all 662 responses, or 21.1% for completed responses.

The pre and post surveys explore respondents:
- previous volunteering;
- motivations for volunteering for the SWMG;
- volunteering activity during the SWMG;
- skill development as a result of their volunteering for the SWMG;
- satisfaction with their experience; and
- situation since volunteering for the SWMG.

3 Findings

The following sections present the findings from the pre event survey followed by the post event survey. A discussion of the findings follows the presentation of the results.

3.1   Pre event Survey

3.1.1   Demographics

Of the 609 who indicated their gender and age, 55.7% were female, with those aged 56-65 being the largest age group (34.3%), followed by those aged 46-55 years (22.3%) (Table 1). The smallest groups were those aged 26-35 years (6.6%) and 18-25 years (7.7%).

Table 1: Age range of respondents (n=609)

Age range	%
18-25 years	7.7
26-35 years	6.6
36-45 years	8.8
46-55 years	22.3
56-65 years	34.3
> 65 years	20.2

3.1.2   Employment situation

A high proportion of respondents were in some form of employment (47.9%) followed by retirees (35.6%) (Table 2).

Table 2: Employment situation (n=615)

	N	%
Retired	219	35.6
Employed full time	178	28.9
Employed part time	72	11.7
Employed casually	45	7.3
Looking for employ	26	4.2
Fulltime student	29	4.7
Other	46	7.5

3.1.3   Access requirements

The majority of respondents indicated that they did not have any access requirements however there was some dissatisfaction with parking (21.4%), accessible toilets (14.4%) and accessible transport (8.3%).

3.1.4   Previous volunteering

The number of first time volunteers was 16.2% (n=786). Of those who have previously volunteered (83.8%) they have done so in a diverse range of contexts including:

- Sporting clubs and associations
- Schools or educational settings
- Festival or events
- Church or religious groups

- Community association e.g. Lions or Rotary
- Non-profits e.g. Oxfam
- Welfare organizations
- Hospital or medical services
- Environmental activities
- Previous Australian Masters Games
- Museums or galleries

As indicated in Table 3 a number of respondents had previously volunteered for large sporting events including 51.1% who volunteered for the Sydney Olympics and 28.7% who volunteered for the Sydney Paralympics.

Table 3: Previous volunteering for large sporting events (multiple responses possible)

	N	%
2000 Sydney Olympics	208	51.1
2000 Sydney Paralympics	117	28.8
2006 Melbourne Commonwealth Games	40	9.8
2009 Australian Masters Games Geelong	21	5.2
2007 Australian Masters Games Adelaide	5	1.2
2008 Beijing Olympics	3	0.7
2008 Beijing Paralympics	2	0.5

3.1.5 Work areas

Most common work areas in which volunteers were recruited were the sport area (39.9%), venue operations (22.4%) and transport (13.2%) (Table 4).

Table 4: Work areas of respondents (n=629)

	N	%
Sport	251	39.9
Venue Operations	141	22.4
Transport	83	13.2
Customer Services	75	11.9
Accreditation/Registration	61	9.7
Administration	38	6.0
Technology	29	4.6
Uniform Distribution	25	4.0
Logistics	19	3.0
Media	15	2.4
Protocol/VIPs	15	2.4
Marketing	12	1.9

3.1.6 Motives for volunteer for the SWMG

To understand why volunteers wanted to contribute their time to the SWMG a question was developed which drew on three previous studies that were conducted in varying contexts (Farrell, Johnston and Twynam, 1998; Edwards, 2005; Giannoulakis, Wang and

Gray, 2008). This resulted in 41 items including four additional ones added by the researchers to reflect different research interests. The 41 motivation items were scored on a seven point Likert scale where 1 is strongly disagree and 7 is strongly agree.

The top five motivations (Table 5) cited for volunteering for the SWMG were wanting to do something worthwhile ($\bar{x}$=5.87), having an interest in sport (5.70), making the SWMG a success (5.68), having a belief in the principles and values of the SWMG (5.58) and being proud of New South Wales and Sydney.

Table 5: Motives for volunteering at the 2009 SWMG (n=662)

My motivations for volunteering for the SWMG were because....	Mean
I wanted to do something worthwhile	**5.87**
I have an interest in sport	**5.70**
I wanted to help make the SWMG a success	**5.68**
I believe in the principles & values of the World Masters Games	**5.58**
I am proud of NSW and Sydney	**5.57**
I wanted to use my skills	5.52
I wanted to interact with others	5.36
I wanted to put something back into the community	5.32
I wanted to give something back to NSW and Sydney	5.32
The games needed lots of volunteers	5.31
I have experience providing similar services	5.12
It was the chance of a lifetime	5.10
I wanted to be associated with the SWMG	5.04
I wanted to feel part of the community	4.92
I am interested in the SWMG	4.92
My skills were needed	4.87
I wanted to make new friends	4.76
I wanted to broaden	4.70
I wanted to gain skills that I can use in future volunteering situations	4.65
Volunteering at the SWMG would make me feel better about myself	4.53
I wanted to vary my usual activities	4.46
I have more free time than I previously had	4.34
Volunteering is common in my family	4.19
I would be able to attend a SWMG event	4.18
It was an opportunity to meet elite athletes	4.06
Being a volunteer at the SWMG is considered prestigious	4.02
I wanted to gain knowledge of different languages and cultures	3.97
I have a passion for the SWMG	3.92
Most people in my community volunteer	3.74
I wanted to develop skills that I can use in future employment	3.74
I wanted to establish contacts with experts from the same field	3.17
I was asked by a friend or family member who is a SWMG volunteer	2.79
I wanted to gain work experience which might lead to employment	2.74
I wanted to make job contacts	2.72
I wanted to gain official SWMG rewards (e.g. volunteer uniforms	2.71
I did not have anything else to do with my time	2.63
It was an opportunity to travel to Sydney	2.52

3.1.7 Work areas

The main work areas in which volunteers expected to be participating were the sport area (31.7%), venue operations (18.0%) and transport (10.5%) (Table 6).

Table 6: Work areas of respondents (n=769)

	N	%
Sport	252	31.7
Venue operations	143	18.0
Transport	83	10.5
Customer service	75	9.4
Accreditation / registration	62	7.8
Administration	38	4.8
Technology	30	3.8
Uniform dist	25	3.1
Logistics	19	2.4
Protocol/VIP	15	1.9
Media	15	1.9
Marketing	12	1.5

3.1.8 Skill development

Respondents were asked to explain what skills they expected to gain, develop or would like to gain from volunteering at the SWMG. The most common skills identified are listed below in no particular order:

- Cross-cultural communication skills
- Venue management skills
- Officiating skills (judging, scoring, time keeping)
- Sport management skills
- Volunteer management skills
- Teamwork skills
- Crowd management skills
- Organisational skills
- Customer service skills
- Communication skills
- Crisis management skills
- Technical skills (e.g. computer, camera operation)
- Management skills
- Ability to work under pressure
- Event management skills
- Vehicle driving and/or transport management skills (e.g. buses, forklift)
- Administration skills
- Interpersonal skills
- Leadership skills

- Language skills
- Networking skills
- Media engagement skills

This list of skills was subsequently used in the post event survey to see to if respondents believed these skills were gained, enhanced or wished they had gained these skills as a result of their volunteering for the SWMG.

3.1.9 Accommodation

The most common type of accommodation used by respondents during the SWMG was their own home (44.1%), an apartment or unit (12.2%) and the home of a friend or family member (7.9%) (Table 7).

Table 7: Type of accommodation (n=638)

	Owned by myself	Owned by a friend or family member	Owned by others
Home or home stay	347(44.1%)	62(7.9%)	16(2.0%)
Apartment / unit	96(12.2%)	27(3.4%)	28(3.5%)
Camping or mobile home	10(1.3%)	0(0%)	7(.9%)
Hotel	4(.5%)	2(.3%)	28(3.5%)
Hostel	5(.6%)	0(0%)	6(.8%)

3.1.10 Transport

The main form of transport respondents expected to use was private car (51.8%) and train (32.7%).

3.1.11 Future intention to volunteer

Prior to the SWMGs respondents were asked about their intention to volunteer after the games. Many said they would definitely volunteer for a future WMGs (38.1%), 10.9% were highly like to and 23.5% would consider volunteering again (Table 8). More people were likely to volunteer in any context (53.3%) and 27.8% would increase their level of volunteering over their pre-games level (Table 9).

Table 8: Likelihood of volunteering at WMG again (n=617)

	N	%
Definitely	235	38.1
9	67	10.9
8	81	13.1
7	64	10.4
6	41	6.6
5	60	9.7
4	17	2.8
3	12	1.9
2	12	1.9
1	5	.8
Not at all	23	3.7

Table 9: Likelihood of volunteering in the future in any context?

	N	%
I will continue to volunteer at the same level as before the SWMG	328	53.3
I plan to increase my level of volunteering	171	27.8
I don't' know	88	14.3
I plan to decrease my level of volunteering	20	3.3
I do not plan to volunteer in the future	8	1.3

Of 615 respondents 71.8% expected their SWMGs experience to have a positive impact on their future intention to volunteer in any context.

3.2 Post Event Survey

The post-event survey was conducted three months after the Games

3.2.1 Demographics

Of the 586 who indicated their gender and age, 54.8% were female, with those aged 56-65 being the largest age group (37.5%), followed by those over 65 years (25.8%) (Table 10). The smallest groups were those aged 26-35 years (4.4%) and 18-25% (4.6%).

Table 10: Age range of respondents (n=586)

Age range	%
18-25 years	4.6
26-35 years	4.4
36-45 years	8.0
46-55 years	19.6
56-65 years	37.5
> 65 years	25.8

Most respondents were born in Australia (70.0%) followed by the United Kingdom (9.4%) and New Zealand (3.1%) (Table 11). Only 0.5% indicated they were of Aboriginal or Torres Strait Islander origin. Reflective of the countries of birth, the main language spoken at home was English (95.2%).

Table 11: Country of birth – other

Country of birth	N	%
UK	55	9.4
New Zealand	18	3.1
USA	7	1.2
Canada	6	1.0
Germany	6	1.0
India	6	1.0
Malaysia	6	1.0
Philippines	6	1.0
The Netherlands	6	1.0
South Africa	5	0.9
UK Scotland	5	0.9

Country of birth	N	%
China	4	0.7
Ireland	3	0.5
Other	42	7.3

3.2.2   Employment situation

Of 586 respondents, 43.0% indicated that they were retired or pensioners, with 48.4% in some form of employment: working full-time (29.7%), part-time (11.9%) and casually (6.8%) (Table 12).

Table 12: Employment situation (n=586)

	N	%
Retired or pensioner	252	43.0
Working fulltime (incl self-employed)	174	29.7
Working part-time (incl self-employed)	70	11.9
Working casually	40	6.8
Fulltime student	15	2.6
Unemployed &/or looking for work	15	2.6
Full-time carer or parent	8	1.4
Other	12	2.0

For 87.7% of respondents (n=586) their work situations have not changed since volunteering for the SWMG.

3.2.3   Access requirements

The majority of respondents indicated that they did not have any access requirements (96.4%). When asked if their access requirements had been met the most common areas in which their needs were not met were parking (12.1%), accessible toilets (4.0%) and accessible transport (4.2%).

3.2.4   Previous volunteering

The number of respondents in the post event survey who volunteered for the first time was 8.8% (n=662). Of those respondents who have previously volunteered (91.2%) they had done so in more than one context with sporting clubs or associations being the most common (55.7%), followed by educational setting (46.4%) and festivals or events (35.7%). Nearly one in three had volunteered at the Sydney 2000 Olympics (32.6%), while 17.8% had volunteered at the Sydney 2000 Paralympics (Table 13).

Table 13: Previous volunteering contexts (multiple responses possible)

	N	%
Sporting clubs of association	369	55.7
Schools or educational settings	307	46.4
Festival or events	236	35.7
Sydney 2000 Olympics	216	32.6
Church or religious groups	162	24.5
Community association e.g. ions or Rotary	148	22.4
Non-profits e.g. Oxfam	128	19.3
Sydney 2000 Paralympics	118	17.8
Welfare organizations	91	13.8
Hospital or medical services	83	12.5
Environmental activities	64	9.7
Previous Australian Masters Games	48	7.3
Melbourne 2006 Commonwealth Games	45	6.8
Museums or galleries	41	6.2
Other	124	18.0

3.2.5 Work areas

Most common work areas in which volunteers participated were the sport area (40.9%), venue operations (25.4%) and customer services (14.8%) (Table 14).

Table 14: Work areas of respondents (n=662)

	N	%
Sport	255	40.9
Venue operations	158	25.4
Customer services	92	14.8
Transport	81	13.0
Accreditation./registration	80	12.8
Other	70	11.0
Administration	50	8.0
Technology	33	5.3
Logistics	29	4.7
Uniform distribution	28	4.5
Protocol/VIPS	23	3.7
Media	22	3.5
Marketing	9	1.4

3.2.6 Skill development

Drawing upon skills identified by respondents in the pre-games survey, the post event survey asked respondents to indicate if they believed they had gained new skills, enhanced their existing skills, or if they wished they had gained specific skills.

Some respondents indicated that they had gained new skills in the areas of volunteer management (12.7%), event management (12.0%) and cross-cultural communication (11.3%) (

Table **15**).

Table 15: Skills development in the Games – New skills (n=623)

Skill area	New skills gained
Volunteer management skills	**80 (12.7%)**
Event management skills	**75 (12.0%)**
Cross-cultural communication skills	**71 (11.3%)**
Crowd management skills	61 (9.7%)
Venue management skills	57 (9.1%)
Officiating skills (judging, scoring, time keeping)	57 (9.1%)
Sport management skills	57 (9.1%)
Teamwork skills	56 (8.9%)
Organisational skills	52 (8.3%)
Communication skills	52 (8.3%)
Crisis management skills	50 (8.0%)
Ability to work under pressure	49 (7.9%)
Interpersonal skills	48 (7.7%)
Customer service skills	42 (6.7%)
Leadership skills	41 (6.6%)
Language skills	40 (6.4%)
Networking skills	39 (6.2%)
Administration skills	35 (5.6%)
Technical skills (e.g. computer, camera operation)	33 (5.3%)
Media engagement skills	33 (5.3%)
Management skills	29 (4.6%)
Vehicle driving and/or transport management skills (e.g. buses, forklift)	21 (3.4%)

A higher proportion of respondents indicated that their existing skills had been enhanced in the areas of communication (58.7%), teamwork (58.9%), customer service (53.0%), interpersonal (52.3%) and being able to work under pressure (50.8%) (

Table **16**).

Table 16: Skills development in the Games –Skills enhanced (n=623)

Skill area	Existing skills Enhanced
Communication skills	**370 (58.7%)**
Teamwork skills	**369 (58.9%)**
Customer service skills	**332 (53.0%)**
Interpersonal skills	**327 (52.3%)**
Ability to work under pressure	**317 (50.8%)**
Organisational skills	282 (44.9%)
Cross-cultural communication skills	237 (37.7%)
Leadership skills	230 (36.7%)
Crowd management skills	210 (33.4%)
Management skills	210 (33.5%)
Administration skills	196 (31.3%)
Event management skills	185 (29.5%)
Crisis management skills	182 (28.9%)
Networking skills	181 (29.0%)
Volunteer management skills	180 (28.6%)
Sport management skills	153 (24.3%)
Officiating skills (judging, scoring, time keeping)	133 (21.1%)
Venue management skills	107 (17.1%)
Technical skills (e.g. computer, camera operation)	94 (15.1%)
Language skills	93 (14.9%)
Media engagement skills	64 (10.2%)
Vehicle driving and/or transport management skills (e.g. buses, forklift)	50 (8.0%)

Some respondents indicated that there were skills they would have liked to gained through their volunteering, in particular these were event management (11.8%), volunteer management (10.7%), sport management (9.2%), technical aspects (9.1%) and media engagement (9.1%) (

Table **17**).

Table 17: Skills development in the Games –Skills they would like to gain (n=623)

Skill area	Skills I wished I had gained
Event management skills	**74 (11.8%)**
Volunteer management skills	**67 (10.7%)**
Sport management skills	**58 (9.2%)**
Technical skills (e.g. computer, camera operation)	**57 (9.1%)**
Media engagement skills	**57 (9.1%)**
Venue management skills	56 (9.0%)
Management skills	54 (8.6%)
Officiating skills (judging, scoring, time keeping)	50 (8.0%)
Leadership skills	46 (7.4%)
Networking skills	45 (7.2%)
Crisis management skills	44 (7.0%)
Language skills	44 (7.0%)
Cross-cultural communication skills	41 (6.5%)
Organisational skills	41 (6.5%)
Teamwork skills	35 (5.6%)
Administration skills	35 (5.6%)
Vehicle driving and/or transport management skills (e.g. buses, forklift)	32 (5.1%)
Interpersonal skills	30 (4.8%)
Crowd management skills	30 (4.8%)
Customer service skills	25 (4.9%)
Communication skills	22 (3.5%)
Ability to work under pressure	15 (2.4%)

Respondents were asked to indicate all the areas where they believed they could apply their enhanced skills. Most people indicated that they were able to apply their skills in other volunteering situations (69.3%), as well as future sports participation or sport volunteering (55.9%), employment (23.0%) and in their home or personal life (20.1%).

3.2.7   Satisfaction with their volunteer experience

To investigate the satisfaction levels across a range of areas related to their volunteer experience, respondents were asked to rate their experience with a seven point Likert scale from 1 very dissatisfied, 4 Neither satisfied nor dissatisfied to 7 very satisfied (

Table **18**).

The range of means was only 4.46 to 5.22. Respondents were most satisfied with the number of shifts they worked and their job assignment. They were least satisfied with the information they received, training they received and the equity of the volunteer reward system.

Table 18: Satisfaction with aspects of their volunteer experience (n=623)

	Mean
The number of shifts worked	5.22
The job assignment	5.07
The support received from paid staff	4.97
Information received prior to the event	4.90
Recognition of their efforts	4.88
Information received while on the job	4.74
The training received	4.70
Equity of volunteer reward system	4.46

Respondents were given the opportunity to comment on other aspects of their volunteering experience that they found satisfying and responses included:

- Social aspects such as being with friends, making new friends, talking to people and interacting with people from different cultures;
- Just being a part of the games;
- Meeting and interacting with athletes;
- Being able to help people;
- Feeling a part of a team;
- Sharing their experience and skills;
- Making the games a success; and
- Learning new skills.

3.2.8   Situation since volunteering with the 2009 SWMG

Respondents were asked about their post event volunteering. Two thirds of respondents (63.5%) indicated they were volunteering the same, 29.0% were volunteering less and a small proportion (7.5%) indicated they were volunteering more since the SWMG.

Respondents were asked if their experience of volunteering for the SWMG impacted on their current volunteering situation. The majority of respondents said their experience had no effect on whether they were volunteering the same, less or more. However the impact of their volunteering experience at SWMGs on their current level of volunteering was found to be significant (p=.000). Within those who said they were volunteering more and those who were volunteering less their decision was influenced by their experience 45.7% and 6.9% respectively (Table 19).

Table 19: Impact of SWMG volunteering experience on current volunteering (n=613)

Change in volunteering since SWMG	Did your SWMG volunteering experience impact upon your volunteering decision		
	Yes	**No**	**Total**
I am volunteering at the same level	26	152	178
	14.60%	85.40%	100.00%
I am volunteering less	27	362	389
	6.90%	93.10%	100.00%
I am volunteering more	21	25	46
	45.70%	54.30%	100.00%
Total	74	539	613
	12.10%	87.90%	100.00%

On the basis of the volunteers' SWMG experience, the contexts in which respondents are planning to volunteer are: for another major sporting event (70.6%), sporting clubs and associations (48.3%) and festivals or events (45.0%) (Table 20).

Table 20: Planning to volunteer in the future (n=613)

	No	**Unsure**	**Yes**
Another major sporting event	9.1%	20.2%	70.6%
Sporting clubs assoc	23.3%	28.4%	48.3%
Festivals or events	21.9%	33.1%	45.0%
Community assocn (Lions, Rotary)	43.1%	31.5%	25.5%
Welfare services	35.7%	39.0%	25.3%
Non-profits e.g. Oxfam	43.4%	33.1%	23.5%
Medical services	41.0%	36.5%	22.5%
Environmental activities	39.3%	38.8%	21.9%
Church or religious group	60.5%	21.2%	18.3%
Schools or education	36.2%	32.5%	14.9%
Museums or galleries	52.7%	32.5%	14.9%

3.2.9 Preferred volunteering commitment (n=607)

When people volunteer their preference is for a weekly role (24.7%), a one-off event like SWMG (22.9%) and several times a year (20.8%). The least desirable were fortnightly commitments (6.9%), annual events (5.1%) and monthly commitments (4.1%).

3.2.10 Accommodation

Of all respondents 84.1% did not pay for their accommodation. Of those who did accommodation with friends and family (5.8%) or in a hotel or motel (4.0%) was the most common   (

Table **21**).

Table 21: Paid Accommodation (n=96)

Style of accommodation	N	%
Friend/family member's home	35	5.8
Hotel/motel	24	4.0
Tent or mobile home	7	1.2
Rented house or unit for games	6	1.0
Hostel	5	0.8
SWMG home stay	1	0.2
Other	18	3.0

3.2.11 Transport

The main form of transport respondents actually used during the SWMGs varied to their expectations. The major transport used was a private car (56.9%) followed by train (35.3%). However a number of respondents were also able to walk to venues (12.5%) (Table 22).

Table 22: Type of transport used (n=662)

	N	%
Private car	377	56.9
Train	234	35.3
Bus	83	12.5
Walked	69	10.4
Ferry	12	1.8
Bicycle	8	1.2
Taxi	3	.5

4 Conclusions

In both surveys there was an even gender balance of respondents of which a large proportion were in some kind of employment and had previously volunteered in other contexts. The SWMG volunteers were motivated by a desire to do something worthwhile, because they have an interest in sport, they wanted to make the SWMG a success, they had a belief in the principles and values of the SWMG and they were proud of New South Wales and Sydney.

While respondents' indicated that their experience with the institutional aspects of their participation (such as shifts, job assignment and support received) was, at best, satisfactory they also reported having other satisfying experiences that were more intrinsic including enhanced and new social opportunities; meeting and interacting with athletes; personal satisfaction of helping people; feeling a part of a team; skill development and enhancement; and assisting SWMGOC to make the games a success.

It is pleasing to see that some respondents reported gaining new skills in the areas of volunteer management, event management and cross-cultural communication while an even greater number reported that their skills were enhanced through their volunteering experience. Enhancement of their skills was considered to be in the areas of communication, teamwork, customer service, interpersonal and being able to work under pressure. Event management, volunteer management, management, technical aspects and media engagement are areas in which volunteers would like to have gained new skills. Importantly respondents reported that were able to apply these skills in other volunteering situations, future sports participation or sport volunteering, employment and in their home or personal life. It is not clear if or how the management of institutional elements impacts on the skills gained by volunteers and suggests that this is an area that requires further research.

In terms of the influence of the SWMGs on post event volunteering a small proportion were volunteering more and nearly a third were volunteering less. Of these findings indicate that changes in volunteering activity following the SWMGs can be attributed to their volunteering experience at the SWMGs.

The SWMGOC did not set out to realise any particular legacy through the utilization of volunteers at the SWMG. However, this project has found that some legacies have occurred, three months after the event, in the areas of skill development and enhancement, and transferring enhanced and acquired skills to other volunteering and work situations and into respondent's personal lives. Further research may help to understand how, and the extent to which volunteers have been able to apply their new and enhanced skills within their communities, and thus, how volunteering legacies may accrue from hosting mega-sporting events.

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