

**Appendices report:**      **How to make the grass *greener* on the side of Green Life Volunteers?**

**Student**                      **Thyrza Moes**

Student number: 00065271

Study year: 2015-2016

Study program: Vitality and Tourism Management (BBA)

**Institution**                      **HZ University of Applied Sciences**

Edisonweg 4, 4382 NW Vlissingen

Supervisor: Enno van der Graaf

2<sup>nd</sup> supervisor: Ro van den Broeck

**Graduation company**                      **Green Life Volunteers**

Address: Puerto Jimenez, Costa Rica

Supervisor: Janina Schan

**Place of publication**                      Puerto Jimenez, Costa Rica

**Date of publication**                      03-06-2016

**Version**                                      1.0



---

# TABLE OF CONTENTS

Appendix I Operationalization	1
Appendix II Topic list	3
Appendix III Observation list	7
Appendix IV Open coding interviews	8
Interview 1	8
Interview 2	9
Interview 3	11
Interview 4	13
Interview 5	16
Interview 6	18
Interview 7	21
Interview 8	23
Interview 9	25
Interview 10	28
Interview 11	30
Interview 12	34
Interview 13	37
Interview 14	40
Interview 15	42
Interview 16	44
Interview 17	46
Interview 18	50
Interview 19	53
Interview 20	56
Interview 21	59
Interview 22	62
Interview 23	65
Interview 24	68
Interview 25	70
Interview 26	72
Interview 27	74
Interview 28	76
Appendix V Axial coding interviews	80
Interview 1	80

<i>Interview 2</i>	81
<i>Interview 3</i>	83
<i>Interview 4</i>	85
<i>Interview 5</i>	88
<i>Interview 6</i>	90
<i>Interview 7</i>	93
<i>Interview 8</i>	95
<i>Interview 9</i>	97
<i>Interview 10</i>	99
<i>Interview 12</i>	105
<i>Interview 13</i>	107
<i>Interview 14</i>	109
<i>Interview 15</i>	111
<i>Interview 16</i>	113
<i>Interview 17</i>	116
<i>Interview 18</i>	119
<i>Interview 19</i>	122
<i>Interview 20</i>	126
<i>Interview 21</i>	128
<i>Interview 22</i>	131
<i>Interview 23</i>	135
<i>Interview 24</i>	136
<i>Interview 25</i>	138
<i>Interview 26</i>	141
<i>Interview 27</i>	142
<i>Interview 28</i>	145

## Appendix VI Selective coding interviews **149**










## Appendix VII Observation **152**

<i>Observation 1</i>	152
<i>Observation 2</i>	153
<i>Observation 3</i>	155
<i>Observation 4</i>	156
<i>Observation 5</i>	158
<i>Observation 6</i>	160
<i>Observation 7</i>	161



## APPENDIX I OPERATIONALIZATION

Construct	Dimension	Indicator	Question
Motivation	Volunteering	Interest	Why are you interested in volunteering?
		Time	Why did you volunteer at that specific time?
		Marketing	How did you find the volunteering project where you participated in?
	Abroad	Main reason	What is the main reason for you to do volunteer activities abroad?
		Travel destination	What were your reasons to chose a certain country for your volunteering project abroad?
	Project motivation	Decisions	What were your first thoughts when you decided to find a volunteer project abroad?
			Did you also look at other projects before you chose the project you did?
			Could you tell me the reason why you chose the project you did?
		Expectations	Could you tell me the expectations you had of the project before you started?
			Did those expectations come true?
	Organization motivation	Comparing	When you made a decision, did you compare the project with other organizations? And what was the reason you choose for the certain organization?

Important criteria	Organization	Services	 What are the most important services of a volunteer company so that you would choose to volunteer with them?
		Non-profit / profit	 When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.
	Project	Values	 What are the most important values of a project so that you would participate in the volunteer project?
			 Based on which criteria did you choose your volunteer project?
Ecological, Social, and Personal value	Awareness	Local community	 Do you know what the benefits of your project are according the local community? If yes, which?
		Project value	 What is the reason you choose the project you did? Due ecological, social, and/or personal value, and could you tell me why?
Green Life Volunteers Only	Improvements	Projects	 Do you have any improvements for the project you participated in? If yes, which?
			 Did you miss a project when you were choosing a volunteer project at Green Life Volunteers? If yes, which and why?
		Organization	 Do you have any recommendations for Green Life Volunteers? If yes, which?

## APPENDIX II TOPIC LIST

### Introduction

My name is Thyrza Moes and I am doing my thesis internship at Green Life Volunteers. My thesis is about the projects which Green Life Volunteers offers, or could offer. The main question of this research is: **“How can Green Life Volunteers improve their projects to recruit more volunteers?”** Through this interview I would like to know what your, as volunteer, motivations are to volunteer, which criteria/value is important for a volunteer organization/project and due which value you have chosen the volunteer project.

### Personal information

*Could you tell me some background information about yourself?*

- ✎ Age
- ✎ Nationality

*Could you tell me some background information about your volunteer project, your duration of stay and the volunteer organization?*

- ✎ Volunteer project
- ✎ Duration of stay
- ✎ Volunteer organization

### Volunteer motivations

*Why are you interested in volunteering?*

- ✎ Desire to help
- ✎ Doing something meaningful
- ✎ Satisfy social and psychological needs
- ✎ Escaping from everyday life
- ✎ Gain knowledge
- ✎ Intellectual improvement
- ✎ Educational cultural immersion
- ✎ Development new skills
- ✎ Meeting like-minded people
- ✎ Gain pleasure from doing a good deed
- ✎ Selflessness
- ✎ Tourism specific
- ✎ Experience that could transform the individual
- ✎ Personal growth
- ✎ Career opportunities

### Abroad motivations

*What is the main reason for you to do volunteer activities abroad?*

- ✎ Travel
- ✎ Developing country need help
- ✎ Learn another language

What were your reasons to chose a certain country for your volunteering project abroad?	<ul style="list-style-type: none"> <li>✔ Learn another language</li> <li>✔ Travel</li> <li>✔ Un-visited</li> <li>✔ Safety</li> <li>✔ Familiarity</li> <li>✔ Culture</li> </ul>
<b>Project motivations</b>	
What were your first thoughts when you decided to find a volunteering project abroad?	<ul style="list-style-type: none"> <li>✔ Developing country need help</li> <li>✔ Learn a language and culture</li> </ul>
How did you find the volunteering project where you participated in?	<ul style="list-style-type: none"> <li>✔ Recommendations</li> <li>✔ Internet</li> </ul>
Did you also look at other projects before you chose the project you did?	<ul style="list-style-type: none"> <li>✔ Yes, because</li> <li>✔ No, because</li> </ul>
Could you tell me the reason why you chose the project you did?	<ul style="list-style-type: none"> <li>✔ Recommendation</li> <li>✔ Project variety</li> <li>✔ Activities</li> <li>✔ Location</li> <li>✔ Services</li> <li>✔ Goals</li> <li>✔ Flexibility</li> </ul>
<b>Organization motivations</b>	
When you made a decision, did you compare the project with other organizations? And what was the reason you choose for the certain organization?	<ul style="list-style-type: none"> <li>✔ Recommendations</li> <li>✔ Reputation</li> <li>✔ Project opportunities</li> <li>✔ Marketing efforts</li> <li>✔ Perceived safety</li> <li>✔ Organization type</li> </ul>
<b>Volunteer expectations</b>	
Could you tell me the expectation you had of the project before you started?	<ul style="list-style-type: none"> <li>✔ Helping people/animals</li> <li>✔ Doing something good for the community</li> <li>✔ Meeting like-minded people</li> </ul>
Did those expectations come true?	<ul style="list-style-type: none"> <li>✔ Yes, because</li> <li>✔ No, because</li> </ul>
<b>Services volunteer organization</b>	



<i>What are the most important services of a volunteer company so that you would choose to volunteer with them?</i>	<ul style="list-style-type: none"> <li>✔ Good price</li> <li>✔ Program variety</li> <li>✔ Professionalism</li> <li>✔ Promotional material</li> </ul>
<b>Non-profit / profit organization</b>	
<i>When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.</i>	<ul style="list-style-type: none"> <li>✔ Yes, because</li> <li>✔ No, because</li> </ul>
<b>Values project</b>	
<i>What are the most important values of a project so that you would participate in the volunteer project?</i>	<ul style="list-style-type: none"> <li>✔ Variety activities</li> <li>✔ Location</li> <li>✔ Services</li> <li>✔ Flexibility</li> </ul>
<i>Based on which criteria did you choose your volunteer project?</i>	<ul style="list-style-type: none"> <li>✔ Recommendation</li> <li>✔ Project variety</li> <li>✔ Activities</li> <li>✔ Location</li> <li>✔ Services</li> <li>✔ Goals</li> <li>✔ Flexibility</li> </ul>
<b>Awareness local community</b>	
<i>Do you know what the benefits of your project are according the local community? If yes, which?</i>	<ul style="list-style-type: none"> <li>✔ Employment generation</li> <li>✔ Foreign exchange earning</li> <li>✔ Improvement in infrastructure</li> <li>✔ Exposure of outer-world among local</li> <li>✔ Improvement in literacy rate</li> <li>✔ Awareness about conversation of heritage and environment</li> <li>✔ Improving physical facilities</li> <li>✔ Teaching English</li> <li>✔ Helping animals</li> </ul>
<b>Awareness project value</b>	

<p><i>What is the reason you choose the project you did? Due ecological, social, and/or personal value, and could you tell me why?</i></p>	<ul style="list-style-type: none"> <li>🌱 Ecological value</li> <li>🌱 Impact on environment</li> <li>🌱 Expense of sustainable use of natural resources</li> <li>🌱 Social value</li> <li>🌱 Impact on community</li> <li>🌱 Created jobs</li> <li>🌱 Personal value</li> <li>🌱 Gain knowledge</li> <li>🌱 Feel good</li> <li>🌱 Educational motives</li> </ul>
<p><b>Improvements Green Life Volunteers</b></p>	
<p><i>Do you have any improvements for the project you participated in? If yes, which?</i></p>	<ul style="list-style-type: none"> <li>🌱 Accommodation</li> <li>🌱 Services</li> <li>🌱 Activities</li> <li>🌱 Communication</li> <li>🌱 Fee</li> <li>🌱 Donation money</li> </ul>
<p><b>Choices projects Green Life Volunteers</b></p>	
<p><i>Did you miss a project when you were choosing a volunteer project at Green Life Volunteers? If yes, which and why?</i></p>	<ul style="list-style-type: none"> <li>🌱 No, because</li> <li>🌱 Yes, because</li> </ul>
<p><b>Recommendations Green Life Volunteers</b></p>	
<p><i>Do you have any recommendations for Green Life Volunteers? If yes, which?</i></p>	<ul style="list-style-type: none"> <li>🌱 No</li> <li>🌱 Yes, ...</li> </ul>

## APPENDIX III OBSERVATION LIST

Observation	Yes or No	Comments
Is there enough variety in the program of this project?		
Is this project located in a safe environment?		
Does the project have accommodation facilities for the volunteers?		
Is there a volunteer coordinator at the project to guidance the volunteers?		
Give this project the volunteers the chance to learn/improve their Spanish?		
Can the volunteer develop their selves more during this project?		
Can the volunteers decide themselves how long they will volunteer at this project?		
Ask this project an affordable price to volunteer?		
Does the local community benefit from this project?		

## APPENDIX IV OPEN CODING INTERVIEWS

## INTERVIEW 1

Thyrza	Volunteer 1
Why are you interested in volunteering?	<p>✿ I am traveling for a long time period and I wanted to spend a bit of time doing something. I wanted to be around of the Costa Rican Wildlife.</p>
What is the main reason for you to do volunteer activities abroad?	<p>✿ I was abroad for traveling and came to volunteer.</p>
What were your first thoughts when you decided to find a volunteering project abroad?	<p>✿ I wanted to find a project were I actually going to do some real work and actually could contribute for an organization.</p>
What where your reasons to choose Costa Rica for your volunteering project abroad?	<p>✿ I wanted to go somewhere else, but Costa Rica turned out so much better, and I was looking for a Yoga program which I will do in February.</p>
How did you find the volunteering project where you participated in?	<p>✿ I googled it and a friend of me came to Costa Rica and told me about the Wild Life and I wanted to spend some time doing that and I founded different sites but this was the one that had the best program.</p>
Did you also look at other projects before you chose the project you did?	<p>✿ I did, non of them seemed interesting. And a couple of those seemed like they would also run yoga classes at the same time and things like that, which were attempting but I was not sure about their intentions.</p>
Could you tell me the reason why you chose the project you did?	<p>✿ This one really seemed like they are really serious release program and so they can release the animals to the wild again.</p>

Could you tell me the expectations you had of the project before you started?

✿ I did not have a lot of expectations, I was hoping that I could working with the animals as much as possible and I did not to expect that much so I could be surprised.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

✿ I guess accommodation and really just as I long as I know that the projects are fair, that is really important.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

✿ No, I am happy to work for a profit company if they are not asking much and if it is a charitable organization.

What are the most important values of a project so that you would participate in the volunteer project?

✿ For this project is the focus on the wellbeing of the animals.

Based on which criteria did you choose your volunteer project?

✿ For the animals, and the location as well and definitely seems like the best of wild life projects.

Do you know what the benefits of your project are according to the local community? If yes, which?

✿ Yes, there are local volunteers and there are school projects so the education side as well.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

✿ I guess personal value. It makes me feel good about myself. Feeling like you are doing general helpful is really valuable.

## INTERVIEW 2

### Thyrza

### Volunteer 2

Why are you interested in volunteering?

✿ The most important reason why I am here is to help with the animals.

What is the main reason for you to do volunteer activities abroad?

✿ I volunteer every day and I love to have this kind of contact with animals every day.

What were your first thoughts when you decided to find a volunteering project abroad?	✎ I did not have any first thoughts.
What were your reasons to choose Costa Rica for your volunteering project abroad?	✎ I was traveling since 7 years and I was looking for a job and I was looking for something to do, to change my life.
How did you find the volunteering project where you participated in?	✎ I found this project on internet. A friend of me was talking about an amazing place to go and everything just went naturally.
Did you also look at other projects before you chose the project you did?	✎ No. I came directly to this project.
Could you tell me the reason why you chose the project you did?	✎ The main reason is because of the animals. This is a natural country full of nature and jungle and we must change the way people act with animals.
When you made a decision, did you compare the project with other organizations? And what was the reason you chose for the certain organization?	✎ No I did not compare with other organizations.
Could you tell me the expectations you had of the project before you started?	✎ I had no expectations and it was amazing to see what I found in the end.
Did those expectations come true?	✎ I just wanted to help and help in everything I could help.
What are the most important services of a volunteer company so that you would choose to volunteer with them?	✎ They should give you a good house where to live, a clean house, they should guarantee a solution to go out. They should actually take care of volunteers.
When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.	✎ Does not matter, it depends always what is the end of it.
What are the most important values of a project so that you would participate in the volunteer project?	✎ Working together for the animals.

Based on which criteria did you choose your volunteer project?

✿ The mix of things they offer me. Central America, the animals, the monkeys, my job.

Do you know what the benefits of your project are according to the local community? If yes, which?

✿ Many locals are interested with working with us, so we have a lot of local volunteers coming every week, many times a week because they want the same as us, just helping animals and doing the best for the animals. They really appreciate what we do. We have a lot of positive feedback of the locals.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

✿ I think it is a mix of all of that. For sure there is a personal value because I believe in what I do.

### INTERVIEW 3

#### Thyrza

#### Volunteer 3

Why are you interested in volunteering?

✿ I need 12 months of work experience in environmental parts for my new studies.

What is the main reason for you to do volunteer activities abroad?

✿ In Switzerland at the moment it is winter there is nothing much to do in this part that is why I came here and searched on [workingabroad.com](http://workingabroad.com) what can I do abroad and this sounded the best for me in Costa Rica.

What were your first thoughts when you decided to find a volunteering project abroad?

✿ My first thought was 'do I also see something from the country self or is it work the hole day and nothing joy'.

What were your reasons to choose Costa Rica for your volunteering project abroad?

✿ I heard good things about Costa Rica.

How did you find the volunteering project where you participated in?

✿ I googled volunteering stuff and [workingabroad.com](http://workingabroad.com) was very huge and was the first. I did not found Green Life Volunteers.

Did you also look at other projects before you chose the project you did?

Yes, I looked in different parts. First I looked after what is a project about animals, children, teaching, something like that. For me nature was the first reason to go.

Could you tell me the reason why you chose the project you did?

You hear 'volunteering' and you think it should be cheap or maybe free, it was a big reason that I chose this project because it was cheaper and I stay long abroad.

When you made a decision, did you compare the project with other organizations? And what was the reason you choose for the certain organization?

It was the first one and I think it also had a good homepage. It was hard to find a homepage that looked really serious and that is why I chose workingabroad.com. I had mail contact with a girl there and she answered very fast and it was a good impression, that is why I chose them.

Could you tell me the expectations you had of the project before you started?

My expectation was to learn a lot about nature, about the rainforest, about Costa Rica Life.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

They have to explain very well what you have to do there at the project and also that they can show pictures of how it looks like. It is important to offer good service. First really the program, what you have to do, where you live, what you can do in your spare time.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

I did not know. For me at the moment it did not matter but now I am here and I hear a lot of different projects I would chose maybe not workingabroad.com but I would maybe choose something else. For example, directly from here.

What are the most important values of a project so that you would participate in the volunteer project?

I think it is working with the animals because you do not know what to get.



You do not know what animals you will see and what you will do.

Based on which criteria did you choose your volunteer project?

- ✿ It had to be different with Switzerland, the nature. I mean in Switzerland I can also do environmental things but when I do something abroad it has to be completely different.

Do you know what the benefits of your project are according to the local community? If yes, which?

- ✿ They tell the local community a lot about the turtle, the main project.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

- ✿ At this project it is personal value, because I am here for my study to get some experience and I am very interested in animals. Next project will be more ecological.

#### INTERVIEW 4

#### Thyrza

#### Volunteer 4

Why are you interested in volunteering?

- ✿ I have been always interested wanted to help people, and in that aspect I feel like you are born to the live that you are born to and some people are born in a real privilege live like I was in America and other people are born to live where they do not have that much. It is important to give back to these people who do not have that much. It is also a way to see a country in the selfish motivation, where you really get to see how people live, see what their problems are, because every nation has different problems and issues.

What is the main reason for you to do volunteer activities abroad?

- ✿ You make a direct impact when you are working abroad because you are more working on a local level and less on a national organization stand point.

What were your first thoughts when you decided to find a volunteering project abroad?

✿ This time I chose to volunteer because I already was in Costa Rica and I had a couple of days free and I knew I wanted to do something and that I did not have to go too far from where I were staying and I did not want it to expensive because, it always drugs me but you have to pay so much money to volunteer and help people.

What where your reasons to choose Costa Rica for your volunteering project abroad?

✿ Because I was already in Costa Rica for a yoga and meditation training and the next stop was that I did something good.

How did you find the volunteering project where you participated in?

✿ I search on the internet around and find website what really nice and Janina was responding her e-mail quickly, and she was very friendly and helpful to deal with.

Did you also look at other projects before you chose the project you did?

✿ There were couple other ones where I was looking at, like the sea turtle conservation but it was not the season for that.

Could you tell me the reason why you chose the project you did?

✿ Because it was affordable and I love animals, I am a vegetarian and animals are great and they are very helpless, and I wanted to make an impact that way.

When you made a decision, did you compare the project with other organizations? And what was the reason you choose for the certain organization?

✿ No, I checked reviews on the internet which place were reportable and Green Life Volunteers looked good, so that is why I choose for it.

Could you tell me the expectations you had of the project before you started?

✿ I thought that Janina would be more a directed position at Green Life Volunteers, but she is really in the dog and cat rescue project. I also expected that there would be more kennels for the dogs and cats and I expected more underfed dogs.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

- ✎ I think the most important services of a volunteer company is the accommodation for the volunteers. Also the e-mail response time is an important service, that you do not have to wait so long for a response.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

- ✎ Yes, for me it does matter. I prefer a non-profit organization. You want to know if your money comes to the right people and with a non-profit organization you know they not take advantages of you.

What are the most important values of a project so that you would participate in the volunteer project?

- ✎ I think that the most important value is that the project has a connection with the local community, and the local community have a benefit about it.

Based on which criteria did you choose your volunteer project?

- ✎ I chose this project because it was located in Costa Rica, and because of the e-mail response time and because I love animals.

Do you know what the benefits of your project are according to the local community? If yes, which?

- ✎ Yes, the project reduces the dogs on the street, the dogs get a safe home and food and help the dogs so there will be less dogs on the street.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

- ✎ I choose the project based on social and personal value. Personal value because I love animals and I want to see the country and wanted to be around the locals. Social value because pets are big part of society, and for the society it is important that the animals are safe.

Do you have any improvements for the project you participated in? If yes, which?

- ✎ I think the dog and cat rescue project is doing a great job with what they have. They could probably use more kennels but that is al depended of the donation money. Also a Facebook page is a good

idea or another social media to get the attention of the community.

Did you miss a project when you were choosing a volunteer project at Green Life Volunteers? If yes, which and why?

✿ I missed a turtle project at this time of year, but it was not the season for it so I could not participate in it.

Do you have any recommendations for Green Life Volunteers? If yes, which?

✿ Green Life Volunteers should get more donations so they could do everything what is needed. Everything is already set up on a good way but it could be better. It would be nice to have an office for the community, so people could really see the office and know what it is. It would be also maybe interested to get more flyers around, to drop those flyers at the hotels and hotels so tourists could volunteer last minute.

#### INTERVIEW 5

#### Thyrza

#### Volunteer 5

Why are you interested in volunteering?

✿ I think it is a good experience to help where is help needed.

What is the main reason for you to do volunteer activities abroad?










✿ The main reason is to help the animals, and for example the turtles are in danger to die and it is important that people help to keep the population a life.






What were your first thoughts when you decided to find a volunteering project abroad?

✿ I heard about Green Life Volunteers of a friend of me and she recommended Green Life Volunteers to me and then I decided to go to Costa Rica.




What were your reasons to choose Costa Rica for your volunteering project abroad?

✿ I choose Costa Rica because of Green Life Volunteers. If Green Life Volunteers was located in another country, I would have been there.

How did you find the volunteering project where you participated in?	 I found it through my friend. She told a lot of good experiences and then I searched for it on the internet and I was very positive about it.
Did you also look at other projects before you chose the project you did?	 Yes, I did, but I was only interested in the turtle project.
Could you tell me the reason why you chose the project you did?	 I choose the project because I would like to work in the nature at the sea and I think it is a unique experience to help turtles laying their eggs.
When you made a decision, did you compare the project with other organizations? And what was the reason you choose for the certain organization?	 I did not compare with other organizations because I wanted to do volunteer projects with Green Life Volunteers.
Could you tell me the expectations you had of the project before you started?	 That is a long time ago, but I expected to make a special experience and to meet like-minded people. Furthermore, I wanted to see many turtles.
What are the most important services of a volunteer company so that you would choose to volunteer with them?	 Good and valuable projects, a good accommodation on the project or a host family to experience the local life.
When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.	 It is better if it is a non-profit organization. I like the idea of a non-profit organization. I think it is a good thing to support different projects and live in a host family because so you get to know the culture and learn the language better.
What are the most important values of a project so that you would participate in the volunteer project?	 It is important that volunteers can work independent and that you can learn something.
Based on which criteria did you choose your volunteer project?	 I choose the turtle conservation because of the location. I wanted to work at the beach.

Do you know what the benefits of your project are according to the local community? If yes, which?	 I do not really know what the benefits are according the local community. I only know that the turtles need help and a lot of local people do not want to do that.
What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?	 I did three projects. The Spanish School was only personal value because I wanted to learn Spanish. The Turtle and Dog & Cat Rescue were both personal and ecological. I wanted to do it for myself, to feel good, but I also wanted to help the animals.
Do you have any improvements for the project you participated in? If yes, which?	 The Turtle project was not good organized. The accommodation at the Turtle project was really hot.
Did you miss a project when you were choosing a volunteer project at Green Life Volunteers? If yes, which and why?	 Not really, I wanted to do a project with sea turtles, and that was possible. Maybe if there was also a project with wild life I would have choose to do that as well.
Do you have any recommendations for Green Life Volunteers? If yes, which?	 No, everything was fine.

## INTERVIEW 6

Thyrza	Volunteer 6
Why are you interested in volunteering?	 Honestly, I just wanted to have something to keep me busy while I was traveling abroad, and I wanted to enhance my Spanish language skills.
What is the main reason for you to do volunteer activities abroad?	 I wanted to immerse myself in a different culture.
What were your first thoughts when you decided to find a volunteering project abroad?	 It would be a unique and unforgettable experience.

What were your reasons to choose Costa Rica for your volunteering project abroad?	<p>✿ I had already spent time in Costa Rica, and I wanted to return to the country, because I really liked it here.</p>
How did you find the volunteering project where you participated in?	<p>✿ I just googled and searched on the internet for volunteering projects and found Green Life Volunteers.</p>
Did you also look at other projects before you chose the project you did?	<p>✿ I looked extensively at all of them before deciding on the ones I participated in.</p>
Could you tell me the reason why you chose the project you did?	<p>✿ I chose the Organic Farming, because I wanted to learn more about the organic farming practices and be immersed in nature. I chose the Turtle Conservation project because I wanted to end my volunteer experience on the beach and hopefully see baby turtles, which I did not get to see.</p>
When you made a decision, did you compare the project with other organizations? And what was the reason you chose for the certain organization?	<p>✿ I researched several organizations, but I do not remember the names. I chose Green Life Volunteers, because it was affordable comparing to the other organizations.</p>
Could you tell me the expectations you had of the project before you started?	<p>✿ I was able to get a lot more one-on-one time with the host family. I also expected Green Life Volunteers to be a much bigger organization than it was. I was a bit shocked when I got there and realized it was just Janina, by herself pretty much.</p>
What are the most important services of a volunteer company so that you would choose to volunteer with them?	<p>✿ Having a comfortable place to sleep is very important.</p>
When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.	<p>✿ I do not have much of an opinion on this. So I would say that it does matter for me, it depends on the project. But I think it is good to know that your money will go to the right places.</p>

What are the most important values of a project so that you would participate in the volunteer project?	<ul style="list-style-type: none"> <li>I think the volunteers should be safe and comfortable as much as possible.</li> </ul>
Based on which criteria did you choose your volunteer project?	<ul style="list-style-type: none"> <li>I wanted Spanish immersion and connection to nature so that is why I chose the Organic Farming. For the Turtle project I wanted to see sea turtles and enjoy the beach.</li> </ul>
Do you know what the benefits of your project are according to the local community? If yes, which?	<ul style="list-style-type: none"> <li>The money and help the family receives from the Organic Farming is a huge help for them. The Turtle project would not be possible without volunteers. Their mission is to help the sea turtles and keep their eggs from being poached.</li> </ul>
What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?	<ul style="list-style-type: none"> <li>Honestly, I chose for personal value. Like I said, I wanted to enjoy a vacation but I wanted to do it economically and I needed it to be affordable. I wanted to be immersed in the culture and surrounded by Spanish language.</li> </ul>
Do you have any improvements for the project you participated in? If yes, which?	<ul style="list-style-type: none"> <li>I just think the sleeping quarters could be improved. I had such a hard time sleeping at both projects. I have been in Costa Rica twice before and have lived with families, slept in hostels, etcetera. The Turtle project was the worst as far as comfort goes. The beds were awful and the heat was unbearable.</li> </ul>
Did you miss a project when you were choosing a volunteer project at Green Life Volunteers? If yes, which and why?	<ul style="list-style-type: none"> <li>No, I had the problem that I could not choose which project I wanted to do.</li> </ul>
Do you have any recommendations for Green Life Volunteers? If yes, which?	<ul style="list-style-type: none"> <li>I think it is a great organization and if I chose to return to Costa Rica in the future for volunteering I would definitely contact Janina and Green Life Volunteers.</li> </ul>



## Thyrza

## Volunteer 7

Why are you interested in volunteering?

- ✿ I choose this time Costa Rica to volunteer because I really wanted to go to Latin America and I liked the idea not just to travel for my own pleasure but do something good in this world and help projects I feel some kind of connection for.

What is the main reason for you to do volunteer activities abroad?

- ✿ Traveling the world and doing something meaningful.

What were your first thoughts when you decided to find a volunteering project abroad?

- ✿ That is my dream for many years, and I really want to do that.

What were your reasons to choose Costa Rica for your volunteering project abroad?

- ✿ I always wanted to travel Latin America to improve my Spanish skills and to get to know the culture so I picked Costa Rica.

How did you find the volunteering project where you participated in?

- ✿ Via Facebook I got in contact with a girl that founded another volunteer project in Costa Rica and she told me about Green Life Volunteers.

Did you also look at other projects before you chose the project you did?

- ✿ Yes, I looked at many different projects until I picked mine.

Could you tell me the reason why you chose the project you did?

- ✿ I have got a turtle at home and I just think that turtles are really special animals so I liked the idea to help them with the Turtle Conservation. I also really, really love dogs and think that people should stop breeding thousands of dogs and cats as long as there are that many straying animals outside.

When you made a decision, did you compare the project with other organizations? And what was the reason you chose for the certain organization?

- ✿ To be honest, I did not have any experiences with that and did not compare the organizations.

Could you tell me the expectations you had of the project before you started?	<ul style="list-style-type: none"> <li>My only expectation was to help a lot of animals and to improve my Spanish skills. I also wanted to see something of the world.</li> </ul>
What are the most important services of a volunteer company so that you would choose to volunteer with them?	<ul style="list-style-type: none"> <li>They should not be too expensive. It is a shame that some company's take money from the people to let them work in their project.</li> </ul>
When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.	<ul style="list-style-type: none"> <li>For me it is important that it is a non-profit organization. That the money goes to good projects.</li> </ul>
What are the most important values of a project so that you would participate in the volunteer project?	<ul style="list-style-type: none"> <li>Important value is to help the community and which is fair. I would not want to work for an organization that only cares about money.</li> </ul>
Based on which criteria did you choose your volunteer project?	<ul style="list-style-type: none"> <li>I choose this project based on the price.</li> </ul>
Do you know what the benefits of your project are according to the local community? If yes, which?	<ul style="list-style-type: none"> <li>The Dog &amp; Cat Rescue Project shows the local people how to handle with the animals, it reduces the amount of straying animals and supports owners who cannot afford important things like spay/neuter their dog/cat.</li> </ul>
What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?	<ul style="list-style-type: none"> <li>For the Turtle Conservation it was an ecological value, for the Dog &amp; Cat rescue a personal value, because I had the feeling with the Turtle Conservation that I was really doing something for the nature. With the Dog &amp; Cat Rescue it was more personal because I really like pets.</li> </ul>
Do you have any improvements for the project you participated in? If yes, which?	<ul style="list-style-type: none"> <li>No, I do not. I liked the projects the way they were.</li> </ul>

Did you miss a project when you were choosing a volunteer project at Green Life Volunteers? If yes, which and why?

✎ No.

Do you have any recommendations for Green Life Volunteers? If yes, which?

✎ Janina and I have talked about it, but I would really recommend her to quit with ASVO. ASVO takes way too much money for way to less service!

## INTERVIEW 8

### Thyrza

### Volunteer 8

Why are you interested in volunteering?

✎ I wanted to learn Spanish and learn more about cultures. The organic farm was the best way to get immersed.

What is the main reason for you to do volunteer activities abroad?

✎ To go abroad to learn Spanish, especially orally, was my priority.

What were your first thoughts when you decided to find a volunteering project abroad?

✎ I wanted to find a cheap place and a place where there are only local people.

What were your reasons to choose Costa Rica for your volunteering project abroad?

✎ The price, volunteering projects in Costa Rica are not that expensive, and the level of remoteness, because that is the best way to learn a language.

How did you find the volunteering project where you participated in?

✎ I found it at the service learning center on my school's website.

Did you also look at other projects before you chose the project you did?

✎ I also looked at some other volunteer opportunities, and other Spanish speaking countries but Costa Rica was the most attractive regarding the price.

Could you tell me the reason why you chose the project you did?

✎ Because of the level of remoteness, where I could learn Spanish.

When you made a decision, did you compare the project with other organizations? And what

✎ I did compare project with other organizations but I choose for Green Life Volunteers because it was the cheapest.

was the reason you choose for the certain organization?

Could you tell me the expectations you had of the project before you started?

✎ I expected that there were only local people and scarce to none exposure to English speaking environment.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

✎ Accountability and accessibility. I think it is important that I can reach them pretty quickly, and that they will do what they told you to do before, for example picking you up at the airport.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

✎ No, it does not matter for me because I just want to help and learn Spanish and did not matter for me in what kind of organization that is.

What are the most important values of a project so that you would participate in the volunteer project?

✎ I want to get the feeling that I am helpful and that the projects can learn me things. I want to be productive and useful. And the cost should be reasonable.

Based on which criteria did you choose your volunteer project?

✎ The connection with the local community and the ability to learn Spanish.

Do you know what the benefits of your project are according to the local community? If yes, which?

✎ The farm is from a local family and they need help. So my project only has benefits for the local community.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

✎ I would say personal value, because I wanted to have some adventures for my own.

Do you have any improvements for the project you participated in? If yes, which?

✎ For the organic farming, I wish I was told beforehand that the shower is cold. That was really important for due to health issues.

Did you miss a project when you were choosing a volunteer project at Green Life Volunteers? If yes, which and why?

✎ No, I did not miss any projects.

Do you have any recommendations for Green Life Volunteers? If yes, which?

- ✿ I would recommend the organic farming project, which was the only one I did. The people are super friendly and very family oriented. For Green Life Volunteers I do not have any recommendations.

## INTERVIEW 9

### Thyrza

### Volunteer 9

Why are you interested in volunteering?

- ✿ My goal was to gain veterinary experience because I am required to have a specified number of hours working with animals in a professional setting before applying to veterinary school.

What is the main reason for you to do volunteer activities abroad?

- ✿ I was looking for programs abroad because I have always wanted to study abroad. Green Life Volunteers was the perfect solution for my situation: I could have the immersive experience of studying abroad by living with a host family, and I could gain work experience for a career I am interested in pursuing.

What were your first thoughts when you decided to find a volunteering project abroad?

- ✿ I was a bit intimidated by the process! I spent a lot of time researching different organizations and trying to find something that would fit my interests, needs, and budget.

What were your reasons to choose Costa Rica for your volunteering project abroad?

- ✿ I was limited to countries based on language; I knew that I had to be somewhere that was either English or Spanish speaking because those are the only languages I know enough to be comfortable living with. I also wanted to go to a country that has a reputation for being safe, especially for single women.

How did you find the volunteering project where you participated in?

✎ I found Green Life Volunteers through the Green Volunteers database, for which I have a paid subscription. From here, it was a matter of visiting the Green Life Volunteers website and finding the veterinary internship!

Did you also look at other projects before you chose the project you did?

✎ Yes, but all of the other projects I applied to were within the United States. Green Life Volunteers was my first choice.

Could you tell me the reason why you chose the project you did?

✎ Because I like this project the most. I like to work with animals.

When you made a decision, did you compare the project with other organizations? And what was the reason you chose for the certain organization?

✎ : No, I chose Green Life Volunteers because the description on the veterinary internship page provided exactly what I was looking for. I am so grateful for all of the information listed on the website because it really helped me determine whether this would be a hands-on experience best fitting my needs.

Could you tell me the expectations you had of the project before you started?

✎ I did not have any expectations other than that I would be working with a local veterinarian and I would be living with a host family. She also put together a handbook that outlined everything that I needed to know beforehand. This was not only very helpful for my pre-trip planning, but it also made me even more excited!

What are the most important services of a volunteer company so that you would choose to volunteer with them?

✎ I think customer service is really important. Green Life Volunteers seemed really well organized from the beginning, and it had an easy-to-navigate and informative website.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

✎ I would prefer to work with non-profits because I believe that these

organizations are truly committed to their causes.

What are the most important values of a project so that you would participate in the volunteer project?

- ✿ Important values are: commitment to supporting volunteers and employees, organization, enthusiasm and friendly attitude, a degree of professionalism, flexibility in planning projects in case situations change.

Based on which criteria did you choose your volunteer project?

- ✿ Commitment to supporting volunteers and employees, organization, enthusiasm and friendly attitude, a degree of professionalism, flexibility in planning projects in case situations change.

Do you know what the benefits of your project are according to the local community? If yes, which?

- ✿ I worked as an assistant to the local veterinarian, Dr. Ricardo. In helping him, I indirectly served the larger Osa community. I also helped the people who support and love their lifelong companions.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

- ✿ I chose to participate in the veterinary internship for personal values, and because I thought that I could make a bigger difference helping animals in Costa Rica compared to the United States.

Do you have any improvements for the project you participated in? If yes, which?

- ✿ No! I am glad that Janina was willing to let my mom pay in monthly installments instead of every week. I know it was a little more of an inconvenience for Janina, but it was so helpful to my mom that I am appreciative of the favor.

Did you miss a project when you were choosing a volunteer project at Green Life Volunteers? If yes, which and why?

- ✿ No

Do you have any recommendations for Green Life Volunteers? If yes, which?

Thank you so much for giving me the best time of my life!

## INTERVIEW 10

### Thyrza

### Volunteer 10

Why are you interested in volunteering?

I am volunteering or interested in because I need work experience for one year.

What is the main reason for you to do volunteer activities abroad?

The reason is my work experience.

What were your first thoughts when you decided to find a volunteering project abroad?

My first thoughts was that I could learn a lot.

What were your reasons to choose Costa Rica for your volunteering project abroad?

I choose Costa Rica. It looks like a nice country, with big bio diversity and a lot of nature I could see.

How did you find the volunteering project where you participated in?

I was volunteering at the reserve Playa Tortuga. Was thinking about to stay longer in Costa Rica, then I changed my flight to 5 weeks later, so I had to do something else and then I got in contact with the boss of Green Life Volunteers, Janina, and that is why I am here and the organic farming sounded great.

Did you also look at other projects before you chose the project you did?

I looked at two projects, they were two international projects, at least one of them was international project so I would have spoken only English and would have worked with trees but at the organic farming it was wider, you could work with animals, could learn something about plants, and also speak Spanish.

When you made a decision, did you compare the project with other organizations? And what

I was not focused on the organization and what they do. I was focused on my plants



was the reason you choose for the certain organization?

to get work experience so more focused on the projects.

Could you tell me the expectations you had of the project before you started?

✿ I was expecting to learn living in the nature, work with animals, get to know some plants, some tropic plants and I think I also learned about this.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

✿ The project. That they offer you the project that you are looking for and that they are serious and not offer a lot of projects and earn a lot of money with the volunteers so that they do good things also and not only get some money.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

✿ Now it matters a lot more, because I spend a lot of money here and I want to spend to good things and not at bad things. Sometimes you regret that you pay because in Switzerland you earn for this working even more than you would get in Costa Rica.

What are the most important values of a project so that you would participate in the volunteer project?

✿ That you learn a lot. That you can also work and being a part of something and not just do the work that nobody wants to do.

Based on which criteria did you choose your volunteer project?

✿ I need work experience. I thought about what would help me the most and this project was good for experience because it is focused on the environmental.

Do you know what the benefits of your project are according to the local community? If yes, which?

✿ Not really. Of course they do, but not really intense. For me is more important that they take care about the environment and that they are organic and that comparing to the first world. And take care of national reserves. And they use it when they really need it.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

- ✎ First personal, because of the work experience. Second, ecological because you get to know the life how life could be when nature decide how to life and where you not decide how nature is.

Do you have any improvements for the project you participated in? If yes, which?

- ✎ I think paying is a little bit special because as a volunteer you pay 500 dollars for 2 weeks. What to do with the money, because I do not know what happens with the money. They should make it more clear and invest it better.

Did you miss a project when you were choosing a volunteer project at Green Life Volunteers? If yes, which and why?

- ✎ No, I did not miss any projects, I was looking for something like Organic Farming.

Do you have any recommendations for Green Life Volunteers? If yes, which?

- ✎ I think the homepage could be better but I know you are working on this. But this could be improved, it could be more clear.

## INTERVIEW 11

### Thyrza

### Volunteer 11

Why are you interested in volunteering?

- ✎ I find that devoting my time and energy for the sake of benefiting the world and people around me are not only externally rewarding, but also internally rewarding.

What is the main reason for you to do volunteer activities abroad?

- ✎ I wanted to experience something fascinating while contributing my time and energy to practices I believe in and want to learn more about.

What were your first thoughts when you decided to find a volunteering project abroad?

- ✎ I knew I wanted to do something meaningful with my remaining time for that beautiful country.

What were your reasons to choose Costa Rica for your volunteering project abroad?

✿ I was already living in Costa Rica and fell in love with the people and it concerned for its natural surroundings.

How did you find the volunteering project where you participated in?

✿ A lot of searching on Google.

Did you also look at other projects before you chose the project you did?

✿ Yes, I was in contact with Frontier for a little while but had an uneasy feeling about the commercialism and the various outsourcing of calls to places other than the country I wanted to work.

Could you tell me the reason why you chose the project you did?

✿ I wanted to learn more about farming while also contributing my efforts to the type of farm I find useful to people and the planet. It was also my interests to live with a host family. I chose the Park Ranger project because I admire the job MINAET does for Costa Rica and protecting its resources. I wanted to delve into the national park and reserves and help out.

When you made a decision, did you compare the project with other organizations? And what was the reason you chose for the certain organization?

✿ Once I began talking with Green Life Volunteers, I did not even consider another organization. Green Life Volunteers is specific to Costa Rica. Janina is responsive and tremendously helpful in answering my questions and helping me find the projects that were in my best interests. Also, the price comparison was not even close. Green Life Volunteers was the best option.

Could you tell me the expectations you had of the project before you started?

✿ For Organic Farming, I expected it to be a lot of hard work. For the Park Ranger project, I expected to be with one other park ranger and at least one other volunteer. I did not expect to have any

cell phone signal anywhere and expected to only be speaking Spanish.

Did those expectations come true?

Organic Farming was, indeed, a lot of work and I loved that. The accommodations were actually a lot nicer than I anticipated. They had a spot with cell signal, a solar panel to charge things, lots of hammocks, and great food. The family was amazing. I loved them very much after only a month. The Park Ranger project was not exactly what I expected. There was a whole lot of down time which was really great for a little while, but most of the park rangers were not very friendly. Still I was on an island where I could snorkel and scuba dive and then on a beach in the rainforest and it was still hard to complain until I was just fed up with the park rangers' attitudes toward me. There was one spot on the island with cell signal and no signal at all on San Pedrillo. It was virtually all Spanish.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

I think the most important services of a volunteer company, especially when it involves going abroad, are quick, thorough response; a genuine relationship with the projects they are coordinating you with; pictures and details of what to expect; and most importantly providing reviews and first-hand accounts.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

I would say it definitely matters. For profit organizations charge large unnecessary amounts of money for you to provide a service to someone else at no cost to them. That just does not even make sense. The essence of volunteering

is based in spreading of goodness, not money.

What are the most important values of a project so that you would participate in the volunteer project?

- ✎ For me, all I think that matters about the project are that it is serving a cause that you deeply believe in, whether it be serving the environment, or education a classroom. It is also important that you are working with people, whether it be through the organization or the project, that are kind and good-hearted.

Based on which criteria did you choose your volunteer project?

- ✎ I based my criteria solely on the adventurous, novel nature of the experiences and the ties to my personal obligations to the environment and the planet.

Do you know what the benefits of your project are according to the local community? If yes, which?

- ✎ At the Organic Farming, I helped a local, well-known family operate their farm to provide their family and some friends with food and medicine from the farm. With the Park Rangers, I am aware of the role that eco-tourism plays in many parts of Costa Rica. I was helping preserve the land and aid in the functioning that draws so many visitors and has such a positive impact on the economy of this country.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

- ✎ The Organic Farming was personal but also ecological. I wanted to learn more about farming while also contributing my efforts to the type of farm I find useful to people and the planet. It was also my interests to live with a host family, which was an option with the Organic Farming. The Park Rangers was also personal and ecological value for me, because I was protecting Costa Ricans resources, but I wanted to delve into the National Parks and reserves and help out.

Do you have any improvements for the project you participated in? If yes, which?

- ✎ For the Organic Farming, I really cannot think of anything I would improve. It was rough, but that is why anyone should know going into it. Regardless, it was very rewarding. With the Park Ranger project, they need to improve their view of volunteers and see them as more than a way to make more money so they are treated with respect.

Did you miss a project when you were choosing a volunteer project at Green Life Volunteers? If yes, which and why?

- ✎ No

Do you have any recommendations for Green Life Volunteers? If yes, which?

- ✎ I think Green Life Volunteers is wonderful. I had a slightly rough experience with Park Rangers at the end but it was a new project for Green Life Volunteers and I knew that going into it. In no way do I consider that experience a reflection of Green Life Volunteers. I am very grateful for Janina and all the work Green Life Volunteers did for me.

## INTERVIEW 12

### Thyrza

### Volunteer 12

Why are you interested in volunteering?

- ✎ It was always something I wanted to experience, and feel volunteer work could be an eye opener and a great learning experience.

What is the main reason for you to do volunteer activities abroad?

- ✎ I love to travel and explore new places and cultures but had never volunteered before. I also believed the experience was good to supplement my Master Degree.

What were your first thoughts when you decided to find a volunteering project abroad?

- ✎ I wanted to make sure to choose a company that was not just in for the

profit. I know many of larger companies charge a skyrocket price and I believe the cost should not be that high when you are providing a service and aid somewhere.

What were your reasons to choose Costa Rica for your volunteering project abroad?

✿ I wanted to go somewhere where the language spoken was Spanish, and Costa Rica has always intrigued me.

How did you find the volunteering project where you participated in?

✿ I found Green Life Volunteers through googling and more googling. I clicked a number of websites and read a ton of reviews, and explored Green Life Volunteers' website before contacting Green Life Volunteers.

Did you also look at other projects before you chose the project you did?

✿ Not really, once I saw what Green Life Volunteers offered, I knew which projects were a good fit for me.

Could you tell me the reason why you chose the project you did?

✿ Well I knew I wanted to teach English, being that my undergraduate degree is in elementary education. But the environment has always been important to me, and learning to farm and cultivate some food on my own has always been intriguing.

When you made a decision, did you compare the project with other organizations? And what was the reason you chose for the certain organization?

✿ I compared many programs, companies, and organizations. Green Life Volunteers seemed like a very local and concentrated organization that really had relations with the city and country it was in. Unlike some of these bigger organizations, where they have projects all over the world, I feel it is a lot less personal.

Could you tell me the expectations you had of the project before you started?

✿ I did not know what to expect, especially from the farming portion of the experience. Teaching English I had a light idea, being that I have been trained in

education, but knew it would be very different from what I have learned.

Did those expectations come true?

It was definitely not what I expected. The farming was more casual, and I guess I thought I would be planning and harvesting more, but I still learned and experienced so much, like milking a cow or planting ginger. As far as teaching English, it was not what I expected. I think the timing had to do with it, as a teacher was out of town and the school really needed an extra hand with the 3 years old, so I felt I did not actually get to do much teaching.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

Communication, and timely responses. Affordability, and what the company spends money on making sure the impact it has on the community is a positive one.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

I do not think it matters if there is a very small profit, but I do not believe a company should be making a tremendous amount of money off people trying to help a specific cause.

What are the most important values of a project so that you would participate in the volunteer project?

Its impact on the community and people. I want to make sure this is something that is beneficial for both parties involved.

Based on which criteria did you choose your volunteer project?

How it could help my future career choices as well as how it fits my interests.

Do you know what the benefits of your project are according to the local community? If yes, which?

Not exactly. Of course Teaching English I help the children to get more educated. And the Farming I do not know exactly, because it is just for one family, so it is not a benefit for the community but just for one family.



What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

It was probably more personal. For the experience of giving a hand and experience life somewhere else.

Do you have any improvements for the project you participated in? If yes, which?

At the school I think it is important to make sure the teachers are doing their part. While that is not Green Life Volunteers fault, one of the teachers would disappear and you were pretty much on your own. But there were always teachers who were very helpful and welcoming.

Did you miss a project when you were choosing a volunteer project at Green Life Volunteers? If yes, which and why?

No, I could choose the project that I wanted; teaching.

Do you have any recommendations for Green Life Volunteers? If yes, which?

A little more preparation pre-departure. For example, I was unaware that rain boots would have been helpful on the farm. I personally like to know what I am getting myself into a little more, so more information is always handy.

## INTERVIEW 13

### Thyrza

### Volunteer 13

Why are you interested in volunteering?

I just want to travel really, and I have to do an internship for my university and that is why I came volunteering.

What is the main reason for you to do volunteer activities abroad?









I just want to travel.

What were your first thoughts when you decided to find a volunteering project abroad?

want to go to a Spanish speaking country because I want to learn Spanish.

What were your reasons to choose Costa Rica for your volunteering project abroad?

I came in 2014 to Costa Rica for a sea turtle project and I loved it so I decided to come back to Costa Rica.

How did you find the volunteering project where you participated in?	 I searched on the internet and found the projects.
Did you also look at other projects before you chose the project you did?	 Yes, I did, first I wanted to go to Belize and volunteer at the farm there but found out it was actually very unsafe there so I decided not to go, because it scared me a bit.
Could you tell me the reason why you chose the project you did?	 Costa Rica is a bit safer and they speak Spanish more than Belize and I wanted to work at a farm.
When you made a decision, did you compare the project with other organizations? And what was the reason you choose for the certain organization?	 I looked at other organization but I choose for Green Life Volunteers because it is a bit cheaper than the other organizations and the product that I was looking for was here.
Could you tell me the expectations you had of the project before you started?	 I really did not have that many to be honest, I only wanted to learn Spanish.
What are the most important services of a volunteer company so that you would choose to volunteer with them?	 It should be organized and it should give you a good explanation of what you are going to do at the project.
When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.	 Not really, I mean it depends on what you want. It has to be fair.
What are the most important values of a project so that you would participate in the volunteer project?	 For the Wildlife Sanctuary for example, the first two weeks I was there, I loved it. After those weeks I realized the management is really bad, also the volunteer coordinator. She was the worse person ever. She was not a nice person as at all I think that is something you need as a volunteer coordinator. The work was a bit boring, because it was always the same. The people I have met there were really nice, I am actually going to travel with them this Saturday. It was just the

management that was not good. For the Organic Farming, while I was there it seems like there was no work to do. I know it is a lifestyle in Costa Rica but every day doing the siesta for 3 hours. I came to work and there is no work to do, so why am I even here. I could pick food, or something like that. It was not a useless task but it was a bit strange, that that was everything I had to do. I am a strong guy and I could do heavier work.

Based on which criteria did you choose your volunteer project?

🌱 I thought it would be really cool to working with animals and be in the environment. Also the accommodation was a benefit but I just wanted to be in the environment.

Do you know what the benefits of your project are according to the local community? If yes, which?

🌱 Not really.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

🌱 I like the ecological aspect, but when I was choosing my internship for the University I wanted to help international communities. It was also a personal aspect because I wanted to do it for experience.

Do you have any improvements for the project you participated in? If yes, which?

🌱 I think for the Sanctuary it could be better. Some days we had not to do anything. For Organic Farming there could be more work to be, there was nothing to do, and that is really boring after a long time.

Did you miss a project when you were choosing a volunteer project at Green Life Volunteers? If yes, which and why?

🌱 I think what they have covered it all. If there was something else I might have picked something else, but I do not know which project I would like to do then.

Do you have any recommendations for Green Life Volunteers? If yes, which?

✎ No, not one I could think of.

## INTERVIEW 14

### Thyrza

### Volunteer 14

Why are you interested in volunteering?

✎ I like to try new things about nature and wildlife. I am interested in nature and animals. I also want to try the farm because I have never done this before and I wanted to experience this.

What is the main reason for you to do volunteer activities abroad?

✎ I am travelling around the world for one year and now I am in Costa Rica.

What were your first thoughts when you decided to find a volunteering project abroad?

✎ I wanted to find a project that would give me new experiences and I wanted to work in the nature and/or with animals.

What were your reasons to choose Costa Rica for your volunteering project abroad?

✎ I am traveling for one year, and I wanted to do volunteer activities in Costa Rica because I thought there were some nice projects.

How did you find the volunteering project where you participated in?

✎ I was looking for some projects when I was in Mexico, and I found the website of Green Life Volunteers.

Did you also look at other projects before you chose the project you did?

✎ Turtle Conservation, Dog & Cat Rescue, Wildlife Sanctuary

Could you tell me the reason why you chose the project you did?

✎ Actually I did not know about the Organic Farming, Janina recommended me this project because I am interested in nature.

When you made a decision, did you compare the project with other organizations? And what was the reason you chose for the certain organization?

✎ No I did not compare with other organizations because when I found Green Life Volunteers, I knew that this was the organization where I would work with.

Could you tell me the expectations you had of the project before you started?	<p>✎ I had no idea what I could expect. I thought that everything would be in the nature.</p>
What are the most important services of a volunteer company so that you would choose to volunteer with them?	<p>✎ When I saw the website I thought it was really nice. And when I send a message to Janina, I have got a really fast response. And I think that is important.</p>
When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.	<p>✎ No, but in the future if I would do volunteer work I think it matters. But for now I just wanted to experience this kind of work. So I did not care about the money and in the future I will pay more attention to that because I think that organizations make money of volunteers and that is not fair.</p>
What are the most important values of a project so that you would participate in the volunteer project?	<p>✎ Most important values are that there are accommodation facilities, and that there is a lot work to do.</p>
Based on which criteria did you choose your volunteer project?	<p>✎ I choose to volunteer at the Organic Farm because I thought I would work a lot in the nature.</p>
Do you know what the benefits of your project are according to the local community? If yes, which?	<p>✎ am not sure, I never thought about it.</p>
What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?	<p>✎ Personal value, because I wanted to learn more about the nature and the animals.</p>
Do you have any improvements for the project you participated in? If yes, which?	<p>✎ No, not really. But sometimes in the Farm there was not much to do. There is so much time and not much to do.</p>
Did you miss a project when you were choosing a volunteer project at Green Life Volunteers? If yes, which and why?	<p>✎ I was also interested in a Wildlife sanctuary, because I wanted to work with animals.</p>

Do you have any recommendations for Green Life Volunteers? If yes, which?

🌱 No, everything was fine.

## INTERVIEW 15

### Thyrza

### Volunteer 15

Why are you interested in volunteering?

🌱 Because it is a good change to open up your horizon, to see something and to learn something and to get to know another country, and learn about the language, the nature, the culture and the way how they live.

What is the main reason for you to do volunteer activities abroad?

🌱 This is why I am actually interested in volunteering, to learn something and to get to know another culture, another country, so in Germany it is not attractive to me.

What were your first thoughts when you decided to find a volunteering project abroad?

🌱 I was not really searching for it. I definitely wanted to go abroad, make a volunteer service.

What were your reasons to choose Costa Rica for your volunteering project abroad?

🌱 In Costa Rica the biodiversity was for me very interesting.

How did you find the volunteering project where you participated in?

🌱 At the homepage of my university.

Did you also look at other projects before you chose the project you did?

🌱 No, I saw this and I thought this could be really nice so I applied.

Could you tell me the reason why you chose the project you did?

🌱 I am working for the ministry of environmental, so for me it was more the ecological reason.

When you made a decision, did you compare the project with other organizations? And what was the reason you chose for the certain organization?

🌱 No, because this was the project that I wanted to do, and this organization also gave financial support.

Could you tell me the expectations you had of the project before you started?

- ✎ I was expecting to learn about nature, about outside the office and learning a lot of spices, to see them and get to know the plans, the animals, and get a new introduction about what I have to do, what are my tasks specific.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

- ✎ That you get a good preparation and that they care about you. That they prepare you on your work what you really going to do. Financial support also, because I can do not volunteer service if I have to pay everything. Accommodation is also important and maybe even the food, like breakfast.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

- ✎ No, for me not. For me it is important that I like the task that I am doing and that I have the chance to learn something.

What are the most important values of a project so that you would participate in the volunteer project?

- ✎ That they have capacity for volunteers that you get proper tasks you can work on. And that they appreciate it they have a volunteer. That you get some responsibility, and that is has a sense what you are doing and really important is that it is sustainable, so when you are leaving there is somebody that will work further on it.

Do you know what the benefits of your project are according to the local community? If yes, which?

- ✎ Yes, but the local community does not know the value of us. I am working in the arboretum also and this reserve is made for the community so the community can make money about it. We are making every month a family activity that they can come and that there is something going on the arboretum and that they are coming. So it is now more about to getting the interest of the people.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

- ✎ Personal and ecological. Personal because I am interested to see how the protection on the environment is working, the system, how it is working in Costa Rica.

## INTERVIEW 16

### Thyrza

### Volunteer 16

Why are you interested in volunteering?

- ✎ I like the idea of doing something good for the local community and of course it was in Costa Rica, a very beautiful country to explore the culture and wildlife.

What is the main reason for you to do volunteer activities abroad?

- ✎ Everything is totally new so it would be a memorable experience anyway. I like adventure and the projects were very interesting.

What were your first thoughts when you decided to find a volunteering project abroad?

- ✎ I was very excited, because I had been to more countries for a long term and theses were definitely very good decisions. Coming out of my comfort zone made me a wiser person as a whole so this experience would probably be the same.

What were your reasons to choose Costa Rica for your volunteering project abroad?

- ✎ Green Life Volunteers was one of the few companies who could fulfill my competencies and my thesis.

How did you find the volunteering project where you participated in?

- ✎ Online by typing random key words.

Did you also look at other projects before you chose the project you did?

- ✎ No, internship was my purpose.

Could you tell me the reason why you chose the project you did?

- ✎ It was for my thesis and I thought I could really benefit the company.



When you made a decision, did you compare the project with other organizations? And what was the reason you choose for the certain organization?

✔ Yes, there were a few more options, but my feeling said that this one was more interesting because I thought that I could make a change at Green Life Volunteers.

Could you tell me the expectations you had of the project before you started?

✔ Not so much expectations, helping out a volunteer company. I would see what was coming on my path.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

✔ The money should go to the projects instead of going to the company but these projects should also need to have good impacts on the local community. Secondly, they need to be enjoyable as well for the volunteers. It is the overall experience that counts for volunteers.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

✔ Yes, nonprofit is better because you know that the money goes to good causes.

What are the most important values of a project so that you would participate in the volunteer project?

✔ Reliable, supportive, meaningful, friendly atmosphere.

Based on which criteria did you choose your volunteer project?

✔ Being able to fulfill my internship at the company and helping out others, not only the company but also helping the projects.

Do you know what the benefits of your project are according to the local community? If yes, which?

✔ The local community benefits because they get money for hosting these volunteers but also these volunteers help out by working on the projects.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

✔ Both as well, because I did not want to work for example in a hotel where it is all about the money so taking part in interesting projects, but also to grow as a person.

Do you have any improvements for the project you participated in? If yes, which?

- ✎ The company could write more consistently on their social media; to keep an audience it is important that the company should write consistently so every week a new article. By doing this more people will follow you and word of mouth goes fast if it is a good page. More importantly, writing in capital letters that you need funds and receive great awards sounds more like a cheap commercial advertisement. Better content management is needed (good story telling is very important to keep readers interested in pursuing a volunteer project). Adding pictures and video content also helps with this regularly. Additionally, continue with finding good partners to collaborate is also essential to have more income streams.

Did you miss a project when you were choosing a volunteer project at Green Life Volunteers? If yes, which and why?

- ✎ No, not really. They have good projects.

Do you have any recommendations for Green Life Volunteers? If yes, which?

- ✎ Maybe to attract volunteers they need to contact universities more often to collaborate because this is the target market.

INTERVIEW 17

**Thyrza**

**Volunteer 17**

Why are you interested in volunteering?

- ✎ I had a gap year, so I wanted to help people and to see a lot of new places, because I wanted to travel.

What is the main reason for you to do volunteer activities abroad?

- ✎ To travel, but I also love dogs.

What were your first thoughts when you decided to find a volunteering project abroad?

✿ I think it is to develop myself because I also could work in a shelter back at home, but I wanted to do it in another country so that I could be more independent. I did not have much volunteer experience, this is the first volunteer experience that I have so first I asked some friends of my who has volunteered and I think it is great to do something good for others and animals which do not have much.

What were your reasons to choose Costa Rica for your volunteering project abroad?

✿ A friend of my visited Costa Rica a couple of years ago, and she said that it is an amazing country so I searched for volunteer opportunities abroad, and I like Central America so I ended in Costa Rica.

How did you find the volunteering project where you participated in?

✿ I googled on internet and found this project.

Did you also look at other projects before you chose the project you did?

✿ Yes, I saw other organizations who were bigger than Green Life Volunteers. But I like small organizations because you can have more personal contact which I prefer.

Could you tell me the reason why you chose the project you did?

✿ I chose Dog and Cat rescue because I love animals, and it is also something close to myself. I have a dog at home and I wanted to help with something that is close to me.

When you made a decision, did you compare the project with other organizations? And what was the reason you choose for the certain organization?

✿ Yes, I compared it with I think it was called Frontier, but as I said before I think that organization is too big, and I want personal contact, and I looked at some reviews of Green Life Volunteers and I really like the positive feedback.

Could you tell me the expectations you had of the project before you started?

✿ I expected that the organization was small, which I like, but I think it is a little chaotic. Janina is really helping the dogs

and she puts a lot of effort in it, but I was expecting more an organization which has a building or a place where all the dogs were. All the dogs are at several foster homes, which is good but I do not see a lot of dogs who are rescued, I only saw a few of them but there are a lot of them. I thought there would be one place where the dogs were and that they could recover from their surgeries and help them. But there is a small place at Janina's home.

---

What are the most important services of a volunteer company so that you would choose to volunteer with them?

🌱 I think providing quality, listening to the volunteers, and making sure that my volunteer time is as valuable as can be. Not sitting and doing nothing or doing too much.

---

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

🌱 I think non-profit because when you come to volunteer and they make profit out of me, and they earn a lot of money because I am here. I do not like that idea. I really want an organization that is focused on helping others and helping animals and not to gain money.

---

What are the most important values of a project so that you would participate in the volunteer project?

🌱 I think it is giving a dog or cat a better life. So giving the animal the life that they deserve.

---

Based on which criteria did you choose your volunteer project?

🌱 I really wanted to help the animals which needed the help. Besides that, I think the prices are lower and I got the host family accommodation with three meals. So the price and the things that I got for this price was for me important to choose this project.

---

Do you know what the benefits of your project are according to the local community? If yes, which?

🌱 No, I do not know it. It is not very well explained to me.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

- ✿ I doubt between two and that is ecological and personal value, because I really want to help the animals but the main reason I came to volunteer is for myself, so personal value.

Do you have any improvements for the project you participated in? If yes, which?

- ✿ The dogs are at one place, and it would be nice if the dogs could be close to my accommodation. So I could walk and feed them. Give them the medicine they need. And go to an appointment with the veterinary or something like that. That I can really do my job and then I can be more independent. At the moment I always have to go with Janina and I do not like it that much that I am always dependent on Janina.

Did you miss a project when you were choosing a volunteer project at Green Life Volunteers? If yes, which and why?

- ✿ I miss a project which are really involved with the community. And I also would like to do a project with wild animals or turtles, which we do not have at home. But at this moment there was not much for that.

Do you have any recommendations for Green Life Volunteers? If yes, which?

- ✿ I think an office would be nice, so when you come here to Puerto Jimenez, you can come to the office and you can work from there, that would be a nice improvement. But I also got the feeling that is not that organized. There were a lot of loose ends, and that can be improved. But I cannot give really specific examples because I do not know the organization that well.

## Thyrza

## Volunteer 18

Why are you interested in volunteering?

- ✿ I had to do my thesis internship and I wanted to go abroad, and it is at a volunteer organization so I do it for free, volunteering, because I have this experience to go abroad.

What is the main reason for you to do volunteer activities abroad?

- ✿ I wanted to go abroad because I think it is good for people to go abroad for a couple of months because you will develop yourself and I also wanted to see another country for a longer period of time and not only for a holiday.

What were your reasons to choose Costa Rica for your volunteering project abroad?

- ✿ It just happened, I was not specific looking for Costa Rica. I wanted to go abroad and I looked up Central America and Europe. And then we got an e-mail from my teacher that Green Life Volunteers was looking for interns, and then I applied for the job and I got it.

How did you find the volunteering project where you participated in?

- ✿ I found it through my teacher. He got an e-mail from Janina and that is how it started.

Did you also look at other projects before you chose the project you did?

- ✿ Yes, I was interested in other places, but this was the most challenge one.

Could you tell me the reason why you chose the project you did?

- ✿ It was interesting because at my education we learn a lot about wellness, the vitality sector and tourism. I know more already about the wellness part, so I also wanted to learn more about the tourism and leisure sector. So, it is more self-development that I choose the volunteer industry, because it is new. I could learn something new.

When you made a decision, did you compare the project with other organizations? And what was the reason you choose for the certain organization?

- ✎ No I did not compare, because when I saw this, I knew that this would be the place where I wanted to go.

Could you tell me the expectations you had of the project before you started?

- ✎ I expected that I could really work at the organization that they will listen to me. And to work at the office because I do not have any experience with that so far.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

- ✎ I find it nice that there was already a house for us that we could rent. So, we did not have to search for that. She really helped us settling in Costa Rica in the beginning, but also when we had some robberies, so on personal level she is amazing, she really helps. So for that fact I think a lot of internship placements could learn from her how to help and treat the interns during that time.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

- ✎ Yes, it matters, I would like to know where the moneys goes.

What are the most important values of a project so that you would participate in the volunteer project?

- ✎ Most important services are support from the project and that they try to understand you. It is also important that you feel connected with the project.

Based on which criteria did you choose your volunteer project?

- ✎ I really felt a connection with this, that is why I knew that this was, what I wanted to do.

Do you know what the benefits of your project are according to the local community? If yes, which?

- ✎ Green Life Volunteers want to help the community, because she has host families which receives volunteers. Those host families receive money from the volunteers. But I think she could help the community even better for the community. Because there is a lot what could be done for the community in

Puerto Jimenez. For example, a new project could be helping the community like there is a lot of trash and a lot of holes in the road. I think on the streets could be a lot of improvements. And if the street will be improved, the tourists will also come more and when there are more tourists, there is more job opportunities and more money.

---

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

✎ Personal value, I need to do it for my thesis internship.

---

Do you have any improvements for the project you participated in? If yes, which?

✎ She definitely has to improve, because I do not believe that this is really an internship for our education. It could be an internship for our education, our university, but because it is so chaotic, we do not get the tasks that we deserve. She needs to learn that we can do those tasks. So needs to improve not only the organization, the structure, but also she need to convince that we can do those tasks that she does.

---

Did you miss a project when you were choosing a volunteer project at Green Life Volunteers? If yes, which and why?

✎ No, I did not miss any projects.

---









Do you have any recommendations for Green Life Volunteers? If yes, which?

✎ It could be more organized, that is the first and main thing. I do not think she knows exactly where the money goes. I also believe that the structure from the organization can be improved. The promotion, so she can receive more volunteers and be more independent because she has now more jobs. And to invest more money and time in Green Life Volunteers, so it can grow, otherwise it



will be the same for the next 10 / 20 years.

## INTERVIEW 19

Thyrza	Volunteer 19
Why are you interested in volunteering?	 I like to do something good, and besides that I have to do it for my education.
What is the main reason for you to do volunteer activities abroad?	 The main reason is my education, that I went abroad is because I also like to travel and want to see something of the world. I like it to live abroad for a longer time period.
What were your first thoughts when you decided to find a volunteering project abroad?	 I was excited because I was never been to a country in Central America and I was really curious about the country.
What were your reasons to choose Costa Rica for your volunteering project abroad?	 It is more that Costa Rica choose me. I did not have it planned but it happened like that.
How did you find the volunteering project where you participated in?	 My teacher at school got the mail from Janina and send it to us, and that is how I find this internship. Then I looked on the internet and on Facebook. But I could not find it on Facebook.
Did you also look at other projects before you chose the project you did?	 Yes, I did. It was closer to home, but I do not regret that I came to Costa Rica.
Could you tell me the reason why you chose the project you did?	 The reason is that I need it for my education, and I like to help starting up an organization. I saw it as a challenge to work at an organization that I do not know.
When you made a decision, did you compare the project with other organizations? And what was the reason you chose for the certain organization?	 The main reason was that this was abroad in Costa Rica. I really wanted to go abroad to Central America.

Could you tell me the expectations you had of the project before you started?

- ✎ I expected to work a lot at the office, to develop the organization more and promote the organization to potential volunteers.

Did those expectations come true?

- ✎ Not at all, it is so different than I expected. The office is the house where I live, so I do not like that much because my world is very small now. I have not done any promotion yet, I have been making a lot of movies for the website, and it is a part of promotion, but it took a long time before it was online. The work is very similar and I expected that it would be more variety. Besides that, the tasks are not all for higher education, it is very simple and not that much to do. I would like it more if there was a lot of work, and that we get the freedom to do that work. For example, we do not get the freedom to e-mail to potential volunteers. And Janina is not much at the office, and if she is at the office she works sometimes for other companies, and not for Green Life Volunteers, which does not have a positive effect on my working hours.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

- ✎ Most important services are that the money goes to the right place. There are a lot of organizations who asks a lot and just a small amount goes to the project itself. For that, it would be good to show specific to the volunteers where the money goes. Another important service is the accommodation for the volunteers.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

- ✎ I prefer a non-profit organization because they are more affordable and you know

that your money will go to the right place.

What are the most important values of a project so that you would participate in the volunteer project?

- ✎ Important values are that the project is fair, sustainable, helpful for the community, meaningful and a nice atmosphere.

Based on which criteria did you choose your volunteer project?

- ✎ I choose this for my education, and the company sounded nice and meaningful.

Do you know what the benefits of your project are according to the local community? If yes, which?

- ✎ Green Life Volunteers helps the local community with their projects, but I think there could be more communities based projects. Most projects are focused on environmental. There is more to do in the towns for example cleaning the streets etc.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

- ✎ Personal value, because it is for my education. I need to do this internship for my thesis.

Do you have any improvements for the project you participated in? If yes, which?

- ✎ The office is in the house where we live, we knew that before we started but I do not like it that much. It is nice to work at home, but every day is the same. In the same environment, day and night. So it would be good to get an office to work from. Also the tasks for the interns are a lot the same. I had to make movies for a few months and besides that there was not much to do. That was a bit boring, and not really focused on my education. Janina is a really nice persons and do everything to help us on personal level, a lot of internships could learn from her. Only the work activities are not very positive for me, because she does not work very structured, and that is sometimes frustrating. It could be so much more organized and efficient.

Did you miss a project when you were choosing a volunteer project at Green Life Volunteers? If yes, which and why?

- ✎ I did not, I did not know a lot about volunteer projects, but during my internship I learned that there are a lot more different projects are. For example, a project with wild animals would be nice, and a project with sea turtles in another season.

Do you have any recommendations for Green Life Volunteers? If yes, which?

- ✎ Janina need an own office, it would work more efficient and it will gain more awareness from the local community and the tourists. with this awareness she could recruit more volunteers and even maybe volunteers from the local community. To recruit more volunteers, she should use more promotion. She is really focused on the dog and cat rescue project, but she should also do that for Green Life Volunteers itself.

INTERVIEW 20

**Thyrza**

**Volunteer 20**

Why are you interested in volunteering?

- ✎ I am interested in volunteering because I am interested in the environment and for me it makes the most sense to educate people about the environment to change something.

What is the main reason for you to do volunteer activities abroad?

- ✎ I want to experience something different. Because volunteering is something you also can do in Germany, but I came abroad to experience another culture and country.

What were your first thoughts when you decided to find a volunteering project abroad?

- ✎ To be honest, I really do not have any thoughts. I wanted to do something with education and I wanted to work in a team, and not alone.

What were your reasons to choose Costa Rica for your volunteering project abroad?

✿ I did not really choose Costa Rica. I just came up from my organization where I applied to.

How did you find the volunteering project where you participated in?

✿ I find it through my mother, because she is friends with the founder of the organization, and then she told me about the volunteer program, and I checked it out.

Did you also look at other projects before you chose the project you did?

✿ No, this was the only one.

Could you tell me the reason why you chose the project you did?

✿ The organization presented us different projects, and figured out what would be good for each person, and then we talked to them, they presented us what they imagined for us, and they presented me this project and I said yes because I like the idea of working together and doing something for the education in Costa Rica.

Could you tell me the expectations you had of the project before you started?

✿ I thought there would be an office and people working there every day. That I would have a schedule and that there was more organization in the whole organization.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

✿ I think the most important thing is to prepare the people before their volunteering. And I think it is really important to stay in contact with the organization and that they always can help you in an emergency and that you are not left alone.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

✿ Yes, because I always have the feeling with a profit organization that the main goal is to make money and that is not what I want, I want to help, and not that they make money with me. I observe this

volunteer tourism here, and that people come just for 2 / 3 weeks and help. Which is good that they want to help but actually it is not really helping, it is more entertaining them and that is not what I want.

What are the most important values of a project so that you would participate in the volunteer project?

✎ I think really maybe the documentation, organization and that there is no local working here. It is me, and I am working here for a year now and I will go, and the next volunteer will come, and then it will stop again and it will start again. There is no constant local person who can do it. And that is the biggest failure.

Based on which criteria did you choose your volunteer project?

✎ I like that there is a lot of freedom, because I can bring my own ideas and work together with people and I like working with the community and the schools.

Do you know what the benefits of your project are according to the local community? If yes, which?

✎ We go to schools where the children often do not even have like theater or something. It is the first time they see a theater, or it is the first time that they play a game, with different people than the teachers. And that they see that we are interested and getting contact with them, and that there is somebody that cares about them, and we organize festivals for the community, and I think that are the benefits.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

✎ All three. Personal, because I really want to develop, I really want to do something different and to give something back. Social because, I think the balance is not right in the world. I had the privilege to live in Germany and to have good education and now it is my task to give

that back. Ecological because, we really have to change something as I said before, for me the most important step is to educate the people and to change the circumstances.

## INTERVIEW 21

Thyrza	Volunteer 21
Why are you interested in volunteering?	<p>✿ I wanted to do something different, because I have been in school all my life and I wanted to do give something bed. I grew up in Germany and have all these privilege and go to school and everything is good but there are a lot of places that is not like that. So, I wanted to give something back.</p>
What is the main reason for you to do volunteer activities abroad?	<p>✿ Personal, because I wanted to experience something new and goes somewhere else, make new experiences, learn something about a new culture. And when you see all those things you come back in your own country with another perspective.</p>
What were your first thoughts when you decided to find a volunteering project abroad?	<p>✿ I wanted to be in contact with people, to do something that stops when I leave again, but something that really helps and is for longer time, makes a difference.</p>
What were your reasons to choose Costa Rica for your volunteering project abroad?	<p>✿ I did not choose Costa Rica. I wanted to go Colombia, but that did not work out. And my organization had a spot free so, that is why I am in Costa Rica.</p>
How did you find the volunteering project where you participated in?	<p>✿ I found it on the internet.</p>
Did you also look at other projects before you chose the project you did?	<p>✿ Yes, I founded more organization on the same program.</p>

Could you tell me the reason why you chose the project you did?

- ✎ I choose this one, because the other one did not work out and here was a spot free. I also wanted to do something in environmental section.

When you made a decision, did you compare the project with other organizations? And what was the reason you choose for the certain organization?

- ✎ There were more other ones but this one was more interested.

Could you tell me the expectations you had of the project before you started?

- ✎ I expected that there would be a lot of kids, that would have interaction with the community and that there was really something to do.

Did those expectations come true?

- ✎ Not really. I do not have to work a lot with kids, that is why I choose to volunteer also at EducaOsa. And I also volunteer at a butterfly garden in town, because there is not much to do at the library. At the butterfly garden I have more stuff to do. Mostly we are planting trees and sees, watering the seeds, and planting other trees. Also in the butterfly house, we help with the platforms, like cleaning and painting, so it is always different.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

- ✎ Communication, that they are there for you, if you have questions or problems, that they care and that there is someone you can reach and that they will help you. And also sustainability, when you are gone that they do not just send volunteer there, but also support it like financially.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

- ✎ Non-profit, it should be enough that someone comes and just want to give their work and they should not have to pay a lot of money to an organization. I already give my help, and time, and



commitment and I do not know why I should pay so much money. They should not want to help, to earn money from it, but actually help.

What are the most important values of a project so that you would participate in the volunteer project?

✎ I think that they want to help. First they do a little reforestation and want to do Environmental education. So get people to a more sustainable life, and show them the beautiful nature they have, especially in the Osa.

Based on which criteria did you choose your volunteer project?

✎ In my original project there was not much work, and I came here to do things that are related to the environment, and I could not do much. So I looked up other options where I could do that, and the butterfly garden is also practical work, and you learn a lot about plants, and the nature.

Do you know what the benefits of your project are according to the local community? If yes, which?

✎ The butterfly is still in building, So I do not know if they have benefits yet because they are not finished, but the goal is to have people or tourist to spend time there, to enjoy nature and also do environmental education and learn about the research.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

✎ All three, because personal I want to grow myself, that is why I came here. Social because to not come here as a tourist to just give something back, but just leave something behind and ecological because, I feel it is like our generations responsibility to do something.

## Thyrza

## Volunteer 22

Why are you interested in volunteering?

- ✿ I came here as a volunteer and I was interested in it, because I wanted to go abroad and do something meaningful.

What is the main reason for you to do volunteer activities abroad?

- ✿ I wanted to see the world, I wanted to see a different way of life then where I am from.

What were your first thoughts when you decided to find a volunteering project abroad?

- ✿ I just wanted to make a difference, it did not really matter what the project was, because I came through an organization the first time and they have a lot of different options, so I did not really care which one I had, because all of them are important. I just wanted to make a difference somewhere. The work that I am going to be doing is important to someone, so that is where I looked for in a project.

What were your reasons to choose Costa Rica for your volunteering project abroad?

- ✿ I volunteered here before, and I choose to come back to Costa Rica, because I loved the people. Everyone is very nice and this community is like a second home for me. So it is very an inviting country.

How did you find the volunteering project where you participated in?

- ✿ I first heard about this project through International Student Volunteers. That is an organization that just goes to school in the United States, colleges, and recruit students to come down here. That was when I first heard about the Osa Project, with Widecast and since then I searched for them online. I looked for their organization directly.

Did you also look at other projects before you chose the project you did?

- ✿ There were other projects, and I was supposed to go to another environmental

volunteering project. And they send me here, so I knew about 6 different projects in Costa Rica. I knew a bunch of different projects and the organization just put me where they thought would fit me the best.

Could you tell me the reason why you chose the project you did?

✿ I did not choose this project, because the organization put me somewhere that they thought would fit me the best. I had preferences, and I preferred to work with animals. Everybody got preferences, but also the organization where we went through, they had a common understanding that we are just here to make an impact, so really where you want to put us, we all want to be happy.

When you made a decision, did you compare the project with other organizations? And what was the reason you chose for the certain organization?

✿ I was like this organization sounds like they really are trying to make a difference in the world. And they do a lot for their volunteer who are signing up with them. Like, they make sure that we have housing, we pay one price, we have housing, we have food, we have transportation once we are here in the country, so if this is the first time volunteering, and you are stressing out about going to another country, and not even able to speak the language, then you do not have to worry about it. You just come and you do the hard work, and they will take care of the rest for you.

Could you tell me the expectations you had of the project before you started?

✿ I did not really have any expectations. When they are telling you to which project you are going, they send you directly information about what you can expect when you get here. So you do not have a time period of 'Oh I think it is

going to be like this'. They are saying; you are going to be dirty, and you are going to be tired, and you are going to be hot, and when you are staying with your host family, this is how it is going to be. So, have an open mind, and if you are not prepared for that, now is the time to change the decision. So, I had not expectations because I was told how it is going to be.

---

What are the most important services of a volunteer company so that you would choose to volunteer with them?

- ✿ I really think the most important part is lodging and transportation. It is a huge service that volunteer organizations can and should provide that for volunteers, obviously for a fee, but it makes it a much easier when you arrive in a foreign country.

---

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

- ✿ I would prefer non-profit. Just because I want most of what I am paying for, like the funds that they are going to get from me to come down as a volunteer, should be paying for the things that I need while I am here, so a place to stay, food, but also for materials for the project side where I am going to be working at, and the few staff people that are, that needs to paid.

---

What are the most important values of a project so that you would participate in the volunteer project?

- ✿ I think it is education. It is more education in general about what it is what we are doing, why we are doing it and why it is even important and how it effects not only us, but everyone that lives here. So the more you know, the more you can do, the bigger impact you will have.

---

Based on which criteria did you choose your volunteer project?

- ✿ I wanted something that was a project that was eco important and that I could

help to make a bigger change that we can make.

Do you know what the benefits of your project are according to the local community? If yes, which?

- ✿ It is more from an environmental standpoint; we are trying to restore the eco system here in the Golfo Dulce. It is really an ecosystem rebuilding afford. That is what we are trying to do, so that would definitely benefit the community.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

- ✿ Ecological, but also personal. I love sea turtles, so that is why I am here at this project in particular. But as a scientist and as a biologist, and really as a person who does not want to see my children in a world that it not beautiful and have all the things that I can see at my window every day, I want to save as much as I can, and because I love the earth. So I guess it is really personal, but it is ecological too. I want to be a positive influence on the world around me, ecological speaking, but it is a personal core value of me.

INTERVIEW 23

**Thyrza**

**Volunteer 23**

Why are you interested in volunteering?

- ✿ In this program specifically, I was looking for something to give me some experiences with reptiles, and we are working with turtles here, so that is what got me to the program.

What is the main reason for you to do volunteer activities abroad?

- ✿ I was not really looking specifically for something abroad. And I found this one, and it was happening in Costa Rica and my parents are both from Costa Rica, so it was easily assessable that I could go to the country, because I am already familiar with that. So, that is the mainly

why I am here. It was not primary that it was abroad, it just fit.

What were your first thoughts when you decided to find a volunteering project abroad?

Just anything that could give me some hand on experience. When I was looking for volunteer, I was looking for a project that could gain me some experience, and that could help me with job applications.

What were your reasons to choose Costa Rica for your volunteering project abroad?

It is a country where I am familiar with because of my parents, and I have not been here in 5 years so I was excited to come back.

How did you find the volunteering project where you participated in?

I have an older brother who is 2 years older than me, and when I graduate at college, he introduces me to LinkedIn, that is a website to help to gain new job opportunities and you can get e-mails from them like 'these things could be interesting'. So, I checked them out and I just find this one, Global Nomadic, and they described to me the program, and I found it interesting and I decided to go with that.

Did you also look at other projects before you chose the project you did?

I looked at other projects, but I wanted to stick with this one, because this was more about the reptiles. There were more projects with mammals in Africa and in other countries in South-America, but this one was for reptiles, so got my eye more.

Could you tell me the reason why you chose the project you did?

Mainly because it was the experience with the reptiles, which have my interest.

When you made a decision, did you compare the project with other organizations? And what was the reason you chose for the certain organization?

Yes, I looked at the ones that LinkedIn give, but most of them did not catch my eye, there was one animal rescue center, but I could not find housing there or I

should drive there, but I do not have a car. So this was the best opportunity for the moment.

Could you tell me the expectations you had of the project before you started?

For this project specifically I did not have much expectations.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

Important services would be housing and safety. You do not want to go somewhere, and something happen and that they do not know how to handle it. So, they have to make sure that the program is safe and that you get the experience.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

No, it does not matter. As long as the organization have good intentions, I am interested in their causes.

What are the most important values of a project so that you would participate in the volunteer project?

They have to be honest about their causes. What they really are doing, like helping the species, or whatever.

Based on which criteria did you choose your volunteer project?

It seems like they were serious about their research.

Do you know what the benefits of your project are according to the local community? If yes, which?

We have education days. The kids of the neighborhood come, and we played some games with them, to get them interested a little in turtles. We also sometimes help with other organization in Puerto Jimenez. They do similar stuff when they hold events like that. Like the Arboretum and EducaOsa. They do similar events so the kids get involved.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

Ecological and personal. Like I said I am really interested in reptiles. I wanted to do something with reptiles and I am also concerned about the future of the reptiles.

## Thyrza

## Volunteer 24

Why are you interested in volunteering?

- ✎ I wanted to start working as a biologist in a conservation project abroad. And I thought this was the best way to learn and help at the same time.

What is the main reason for you to do volunteer activities abroad?

- ✎ To experience life on a different way.

What were your first thoughts when you decided to find a volunteering project abroad?

- ✎ I thought about my personal development and I was excited thinking about new places, people, and cultures.

What were your reasons to choose Costa Rica for your volunteering project abroad?

- ✎ I was looking for a tropical country to work, and because of the high biodiversity I thought Costa Rica would be very interesting.

How did you find the volunteering project where you participated in?

- ✎ I founded on the Internet. I was looking for a conservation project and organizations that was looking for volunteers.

Did you also look at other projects before you chose the project you did?

- ✎ Yes, I did. I also applied to them, and after the selection process I had to choose.

Could you tell me the reason why you chose the project you did?

- ✎ I choose this one, because it sounded as the most interesting project. I am interested in the work that they do, and they offered me good conditions, and it also is places in one of the hot spots of biodiversity.

When you made a decision, did you compare the project with other organizations? And what was the reason you choose for the certain organization?

- ✎ I choose this one because this organization is bigger than the others I found. Also with this organization there is more diversity, because I could work in different projects at the same time, so I



have the change to work in a different way and have more chances in the future.

Could you tell me the expectations you had of the project before you started?

✎ I expected to learn a lot about this project and the people who are in it. And off course to participate in the sea turtle conservation and that it will be tough work, but that I would do the best that I can.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

✎ The company should offer good projects where you can learn and be helpful. And that they offer some kind of help with the costs of the stay. It is also important that they offer housing and food at the project side.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

✎ It does not matter for me, the project has to be good and if that really works, it does not matter in which way.

What are the most important values of a project so that you would participate in the volunteer project?

✎ The project has to be aware of the problems and the people around it, so be involved with the community.

Based on which criteria did you choose your volunteer project?

✎ I choose the project because I liked the organization and their mission and projects. I choose them because I thought that I could fit in it as well.

Do you know what the benefits of your project are according to the local community? If yes, which?

✎ The project works for the environment and the conservation, this is very important to preserve the place they live in. And also work in environmental education for the kids due to that communities could live in a sustainable way.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

✎ It is either ecological and personal value. I want to collaborate with the cause and also to grown as a person in a different way.

## Thyrza

## Volunteer 25

Why are you interested in volunteering?

- ✿ I went to school for marine biology and I always kind of been passionate about conservation the outdoors and I wanted to get an experience working in conservation in another country.

What is the main reason for you to do volunteer activities abroad?

- ✿ Mostly to see a little bit of the world and travel, that was my main motivation to come down here.

What were your first thoughts when you decided to find a volunteering project abroad?

- ✿ Just trying to find a place that was fitting me well, and to get kind of an experience. I just finished my degree 2 years ago and I am considering to do my masters and maybe my PhD, so I wanted a project that would fit into my interest and would give me kind of the skills and experience to help me decide what I want to do.

What were your reasons to choose Costa Rica for your volunteering project abroad?

- ✿ I came to Costa Rica before and I always wanted to come back, because I like the tropical, Caribbean kind of vibe travelling here.

How did you find the volunteering project where you participated in?

- ✿ I found this project online, just by doing searches on the internet.

Did you also look at other projects before you chose the project you did?

- ✿ Yes, I looked at projects all over the world that my general, basic first sources, like marine conservation, worldwide. I was looking at a dive projects, school projects, internships, any source of things that might be interesting.

Could you tell me the reason why you chose the project you did?

- ✿ I found some projects that I wanted to work for in South East Asia, and I accepted those and I was supposed to go

there, but they felt through in the last minute. So I had contact with this one, and that sounded even more perfectly.

Could you tell me the expectations you had of the project before you started?

🌱 I was looking for a project that would give me a lot of experience and responsibility, working with turtles in a rural, small community in a beach town.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

🌱 I expect from a volunteer organization that they have a safe place to come that is well suited and able to take care of, and that they have the facilities that we need to do our job the best that we can. Every company should provide the best possible experience.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

🌱 Personally, I prefer a non-profit organization, because that way you know that all your money that you are putting in the project is actually going to the project and not filling somebody's pockets. That shows that the organization really cares about what their goal is and so much as in eco-tourism business. And I think it is really important to separate a volunteer organization and an eco-tourism organization.

What are the most important values of a project so that you would participate in the volunteer project?

🌱 I think the most important value of this project is that they work with all aspects that is possible. We are making sure that the work we do is making a difference and is impact full.

Based on which criteria did you choose your volunteer project?

🌱 I was just looking for a non-profit that was doing work that I thought would be important and interesting. I was looking for a project that could give me the skills and experience that could help me with

decide what I wanted to do for my career.

Do you know what the benefits of your project are according to the local community? If yes, which?

- ✎ We do a lot of work with the community, in terms of spreading the word, working with children, the next generation of people that will be living here, educate them as much as we can, and involve them in the project or get ourselves involved in community education events like the Arboretum and the other non-profits in the Osa.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

- ✎ It is a combination of those three. I have personal values because I feel like I should try to make as much a positive contribution to anything that I do. I can teach people how much I want to teach them but I could learn from someone, or someone could learn from me, at least I am making a positive difference.

INTERVIEW 26

### Thyrza

### Volunteer 26

Why are you interested in volunteering?

- ✎ It is good way to gain experience, and to do something good for the world.

What is the main reason for you to do volunteer activities abroad?

- ✎ It is not really abroad for me, since I decided to settle in Costa Rica for a while.

What were your first thoughts when you decided to find a volunteering project abroad?

- ✎ I wanted field experience in marine bio, so I looked for that. I just want to have some experience.

What were your reasons to choose Costa Rica for your volunteering project abroad?

- ✎ I have family in Costa Rica, so that was extra appealing for me to choose Costa Rica.

How did you find the volunteering project where you participated in?	<p>✎ I had many searches on the internet, and then I found this one, which was the most appealing for me.</p>
Did you also look at other projects before you chose the project you did?	<p>✎ Yes, I did.</p>
Could you tell me the reason why you chose the project you did?	<p>✎ I choose this one because this one fits my schedule the best, and it seems like I could gain marine bio experience during this volunteering job.</p>
When you made a decision, did you compare the project with other organizations? And what was the reason you choose for the certain organization?	<p>✎ No I did not compare with other organizations.</p>
Could you tell me the expectations you had of the project before you started?	<p>✎ Pretty accurate ones, hard work, hot, humid, full of bugs, good solid turtle tagging effort and mangrove reforestation related activities.</p>
What are the most important services of a volunteer company so that you would choose to volunteer with them?	<p>✎ The most important services for me is that it is in a safe environment. It has to offers a place to stay, and food.</p>
When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.	<p>✎ For me it does, I prefer non-profit because, for profit it seems most likely to put monetary gain over sound science or well-structured conservation efforts.</p>
What are the most important values of a project so that you would participate in the volunteer project?	<p>✎ Commitment to their mission, transparency, community involved.</p>
Based on which criteria did you choose your volunteer project?	<p>✎ Biology fieldwork in a subject that I find interesting, that the community is involved and because of the good timing.</p>
Do you know what the benefits of your project are according to the local community? If yes, which?	<p>✎ No, I do not know directly, but we provide the community some environmental education.</p>

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

- ✿ It was interesting to do fieldwork in a country I liked and had links in, and it seemed serious about creating a good data base from the turtle monitoring efforts, as well as an interest in the betterment of the local ecosystem via mangrove reforestation. That would be ecological values, I think. And also personal, because I want to gain more experience.

INTERVIEW 27

**Thyrza**

**Volunteer 27**

Why are you interested in volunteering?

- ✿ Volunteering is such a nice way to spend your time, and people often get into volunteering because they are looking for something on their CV and they are looking for what they can get out of it. And I did the similar thing, I wanted to point that on my CV. But then you more you do it, the more you realize that it is nice for your inner self, and that is what it is. Volunteering is a thing that you should do for your inner self. It is really good way to spend your time, and to give back to something else.

What is the main reason for you to do volunteer activities abroad?

- ✿ It was for me to get experience. When you are abroad there will be opening a whole new world, and it is excited and interesting.

What were your first thoughts when you decided to find a volunteering project abroad?

- ✿ Bloody hell, this is expensive. How am I going to make this money? But my second thought was, it would like nice on my CV if I could fundraise for this.

What were your reasons to choose Costa Rica for your volunteering project abroad?

- ✿ I did not want to go home in the winter, because England is horrible in the winter,

so I got in touch and I could volunteer here, because they needed someone with a little bit more experience.

How did you find the volunteering project where you participated in?

🌱 I was aware of this project before I came down here, because one of my volunteers in the other project told me about it. So it was worth of mouth.

Did you also look at other projects before you chose the project you did?

🌱 No, it was just he suggested it and make me think, I could spend more 3 months here.

Could you tell me the expectations you had of the project before you started?

🌱 Pretty much, everything they suggested I was told that was going to happen. The advertisement is really strong so I knew it was going to be with turtles, and mangroves reforestation, and there is nothing that is coming as a surprise to me.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

🌱 For me, I would choose the project on the base of the sciences research that they are doing. I think I would not choose a project that do not have a sciences research. I am looking for really specific conservation work, looking for reptiles and amphibians.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

🌱 It has to be non-profit unless they have a very good reason why a profit making organization was not able to use volunteers. But a lot of big volunteer organizations charges a lot of money, and I would not work for them. I have volunteered for Frontier and I paid a huge amount of money for that, and I had a very good experience, and a few years later I realized that it is lost their ways to volunteer. It had to be a specific situation to volunteer for a profit organization.

What are the most important values of a project so that you would participate in the volunteer project?

- Probably the same as the services, so the quality of the data collection, but at the same time they have to maintained a high level of the animal welfare.

Based on which criteria did you choose your volunteer project?

- I am impressed by the animal welfare standards, there is nothing that make me feel uncomfortable by what we do. The conservation value in the animal welfare is really high, so that the thing that matter.

Do you know what the benefits of your project are according to the local community? If yes, which?

- We do a lot of work with the mangrove reforestation, that is an indirect impact in the community environment. It is a direct benefit, but it is a long term benefit. We do a lot of education work with the local community, and all over the Osa Peninsula. And also the volunteers here put a lot of money in the local shop here. There are different levels of benefitting the local community.

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

- Ecological value, because I was looking to fill conservation work.

INTERVIEW 28

**Thyrza**

**Volunteer 28**

Why are you interested in volunteering?

- It is something that I always wanted to do, to give something back, especially with animals because I really have a great passion for animals and it feels very rewarding and also I wanted to do something with animals and this is a good way to help for nothing, well I get experience back.



What is the main reason for you to do volunteer activities abroad?

✿ I got down to come to Costa Rica because of the wildlife and nature, and like that. That is why I wanted to do, and get involved with the local community in some way.

What were your first thoughts when you decided to find a volunteering project abroad?

✿ I was like I am going to start look at the local places and ask around and everything. Here I saw this dogs on the street and I really feel bad, so I wanted to find something here that I can do, and ask around.

What where your reasons to choose Costa Rica for your volunteering project abroad?

✿ The man reason is that I am very interested in the nature and wildlife and I wanted to experience that and see like the culture and everything. So everything got me, so I just fall in love with Costa Rica. I have just a one-way ticket, so I will travel around in Central America.

How did you find the volunteering project where you participated in?

✿ I was already in Puerto Jimenez, and I saw so many dogs that I had the feeling that I need to do something. I hoped that there was a place that I could do something here, and I asked around, and got the contact of Janina. It was not easy to find, because the first one I asked if there is a project, they said there was not a place. But someone else said that there is a place, one girl form Germany is doing this kind of work, so I got really quick into her contact.

Did you also look at other projects before you chose the project you did?

✿ Well, I knew that I wanted to do something with dogs right here, but I also have been looking for projects around Costa Rica with Animals. I found one in Osa Wildlife Rescue Center. I am going there and will volunteer there as well.

That is what I really want to do, work with the animals.

Could you tell me the expectations you had of the project before you started?

✿ I did not have many expectations, I thought it would be hard work, and I was really willing to do that. Try to contribute as much as possible. First, I thought it was more like that there was a rescue center here for dogs, and I thought that is cool and that it is developed like that, but then I realized that it is not like that. It is still in the process to grow to that, and people give donations, and help with foster-families, and there are many people involved with that.

What are the most important services of a volunteer company so that you would choose to volunteer with them?

✿ I think it is very important that you can really feel that the staff or the person that is involved really care about these things, and that you can really feel that. Also that it is done right, and also that it is good organized.

When you choose a project, does it matter if it is a non-profit organization or a profit organization? Explain why.

✿ Not really, but I do kind of like non-profit because then you know that the money goes to the right place.

What are the most important values of a project so that you would participate in the volunteer project?

✿ I think it is important to have ambition, and to have the right mind set, and to have the right organization. I think it is really important to have that, and everything else will work out itself.

Based on which criteria did you choose your volunteer project?

✿ I asked around, and there was a place. And when I met Janina, I felt like this is the right place. I felt like this is really serious, and I really felt like this person really cares, and I can do something here.

Do you know what the benefits of your project are according to the local community? If yes, which?

✿ Yes, the project will help a lot of dogs, especially they get a better life, to come in good families, dogs come from the

street and also it is really cool, that Janina organize clinics for sterilizing dogs, so you have a sort of control. There are going to be less street dogs, and people get some education.

---

What is the reason that you choose the project you did? Due ecological, social and/or personal value, and could you tell me why?

🌱 I think it is a lot of personal, because I really, really like animals, and I wanted to in a sort of way to contribute to that, and because I cannot stand on the side and watch, I need to help some way, to be able to give something back. Because I feel like animals do so much for me.

---

Do you have any improvements for the project you participated in? If yes, which?

🌱 I just have done it a few days, but you can see improvements in relationships with the dogs are helping, and also for the last rescued dogs, you can see how they grow very fast.

---

Do you have any recommendations for Green Life Volunteers? If yes, which?

🌱 If the organization get more donations, they can do a lot more, because you need money to do some efforts. So, if the organization would be more well known, or developed bigger, you will get more donations and you can do more.

## APPENDIX V AXIAL CODING INTERVIEWS

## INTERVIEW 1



Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>Travelling</li> <li>Doing something</li> </ul>	<i>"I am traveling for a long time period and I wanted to spend a bit of time doing something. I wanted to be around of the Costa Rican Wildlife".</i>
Abroad motivations	<ul style="list-style-type: none"> <li>Travelling</li> </ul>	<i>"I was abroad for traveling and came to volunteer".</i>
	<ul style="list-style-type: none"> <li>Yoga program</li> </ul>	<i>"I wanted to go somewhere else, but Costa Rica turned out so much better, and I was looking for a Yoga program which I will do in February".</i>
Project motivations	<ul style="list-style-type: none"> <li>Do real work</li> <li>Contribute for organization</li> </ul>	<i>"I wanted to find a project were I actually going to do some real work and actually could contribute for an organization".</i>
	<ul style="list-style-type: none"> <li>Internet</li> <li>Recommendation</li> </ul>	<i>"I googled it and a friend of me came to Costa Rica and told me about the Wild Life and I wanted to spend some time doing that and I founded different sites but this was the one that had the best program".</i>
	<ul style="list-style-type: none"> <li>Not sure about intentions</li> </ul>	<i>"I did, none of them seemed interesting. And a couple of those seemed like they would also run yoga classes at the same time and things like that, which were attempting but I was not sure about their intentions".</i>
	<ul style="list-style-type: none"> <li>Serious release program</li> </ul>	<i>"This one really seemed like they are really serious release program and so they can release the animals to the wild again".</i>

Volunteer expectations	<ul style="list-style-type: none"> <li>Not much expectations</li> <li>Working with animals</li> </ul>	<i>"I did not have a lot of expectations, I was hoping that I could working with the animals as much as possible and I did not to expect that much so I could be surprised".</i>
Services organization volunteer organization	<ul style="list-style-type: none"> <li>Accommodation</li> <li>Fair project</li> </ul>	<i>"I guess accommodation and really just as I long as I know that the projects are fair, that is really important".</i>
Non-profit organization / profit organization	<ul style="list-style-type: none"> <li>Does not matter, charitable organization</li> </ul>	<i>"No, I am happy to work for a profit company if they are not asking much and if it is a charitable organization".</i>
Values project	<ul style="list-style-type: none"> <li>Wellbeing of animals</li> </ul>	<i>"For this project is the focus on the wellbeing of the animals".</i>
	<ul style="list-style-type: none"> <li>Animals</li> <li>Location</li> </ul>	<i>"For the animals, and the location as well and definitely seems like the best of wild life projects".</i>
Awareness local community	<ul style="list-style-type: none"> <li>Local volunteers</li> <li>Education</li> </ul>	<i>"Yes, there are local volunteers and there are school projects so the education side as well".</i>
Awareness project value	<ul style="list-style-type: none"> <li>Personal value, feel good</li> </ul>	<i>"I guess personal value. It makes me feel good about myself. Feeling like you are doing general helpful is really valuable".</i>








## INTERVIEW 2

Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>Help</li> </ul>	<i>"The most important reason why I am here is to help with the animals".</i>
Abroad motivations	<ul style="list-style-type: none"> <li>Contact with animals</li> </ul>	<i>"I volunteer every day and I love to have this kind of contact with animals every day".</i>
	<ul style="list-style-type: none"> <li>Travelling</li> <li>Change my life</li> </ul>	<i>"I was traveling since 7 years and I was looking for a job and</i>

		<i>I was looking for something to do, to change my life".</i>
<b>Project motivations</b>	<ul style="list-style-type: none"> <li>✔ No first thoughts</li> </ul>	<i>"I did not have any first thoughts".</i>
	<ul style="list-style-type: none"> <li>✔ Internet</li> <li>✔ Recommendation</li> </ul>	<i>"I found this project on internet. A friend of me was talking about an amazing place to go and everything just went naturally".</i>
	<ul style="list-style-type: none"> <li>✔ Directly</li> </ul>	<i>"I came directly to this project".</i>
	<ul style="list-style-type: none"> <li>✔ Animals</li> <li>✔ Natural country</li> <li>✔ Change people act with animals</li> </ul>	<i>"The main reason is because of the animals. This is a natural country full of nature and jungle and we must change the way people act with animals".</i>
<b>Organization motivations</b>	<ul style="list-style-type: none"> <li>✔ Not compare</li> </ul>	<i>"I did not compare with other organizations".</i>
<b>Volunteer expectations</b>	<ul style="list-style-type: none"> <li>✔ No expectations</li> </ul>	<i>"I had no expectations and it was amazing to see what I found in the end".</i>
	<ul style="list-style-type: none"> <li>✔ Help</li> </ul>	<i>"I just wanted to help and help in everything I could help".</i>
<b>Services organization</b> <b>volunteer</b>	<ul style="list-style-type: none"> <li>✔ Accommodation</li> <li>✔ Free time</li> <li>✔ Take care</li> </ul>	<i>"They should give you a good house where to live, a clean house, they should guarantee a solution to go out. They should actually take care of volunteers".</i>
<b>Non-profit organization</b> / <b>profit</b>	<ul style="list-style-type: none"> <li>✔ Does not matter</li> </ul>	<i>"Does not matter, it depends always what is the end of it".</i>
<b>Values project</b>	<ul style="list-style-type: none"> <li>✔ Working together</li> </ul>	<i>"Working together for the animals".</i>
	<ul style="list-style-type: none"> <li>✔ Location</li> <li>✔ Animals</li> </ul>	<i>"The mix of things they offer me. Central America, the animals, the monkeys, my job".</i>
<b>Awareness local community</b>	<ul style="list-style-type: none"> <li>✔ Local volunteers</li> <li>✔ Helping</li> </ul>	<i>"Many locals are interested with working with us, so we have a lot of local volunteers coming every week, many</i>

	 Appreciate	<i>times a week because they want the same as us, just helping animals and doing the best for the animals. They really appreciate what we do. We have a lot of positive feedback of the locals".</i>
Awareness project value	 Personal, believe in what I do	<i>"I think it is a mix of all of that. For sure there is a personal value because I believe in what I do".</i>

## INTERVIEW 3

Subject	Label	Fragment
Volunteer motivations	 Work experience	<i>"I need 12 months of work experience in environmental parts for my new studies".</i>
	 Study	
Abroad motivations	 Weather	<i>"In Switzerland at the moment it is winter there is nothing much to do in this part that is why I came here and searched on workingabroad.com what can I do abroad and this sounded the best for me in Costa Rica".</i>
	 Recommendation	<i>"I heard good things about Costa Rica".</i>
Project motivations	 Traveling	<i>"My first thought was do I also see something from the country self or is it work the hole day and nothing joy".</i>
	 Internet	<i>"I googled volunteering stuff and workingabroad.com was very huge and was the first. I did not found Green Life Volunteers".</i>
	 Nature	<i>"Yes, I looked in different parts. First I looked after what is a project about animals, children, teaching, something like that. For me nature was the first reason to go".</i>

	<ul style="list-style-type: none"> <li>Price</li> </ul>	<p><i>"You hear 'volunteering' and you think it should be cheap or maybe free, it was a big reason that I chose this project because it was cheaper and I stay long abroad".</i></p>
Organization motivations	<ul style="list-style-type: none"> <li>Good homepage</li> <li>Quick response</li> </ul>	<p><i>"It was the first one and I think it also had a good homepage. It was hard to find a homepage that looked really serious and that is why I chose workingabroad.com. I had mail contact with a girl there and she answered very fast and it was a good impression, that is why I chose them".</i></p>
Volunteer expectations	<ul style="list-style-type: none"> <li>Learn</li> </ul>	<p><i>"My expectation was to learn a lot about nature, about the rainforest, about Costa Rica Life".</i></p>
Services organization volunteer	<ul style="list-style-type: none"> <li>Clear description</li> </ul>	<p><i>"They have to explain very well what you have to do there at the project and also that they can show pictures of how it looks like. It is important to offer good service. First really the program, what you have to do, where you live, what you can do in your spare time".</i></p>
Non-profit organization / profit	<ul style="list-style-type: none"> <li>Does not matter</li> </ul>	<p><i>"I did not know. For me at the moment it did not matter but now I am here and I hear a lot of different projects I would chose maybe not workingabroad.com but I would maybe choose something else. For example, directly from here".</i></p>
Values project	<ul style="list-style-type: none"> <li>Animals</li> <li>Varied</li> </ul>	<p><i>"I think it is working with the animals because you do not know what to get. You do not know what animals you will see and what you will do".</i></p>
	<ul style="list-style-type: none"> <li>Different then home</li> </ul>	<p><i>"It had to be different with Switzerland, the nature. I mean in Switzerland I can also</i></p>



		<i>do environmental things but when I do something abroad it has to be completely different”.</i>
Awareness local community	🌱 Inform	<i>“They tell the local community a lot about the turtle, the main project”.</i>
Awareness project value	🌱 Personal, study	<i>“At this project it is personal value, because I am here for my study to get some experience and I am very interested in animals. Next project will be more ecological”.</i>

## INTERVIEW 4

Subject	Label	Fragment
Volunteer motivations	🌱 Help 🌱 Give back 🌱 Traveling	<i>“I have been always interested wanted to help people, and in that aspect I feel like you are born to the live that you are born to and some people are born in a real privilege live like I was in America and other people are born to live where they do not have that much. It is important to give back to these people who do not have that much. It is also a way to see a country in the selfish motivation, where you really get to see how people live, see what their problems are, because every nation has different problems and issues”.</i>
Abroad motivations	🌱 Direct impact	<i>“You make a direct impact when you are working abroad because you are more working on a local level and less on a national organization stand point”.</i>
	🌱 Yoga program	<i>“Because I was already in Costa Rica for a yoga and meditation training and the next stop was that I did something good”.</i>

Project motivations	<ul style="list-style-type: none"> <li>Location</li> <li>Price</li> </ul>	<i>"This time I chose to volunteer because I already was in Costa Rica and I had a couple of days free and I knew I wanted to do something and that I did not have to go too far from where I were staying and I did not want it to expensive because, it always drugs me but you have to pay so much money to volunteer and help people".</i>
	<ul style="list-style-type: none"> <li>Internet</li> </ul>	<i>" I search on the internet around and find website what really nice and Janina was responding her e-mail quickly, and she was very friendly and helpful to deal with".</i>
	<ul style="list-style-type: none"> <li>Sea Turtle, not season</li> </ul>	<i>"There were couple other ones where I was looking at, like the sea turtle conservation but it was not the season for that".</i>
	<ul style="list-style-type: none"> <li>Price</li> <li>Love animals</li> <li>Make impact</li> </ul>	<i>"Because it was affordable and I love animals, I am a vegetarian and animals are great and they are very helpless, and I wanted to make an impact that way".</i>
Organization	<ul style="list-style-type: none"> <li>Recommendation</li> </ul>	<i>"No, I checked reviews on the internet which place were reportable and Green Life Volunteers looked good, so that is why I choose for it".</i>
Volunteer expectations	<ul style="list-style-type: none"> <li>Janina directed position</li> <li>More kennels</li> </ul>	<i>"I thought that Janina would be more a directed position at Green Life Volunteers, but she is really in the dog and cat rescue project. I also expected that there would be more kennels for the dogs and cats and I expected more underfed dogs".</i>
Services organization	<ul style="list-style-type: none"> <li>Accommodation</li> <li>Quick response</li> </ul>	<i>"I think the most important services of a volunteer company is the accommodation for the volunteers. Also the e-mail response time is an</i>

		<i>important service, that you do not have to wait so long for a response”.</i>
Non-profit / profit organization	<ul style="list-style-type: none"> <li>Non-profit, right place</li> <li>money</li> </ul>	<i>“Yes, for me it does matter. I prefer a non-profit organization. You want to know if your money comes to the right people and with a non-profit organization you know they not take advantages of you”.</i>
Values project	<ul style="list-style-type: none"> <li>Connection with local community</li> </ul>	<i>“I think that the most important value is that the project has a connection with the local community, and the local community have a benefit about it”.</i>
	<ul style="list-style-type: none"> <li>Location</li> <li>Quick response</li> </ul>	<i>“I chose this project because it was located in Costa Rica, and because of the e-mail response time and because I love animals”.</i>
Awareness local community	<ul style="list-style-type: none"> <li>Help dogs</li> </ul>	<i>“The project reduces the dogs on the street, the dogs get a safe home and food and help the dogs so there will be less dogs on the street”.</i>
Awareness project value	<ul style="list-style-type: none"> <li>Social, important for society</li> <li>Personal, love animals</li> </ul>	<i>“I choose the project based on social and personal value. Personal value because I love animals and I want to see the country and wanted to be around the locals. Social value because pets are big part of society, and for the society it is important that the animals are safe”.</i>
Improvements Project	<ul style="list-style-type: none"> <li>More kennels</li> <li>Social media attention community</li> <li>get of</li> </ul>	<i>“I think the dog and cat rescue project is doing a great job with what they have. They could probably use more kennels but that is al depended of the donation money. Also a Facebook page is a good idea or another social media to get the attention of the community”.</i>

Other projects	<ul style="list-style-type: none"> <li>Sea turtle year round</li> </ul>	<i>"I missed a turtle project at this time of year, but it was not the season for it so I could not participate in it".</i>
Recommendations GLV	<ul style="list-style-type: none"> <li>More donations</li> <li>Office</li> </ul>	<i>"Green Life Volunteers should get more donations so they could do everything what is needed. Everything is already set up on a good way but it could be better. It would be nice to have an office for the community, so people could really see the office and know what it is. It would be also maybe interested to get more flyers around, to drop those flyers at the hotels and hotels so tourists could volunteer last minute".</i>

## INTERVIEW 5

Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>Help</li> <li>Gain experience</li> </ul>	<i>"I think it is a good experience to help where is help needed".</i>
Abroad motivations	<ul style="list-style-type: none"> <li>Help</li> </ul>	<i>"The main reason is to help the animals, and for example the turtles are in danger to die and it is important that people help to keep the population a life".</i>
	<ul style="list-style-type: none"> <li>Green Life Volunteers</li> </ul>	<i>"I choose Costa Rica because of Green Life Volunteers. If Green Life Volunteers was located in another country, I would have been there".</i>
Project motivations	<ul style="list-style-type: none"> <li>Recommendation</li> </ul>	<i>"I heard about Green Life Volunteers of a friend of me and she recommended Green Life Volunteers to me and then I decided to go to Costa Rica".</i>
	<ul style="list-style-type: none"> <li>Recommendation</li> <li>Internet</li> </ul>	<i>"I found it through my friend. She told a lot of good experiences and then I</i>






		<i>searched for it on the internet and I was very positive about it”.</i>
	<ul style="list-style-type: none"> <li>Only interested in Turtle</li> </ul>	<i>“Yes, I did, but I was only interested in the turtle project”.</i>
	<ul style="list-style-type: none"> <li>Work location</li> <li>Unique experience</li> </ul>	<i>“I choose the project because I would like to work in the nature at the sea and I think it is a unique experience to help turtles laying their eggs.”</i>
Organization motivation	<ul style="list-style-type: none"> <li>Did not compare, only interested in GLV</li> </ul>	<i>“I did not compare with other organizations because I wanted to do volunteer projects with Green Life Volunteers”.</i>
Volunteer expectations	<ul style="list-style-type: none"> <li>Meet like-minded people</li> <li>See turtles</li> </ul>	<i>“That is a long time ago, but I expected to make a special experience and to meet like-minded people. Furthermore, I wanted to see many turtles”.</i>
Services organization volunteer	<ul style="list-style-type: none"> <li>Valuable project</li> <li>Accommodation</li> </ul>	<i>“Good and valuable projects, a good accommodation on the project or a host family to experience the local life”.</i>
Non-profit / profit organization	<ul style="list-style-type: none"> <li>Non-profit, support local</li> </ul>	<i>“It is better if it is a non-profit organization. I like the idea of a non-profit organization. I think it is a good thing to support different projects and live in a host family because so you get to know the culture and learn the language better”.</i>
Values project	<ul style="list-style-type: none"> <li>Work independent</li> <li>Learn</li> </ul>	<i>“It is important that volunteers can work independent and that you can learn something”.</i>
	<ul style="list-style-type: none"> <li>Location</li> </ul>	<i>“I choose the turtle conservation because of the location. I wanted to work at the beach”.</i>
Awareness local community	<ul style="list-style-type: none"> <li>Do not know</li> </ul>	<i>“I do not really know what the benefits are according the local community. I only know</i>

		<i>that the turtles need help and a lot of local people do not want to do that”.</i>
<b>Awareness project value</b>	<ul style="list-style-type: none"> <li>🌱 Ecological and personal, feel good and help animals</li> <li>🌱 Personal, learn Spanish</li> </ul>	<i>“I did three projects. The Spanish School was only personal value because I wanted to learn Spanish. The Turtle and Dog &amp; Cat Rescue were both personal and ecological. I wanted to do it for myself, to feel good, but I also wanted to help the animals”.</i>
<b>Improvements project</b>	<ul style="list-style-type: none"> <li>🌱 Not good organized</li> <li>🌱 Accommodation</li> </ul>	<i>“The Turtle project was not good organized. The accommodation at the Turtle project was really hot”.</i>
<b>Other projects</b>	<ul style="list-style-type: none"> <li>🌱 Wildlife</li> </ul>	<i>“Not really, I wanted to do a project with sea turtles, and that was possible. Maybe if there was also a project with wild life I would have choose to do that as well”.</i>
<b>Recommendation GLV</b>		<i>“Everything was fine”.</i>

## INTERVIEW 6

<b>Subject</b>	<b>Label</b>	<b>Fragment</b>
<b>Volunteer motivations</b>	<ul style="list-style-type: none"> <li>🌱 Doing something</li> <li>🌱 Spanish</li> </ul>	<i>“Honestly, I just wanted to have something to keep me busy while I was traveling abroad, and I wanted to enhance my Spanish language skills”.</i>
<b>Abroad motivations</b>	<ul style="list-style-type: none"> <li>🌱 Different culture</li> </ul>	<i>“I wanted to immerse myself in a different culture”.</i>
	<ul style="list-style-type: none"> <li>🌱 Previous experience</li> </ul>	<i>“I had already spent time in Costa Rica, and I wanted return to the country, because I really liked it here”.</i>
<b>Project motivations</b>	<ul style="list-style-type: none"> <li>🌱 Unique experience</li> </ul>	<i>“It would be a unique and unforgettable experience”.</i>
	<ul style="list-style-type: none"> <li>🌱 Internet</li> </ul>	<i>“I just googled and searched on the internet for volunteering</i>

		projects and found Green Life Volunteers”.
	<ul style="list-style-type: none"> <li>Looked extensively</li> </ul>	“I looked extensively at all of them before deciding on the ones I participated in”.
	<ul style="list-style-type: none"> <li>Learn</li> <li>Nature</li> <li>Location</li> </ul>	“I chose the Organic Farming, because I wanted to learn more about the organic farming practices and be immersed in nature. I chose the Turtle Conservation project because I wanted to end my volunteer experience on the beach and hopefully see baby turtles, which I did not get to see”.
Organization motivations	<ul style="list-style-type: none"> <li>Price</li> </ul>	“I researched several organizations, but I do not remember the names. I chose Green Life Volunteers, because it was affordable comparing to the other organizations”.
Volunteer expectations	<ul style="list-style-type: none"> <li>Host family</li> <li>GLV bigger</li> </ul>	“I was able to get a lot more one-on-one time with the host family. I also expected Green Life Volunteers to be a much bigger organization that it was. I was a bit shocked when I got there and realized it was just Janina, by herself pretty much.
Services organization	volunteer	<ul style="list-style-type: none"> <li>Accommodation</li> </ul> <p>“Having a comfortable place to sleep is very important”.</p>
Non-profit organization	/ profit	<ul style="list-style-type: none"> <li>Non-profit, money go to right place</li> </ul> <p>“I do not have much of an opinion on this. So I would say that it does matters for me, it depends on the project. But I think it is good to know that your money will go to the right places”.</p>
Values project	<ul style="list-style-type: none"> <li>Safe</li> <li>Comfortable</li> </ul>	“I think the volunteers should be safe and comfortable as much as possible”.
	<ul style="list-style-type: none"> <li>Spanish</li> <li>Nature</li> </ul>	“I wanted Spanish immersion and connection to nature so that is why I chose the Organic

	 Location	<i>Farming. For the Turtle project I wanted to see sea turtles and enjoy the beach”.</i>
Awareness local community	 Help	<i>“The money and help the family receives from the Organic Farming is a huge help for them. The Turtle project would not be possible without volunteers. Their mission is to help the sea turtles and keep their eggs from being poached”.</i>
Awareness project value	 Personal, enjoy vacation and learn	<i>“Honestly, I chose for personal value. Like I said, I wanted to enjoy a vacation but I wanted to do it economically and I needed it to be affordable. I wanted to be immersed in the culture and surrounded by Spanish language”.</i>
Improvements project	 Sleeping quarters	<i>“I just think the sleeping quarters could be improved. I had such a hard time sleeping at both projects. I have been in Costa Rica twice before and have lived with families, slept in hostels, etcetera. The Turtle project was the worst as far as comfort goes. The beds were awful and the heat was unbearable”.</i>
Other projects	 Too much choice	<i>“No, I had the problem that I could not chose which project I wanted to do”.</i>
Recommendation GLV		<i>“I think it is a great organization and if I chose to return to Costa Rica in the future for volunteering I would definitely contact Janina and Green Life Volunteers”.</i>



Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>Travel</li> <li>Do something good</li> </ul>	<i>"I choose this time Costa Rica to volunteer because I really wanted to go to Latin America and I liked the idea not just to travel for my own pleasure but do something good in this world and help projects I feel some kind of connection for".</i>
Abroad motivations	<ul style="list-style-type: none"> <li>Traveling</li> <li>Doing something meaningful</li> </ul>	<i>"Traveling the world and doing something meaningful".</i>
	<ul style="list-style-type: none"> <li>Travel</li> <li>Spanish</li> <li>Culture</li> </ul>	<i>"I always wanted to travel Latin America to improve my Spanish skills and to get to know the culture so I picked Costa Rica".</i>
Project motivations	<ul style="list-style-type: none"> <li>Dream</li> </ul>	<i>"That is my dream for many years, and I really want to do that".</i>
	<ul style="list-style-type: none"> <li>Recommendation</li> </ul>	<i>"Via Facebook I got in contact with a girl that founded another volunteer project in Costa Rica and she told me about Green Life Volunteers".</i>
	<ul style="list-style-type: none"> <li>Different projects</li> </ul>	<i>"Yes, I looked at many different projects until I picked mine".</i>
	<ul style="list-style-type: none"> <li>Help</li> <li>Love animals</li> </ul>	<i>"I have got a turtle at home and I just think that turtles are really special animals so I liked the idea to help them with the Turtle Conservation. I also really really love dogs and think that people should stop breeding thousands of dogs and cats as long as there are that many straying animals outside".</i>
Organization motivations	<ul style="list-style-type: none"> <li>Not compare</li> </ul>	<i>"To be honest, I did not have any experiences with that and did not compare the organizations".</i>

Volunteer expectations	<ul style="list-style-type: none"> <li>Help</li> <li>Improve Spanish</li> <li>Travel</li> </ul>	<i>"My only expectation was to help a lot of animals and to improve my Spanish skills. I also wanted to see something of the world".</i>
Services organization / volunteer	<ul style="list-style-type: none"> <li>Price</li> </ul>	<i>"They should not be too expensive. It is a shame that some company's take money from the people to let them work in their project".</i>
Non-profit / profit organization	<ul style="list-style-type: none"> <li>Non-profit, money goes to the right place</li> </ul>	<i>"For me it is important that it is a non-profit organization. That the money goes to good projects".</i>
Values project	<ul style="list-style-type: none"> <li>Help</li> <li>Fair</li> </ul>	<i>"Important value is to help the community and which is fair. I would not want to work for an organization that only cares about money".</i>
	<ul style="list-style-type: none"> <li>Price</li> </ul>	<i>"I choose this project based on the price".</i>
Awareness local community	<ul style="list-style-type: none"> <li>Handle with animals</li> </ul>	<i>"The Dog &amp; Cat Rescue Project shows the local people how to handle with the animals, it reduces the amount of straying animals and supports owners who cannot afford important things like spay/neuter their dog/cat".</i>
Awareness project value	<ul style="list-style-type: none"> <li>Ecological, personal, doing something for nature, like pets</li> </ul>	<i>"For the Turtle Conservation it was an ecological value, for the Dog &amp; Cat rescue a personal value, because I had the feeling with the Turtle Conservation that I was really doing something for the nature. With the Dog &amp; Cat Rescue it was more personal because I really like pets".</i>
Improvements project	<ul style="list-style-type: none"> <li>No</li> </ul>	<i>"No, I do not. I liked the projects the way they were".</i>
Other projects	<ul style="list-style-type: none"> <li>No</li> </ul>	<i>"No".</i>
Recommendation GLV	<ul style="list-style-type: none"> <li>Stop with turtle project ASVO</li> </ul>	<i>"Janina and I have talked about it, but I would really</i>

*recommend her to quit with ASVO. ASVO takes way too much money for way to less service”!*

## INTERVIEW 8

Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>Learn Spanish</li> <li>Culture</li> </ul>	<i>“I wanted to learn Spanish and learn more about cultures. The organic farm was the best way to get immersed”.</i>
Abroad motivations	<ul style="list-style-type: none"> <li>Learn Spanish</li> </ul>	<i>“To go abroad to learn Spanish, especially orally, was my priority”.</i>
	<ul style="list-style-type: none"> <li>Price</li> <li>Level or remoteness</li> </ul>	<i>“The price, volunteering projects in Costa Rica are not that expensive, and the level of remoteness, because that is the best way to learn a language”.</i>
Project motivations	<ul style="list-style-type: none"> <li>Price</li> <li>Local people</li> </ul>	<i>“I wanted to find a cheap place and a place where there are only local people”.</i>
	<ul style="list-style-type: none"> <li>Internet</li> </ul>	<i>“I found it at the service learning center on my school’s website”.</i>
	<ul style="list-style-type: none"> <li>Price</li> </ul>	<i>“I also looked at some other volunteer opportunities, and other Spanish speaking countries but Costa Rica was the most attractive regarding the price”.</i>
	<ul style="list-style-type: none"> <li>Learn Spanish</li> </ul>	<i>“Because of the level of remoteness, where I could learn Spanish”.</i>
Organization motivation	<ul style="list-style-type: none"> <li>Price</li> </ul>	<i>“I did compare project with other organizations but I choose for Green Life Volunteers because it was the cheapest”.</i>
Volunteer expectations	<ul style="list-style-type: none"> <li>Local people</li> </ul>	<i>“I expected that there were only local people and scarce to none exposure to English speaking environment”.</i>

Services organization	volunteer	<ul style="list-style-type: none"> <li>Accountability</li> <li>Accessibility</li> <li>Quick response</li> <li>Honest</li> </ul>	<i>"Accountability and accessibility. I think it is important that I can reach them pretty quickly, and that they will do what they told you to do before, for example picking you up at the airport".</i>
Non-profit organization	/ profit	<ul style="list-style-type: none"> <li>Did not matter, help and learn Spanish</li> </ul>	<i>"No, it does not matter for me because I just want to help and learn Spanish and did not matter for me in what kind of organization that is".</i>
Values project		<ul style="list-style-type: none"> <li>Helpful</li> <li>Learn</li> <li>Productive</li> <li>Useful</li> <li>Price</li> </ul>	<i>"I want to get the feeling that I am helpful and that the projects can learn me things. I want to be productive and useful. And the cost should be reasonable".</i>
		<ul style="list-style-type: none"> <li>Connection local</li> <li>Spanish</li> </ul>	<i>"The connection with the local community and the ability to learn Spanish".</i>
Awareness local community		<ul style="list-style-type: none"> <li>Help</li> </ul>	<i>"The farm is from a local family and they need help. So my project only has benefits for the local community".</i>
Awareness project value		<ul style="list-style-type: none"> <li>Personal, travel</li> </ul>	<i>"I would say personal value, because I wanted to have some adventures for my own".</i>
Improvements project		<ul style="list-style-type: none"> <li>Cold shower, health issues</li> </ul>	<i>"For the organic farming, I wish I was told beforehand that the shower is cold. That was really important for due to health issues".</i>
Other projects		<ul style="list-style-type: none"> <li>No</li> </ul>	<i>"No, I did not miss any projects".</i>
Recommendation GLV		<ul style="list-style-type: none"> <li>No recommendations</li> </ul>	<i>"I would recommend the organic farming project, which was the only one I did. The people are super friendly and very family oriented. For Green Life Volunteers I do not have any recommendations".</i>

Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>Gain experience</li> </ul>	<p><i>"My goal was to gain veterinary experience because I am required to have a specified number of hours working with animals in a professional setting before applying to veterinary school".</i></p>
Abroad motivations	<ul style="list-style-type: none"> <li>Experience</li> <li>Host family</li> <li>Gain work experience</li> <li>Career</li> </ul>	<p><i>"I was looking for programs abroad because I have always wanted to study abroad. Green Life Volunteers was the perfect solution for my situation: I could have the immersive experience of studying abroad by living with a host family, and I could gain work experience for a career I am interested in pursuing".</i></p>
	<ul style="list-style-type: none"> <li>Limited on language</li> <li>Safe</li> </ul>	<p><i>"I was limited to countries based on language; I knew that I had to be somewhere that was either English or Spanish speaking because those are the only languages I know enough to be comfortable living with. I also wanted to go to a country that has a reputation for being safe, especially for single women".</i></p>
Project motivations	<ul style="list-style-type: none"> <li>Intimidated</li> <li>Interests</li> <li>Needs</li> <li>Budget</li> </ul>	<p><i>"I was a bit intimidated by the process! I spent a lot of time researching different organizations and trying to find something that would fit my interests, needs, and budget".</i></p>
	<ul style="list-style-type: none"> <li>Green Volunteers Database</li> <li>Internet</li> </ul>	<p><i>"I found Green Life Volunteers through the Green Volunteers database, for which I have a paid subscription. From here, it was a matter of visiting the Green Life Volunteers website and finding the veterinary internship!"</i></p>

	<ul style="list-style-type: none"> <li>✓</li> </ul>	<p><i>"Yes, but all of the other projects I applied to were within the United States. Green Life Volunteers was my first choice".</i></p>
	<ul style="list-style-type: none"> <li>✓ Animals</li> </ul>	<p><i>"Because I like this project the most. I like to work with animals".</i></p>
Organization motivations	<ul style="list-style-type: none"> <li>✓ Information website</li> </ul>	<p><i>"No, I chose Green Life Volunteers because the description on the veterinary internship page provided exactly what I was looking for. I am so grateful for all of the information listed on the website because it really helped me determine whether this would be a hands-on experience best fitting my needs".</i></p>
Volunteer expectations	<ul style="list-style-type: none"> <li>✓ Did not have expectations</li> <li>✓ Handbook helpful</li> </ul>	<p><i>"I did not have any expectations other than that I would be working with a local veterinarian and I would be living with a host family. She also put together a handbook that outlined everything that I needed to know beforehand. This was not only very helpful for my pre-trip planning, but it also made me even more excited"!</i></p>
Services organization volunteer	<ul style="list-style-type: none"> <li>✓ Customer service</li> <li>✓ Easy to navigate and informative website</li> </ul>	<p><i>"I think customer service is really important. Green Life Volunteers seemed really well organized from the beginning, and it had an easy-to-navigate and informative website".</i></p>
Non-profit / profit organization	<ul style="list-style-type: none"> <li>✓ Non-profit, truly committed</li> </ul>	<p><i>"I would prefer to work with non-profits because I believe that these organizations are truly committed to their causes".</i></p>
Values project	<ul style="list-style-type: none"> <li>✓ Commitment supporting to</li> <li>✓ Enthusiasm</li> </ul>	<p><i>"Important values are: commitment to supporting volunteers and employees,</i></p>

	<ul style="list-style-type: none"> <li>Friendly attitude</li> <li>Professionalism</li> <li>Flexibility</li> </ul>	<i>organization, enthusiasm and friendly attitude, a degree of professionalism, flexibility in planning projects in case situations change”.</i>
Awareness local community	<ul style="list-style-type: none"> <li>Served the community</li> <li>Help</li> </ul>	<i>“I worked as an assistant to the local veterinarian, Dr. Ricardo. In helping him, I indirectly served the larger Osa community. I also helped the people who support and love their lifelong companions”.</i>
Awareness project value	<ul style="list-style-type: none"> <li>Personal, school</li> </ul>	<i>“I chose to participate in the veterinary internship for personal values, and because I thought that I could make a bigger difference helping animals in Costa Rica compared to the United States”.</i>
Improvements project	<ul style="list-style-type: none"> <li>No</li> </ul>	<i>“No”</i>
Other projects	<ul style="list-style-type: none"> <li>No</li> </ul>	<i>“No”</i>
Recommendations GLV	<ul style="list-style-type: none"> <li>No</li> </ul>	<i>“Thank you so much for giving me the best time of my life”!</i>

## INTERVIEW 10

Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>Work experience</li> </ul>	<i>“I am volunteering or interested in because I need work experience for one year”.</i>
Abroad motivations	<ul style="list-style-type: none"> <li>Work experience</li> </ul>	<i>“The reason is my work experience”.</i>
	<ul style="list-style-type: none"> <li>High bio diversity</li> <li>Nature</li> </ul>	<i>“It looks like a nice country, with big bio diversity and a lot of nature I could see”.</i>
Project motivations	<ul style="list-style-type: none"> <li>Learn</li> </ul>	<i>“My first thoughts were that I could learn a lot”.</i>
	<ul style="list-style-type: none"> <li>Personal contact</li> </ul>	<i>“I was volunteering at the reserve Playa Tortuga. Was thinking about to stay longer in</i>

		<i>Costa Rica, then I changed my flight to 5 weeks later, so I had to do something else and then I got in contact with the boss of Green Life Volunteers, Janina, and that is why I am here and the organic farming sounded great”.</i>
	<ul style="list-style-type: none"> <li>🌱 Wider project</li> <li>🌱 Spanish</li> </ul>	<i>“I looked at two projects, they were two international projects, at least one of them was international project so I would have spoken only English and would have worked with trees but at the organic farming it was wider, you could work with animals, could learn something about plants, and also speak Spanish”.</i>
Organization motivations	<ul style="list-style-type: none"> <li>🌱 Not focused on organization</li> </ul>	<i>“I was not focused on the organization and what they do. I was focused on my plants to get work experience so more focused on the projects”.</i>
Volunteer expectations	<ul style="list-style-type: none"> <li>🌱 Learn</li> <li>🌱 Nature</li> <li>🌱 Plants</li> </ul>	<i>“I was expecting to learn living in the nature, work with animals, get to know some plants, some tropic plants and I think I also learned about this”.</i>
Services organization	volunteer <ul style="list-style-type: none"> <li>🌱 Good project</li> </ul>	<i>“The project. That they offer you the project that you are looking for and that they are serious and not offer a lot of projects and earn a lot of money with the volunteers so that they do good things also and not only get some money”.</i>
Non-profit organization / profit	<ul style="list-style-type: none"> <li>🌱 Spend on good things</li> <li>🌱 Regret that you pay</li> </ul>	<i>“Now it matters a lot more, because I spend a lot of money here and I want to spend to good things and not at bad things. Sometimes you regret that you pay because in Switzerland you earn for this</i>





		<i>working even more than you would get in Costa Rica".</i>
Values project	<ul style="list-style-type: none"> <li>Learn</li> <li>Part of something</li> </ul>	<i>"That you learn a lot. That you can also work and being a part of something and not just do the work that nobody wants to do".</i>
	<ul style="list-style-type: none"> <li>Work experience</li> </ul>	<i>"I need work experience. I thought about what would help me the most and this project was good for experience because it is focused on the environmental".</i>
Awareness local community	<ul style="list-style-type: none"> <li>Not aware</li> </ul>	<i>"Not really. Of course they do, but not really intense. For me is more important that they take care about the environment and that they are organic and that comparing to the first world. And take care of national reserves. And they use it when they really need it".</i>
Awareness project value	<ul style="list-style-type: none"> <li>Personal, work experience</li> <li>Ecological, understand nature</li> </ul>	<i>"First personal, because of the work experience. Second, ecological because you get the know the life how life could be when nature decide how to life and where you not decide how nature is".</i>
Improvements project	<ul style="list-style-type: none"> <li>Make money more clear</li> </ul>	<i>"I think paying is a little bit special because as a volunteer you pay 500 dollars for 2 weeks. What to do with the money, because I do not know what happens with the money. They should make it more clear and invest it better".</i>
Other projects	<ul style="list-style-type: none"> <li>No</li> </ul>	<i>"No".</i>
Recommendation GLV	<ul style="list-style-type: none"> <li>Homepage improved</li> </ul>	<i>"I think the homepage could be better but I know you are working on this. But this could be improved, it could me more clear".</i>








Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>Benefiting the world</li> <li>Externally rewarding</li> <li>Internally rewarding</li> </ul>	<i>"I find that devoting my time and energy for the sake of benefiting the world and people around me are not only externally rewarding, but also internally rewarding".</i>
Abroad motivations	<ul style="list-style-type: none"> <li>Experience</li> <li>Learn</li> </ul>	<i>"I wanted to experience something fascinating while contributing my time and energy to practices I believe in and want to learn more about".</i>
	<ul style="list-style-type: none"> <li>Fell in love with CR</li> <li>Nature</li> </ul>	<i>"I was already living in Costa Rica and fell in love with the people and it concern for its natural surroundings".</i>
Project motivations	<ul style="list-style-type: none"> <li>Meaningful</li> </ul>	<i>"I knew I wanted to do something meaningful with my remaining time for that beautiful country".</i>
	<ul style="list-style-type: none"> <li>Internet</li> </ul>	<i>"A lot of searching on Google".</i>
	<ul style="list-style-type: none"> <li>Uneasy feeling Frontier</li> </ul>	<i>"I was in contact with Frontier for a little while but had an uneasy feeling about the commercialism and the various outsourcing of calls to places other than the country I wanted to work".</i>
	<ul style="list-style-type: none"> <li>Learn</li> <li>Host family</li> <li>Help</li> </ul>	<i>"I wanted to learn more about farming while also contributing my efforts to the type of farm I find useful to people and the planet. It was also my interests to live with a host family. I chose the Park Ranger project because I admire the job MINAET does for Costa Rica and protecting its resources. I wanted to delve into the national park and reserves and help out".</i>
Organization motivation	<ul style="list-style-type: none"> <li>Specific to CR</li> <li>Helpful</li> </ul>	<i>"Once I began talking with Green Life Volunteers, I did not even consider another</i>

	<ul style="list-style-type: none"> <li>Price</li> </ul>	<p>organization. Green Life Volunteers is specific to Costa Rica. Janina is responsive and tremendously helpful in answering my questions and helping me find the projects that were in my best interests. Also, the price comparison was not even close. Green Life Volunteers was the best option”.</p>
Volunteer expectations	<ul style="list-style-type: none"> <li>Hard work</li> <li>Speaking Spanish</li> <li>No cell phone signal</li> </ul>	<p>“For Organic Farming, I expected it to be a lot of hard work. For the Park Ranger project, I expected to be with one other park ranger and at least one other volunteer. I did not expect to have any cell phone signal anywhere and expected to only be speaking Spanish”.</p>
Services organization	<p>volunteer</p> <ul style="list-style-type: none"> <li>Quick response</li> <li>Genuine relationship with project</li> <li>Pictures and details what to expect</li> <li>Providing reviews</li> </ul>	<p>“I think the most important services of a volunteer company, especially when it involves going abroad, are quick, thorough response; a genuine relationship with the projects they are coordinating you with; pictures and details of what to expect; and most importantly providing reviews and first-hand accounts”.</p>
Non-profit organization / profit	<ul style="list-style-type: none"> <li>Non-profit, volunteering is based in spreading goodness, not money</li> </ul>	<p>“I would say it definitely matters. For profit organizations charge large unnecessary amounts of money for you to provide a service to someone else at no cost to them. That just does not even make sense. The essence of volunteering is based in spreading of goodness, not money”.</p>
Values project	<ul style="list-style-type: none"> <li>Serving a cause that you deeply believe in</li> <li>Working with kind people</li> </ul>	<p>“For me, all I think that matters about the project are that it is serving a cause that you deeply believe in, whether it be serving the environment, or education a classroom. It is</p>








		<i>also important that you are working with people, whether it be through the organization or the project, that are kind and good-hearted”.</i>
	<ul style="list-style-type: none"> <li>🌱 Adventurous</li> <li>🌱 Nature</li> <li>🌱 Experience</li> </ul>	<i>“I based my criteria solely on the adventurous, novel nature of the experiences and the ties to my personal obligations to the environment and the planet”.</i>
Awareness local community	<ul style="list-style-type: none"> <li>🌱 Help</li> <li>🌱 Preserve the land</li> </ul>	<i>“At the Organic Farming, I helped a local, well-known family operate their farm to provide their family and some friends with food and medicine from the farm. With the Park Rangers, I am aware of the role that eco-tourism plays in many parts of Costa Rica. I was helping preserve the land and aid in the functioning that draws so many visitors and has such a positive impact on the economy of this country”.</i>
Awareness project value	<ul style="list-style-type: none"> <li>🌱 Personal ecological, learn and</li> </ul>	<i>“The Organic Farming was personal but also ecological. I wanted to learn more about farming while also contributing my efforts to the type of farm I find useful to people and the planet. It was also my interests to live with a host family, which was an option with the Organic Farming. The Park Rangers was also personal and ecological value for me, because I was protecting Costa Ricans resources, but I wanted to delve into the National Parks and reserves and help out”.</i>
Improvements project	<ul style="list-style-type: none"> <li>🌱 Park Rangers, improve view of volunteers</li> </ul>	<i>“With the Park Ranger project, they need to improve their view of volunteers and see them as more than a way to make more money so they are treated with respect”.</i>

Other projects	 No	"No".
Recommendation GLV		<i>"I think Green Life Volunteers is wonderful. I had a slightly rough experience with Park Rangers at the end but it was a new project for Green Life Volunteers and I knew that going into it. In no way do I consider that experience a reflection of Green Life Volunteers. I am very grateful for Janina and all the work Green Life Volunteers did for me".</i>

## INTERVIEW 12

Subject	Label	Fragment
Volunteer motivations	 Learning experience  Eye opener	<i>"It was always something I wanted to experience, and feel volunteer work could be an eye opener and a great learning experience".</i>
Abroad motivations	 Travel  Career	<i>"I love to travel and explore new places and cultures but had never volunteered before. I also believed the experience was good to supplement my Master's Degree".</i>
	 Spanish	<i>"I wanted to go somewhere where the language spoken was Spanish, and Costa Rica has always intrigued me".</i>
Project motivations	 Price	<i>"I wanted to make sure to choose a company that was not just in for the profit. I know many of larger companies charge a skyrocket price and I believe the cost should not be that high when you are providing a service and aid somewhere".</i>
	 Internet	<i>"I found Green Life Volunteers through googling and more googling. I clicked a number of</i>

		websites and read a ton of reviews, and explored Green Life Volunteers' website before contacting Green Life Volunteers".
	<ul style="list-style-type: none"> <li>Know directly</li> </ul>	"Not really, once I saw what Green Life Volunteers offered, I knew which projects were a good fit for me".
	<ul style="list-style-type: none"> <li>School experience</li> <li>learn</li> </ul>	"Well I knew I wanted to teach English, being that my undergraduate degree is in elementary education. But the environment has always been important to me, and learning to farm and cultivate some food on my own has always been intriguing".
Organization motivations	<ul style="list-style-type: none"> <li>Local</li> <li>Personal</li> </ul>	"I compared many programs, companies, and organizations. Green Life Volunteers seemed like a very local and concentrated organization that really had relations with the city and country it was in. Unlike some of these bigger organizations, where they have projects all over the world, I feel it is a lot less personal".
Volunteer expectations	<ul style="list-style-type: none"> <li>Did not know what to expect</li> </ul>	"I did not know what to expect, especially from the farming portion of the experience. Teaching English I had a light idea, being that I have been trained in education, but knew it would be very different from what I have learned".
Services organization	volunteer <ul style="list-style-type: none"> <li>Communication</li> <li>Quick response</li> <li>Affordability</li> </ul>	"Communication, and timely responses. Affordability, and what the company spends money on making sure the impact it has on the community is a positive one".
Non-profit organization	/ profit <ul style="list-style-type: none"> <li>Does not matter, if the company try to help the community</li> </ul>	"I do not think it matters if there is a very small profit, but I do not believe a company should be making a tremendous

		<i>amount of money off people trying to help a specific cause”.</i>
Values project	 Impact on community and people	<i>“Its impact on the community and people. I want to make sure this is something that is beneficial for both parties involved”.</i>
	 Career	<i>“How it could help my future career choices as well as how it fits my interests”.</i>
Awareness local community	 Not exactly	<i>“Not exactly. Of course Teaching English I help the children to get more educated. And the Farming I do not exactly, because it is just for one family, so it is not a benefit for the community but just for one family”.</i>
Awareness project value	 Personal, grow	<i>“It was probably more personal. For the experience of giving a hand and experience life somewhere else”.</i>
Improvements project	 Make sure teacher doing their part	<i>“At the school I think it is important to make sure the teachers are doing their part. While that is not Green Life Volunteers fault, one of the teachers would disappear and you were pretty much on your own. But there were always teachers who were very helpful and welcoming”.</i>
Other projects	 No	<i>“No, I could choose the project that I wanted; teaching”.</i>
Recommendation GLV	 More preparation pre-departure	<i>“A little more preparation pre-departure. For example, I was unaware that rain boots would have been helpful on the farm. I personally like to know what I am getting myself into a little more, so more information is always handy”.</i>















Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>Travel</li> <li>Study</li> </ul>	<i>"I just want to travel really, and I have to do an internship for my university and that is why I came volunteering".</i>
Abroad motivations	Travel	<i>"I just want to travel".</i>
	Previous experience	<i>"I came in 2014 to Costa Rica for a sea turtle project and I loved it so I decided to come back to Costa Rica".</i>
Project motivations	Spanish	<i>"I want to go to a Spanish speaking country because I want to learn Spanish".</i>
	Internet	<i>"I searched on the internet and found the projects".</i>
	Safe	<i>"Yes, I did, first I wanted to go to Belize and volunteer at the farm there but found out it was actually very unsafe there so I decided not to go, because it scared me a bit".</i>
	<ul style="list-style-type: none"> <li>Safe</li> <li>Spanish</li> </ul>	<i>"Costa Rica is a bit safer and they speak Spanish more than Belize and I wanted to work at a farm".</i>
Organization motivations	Price	<i>"I looked at other organization but I choose for Green Life Volunteers because it is a bit cheaper than the other organizations and the product that I was looking for was here".</i>
Volunteer expectations	No expectations	<i>"I really did not have that many to be honest, I only wanted to learn Spanish".</i>
Services volunteer organization	<ul style="list-style-type: none"> <li>Organized</li> <li>Good explanation</li> </ul>	<i>"It should be organized and it should give you a good explanation of what you are going to do at the project".</i>











Non-profit / profit organization	<ul style="list-style-type: none"> <li>Does not matter, fair</li> </ul>	<i>"Not really, I mean it depends on what you want. It has to be fair".</i>
Values project	<ul style="list-style-type: none"> <li>Animals</li> <li>Environment</li> <li>Accommodation</li> </ul>	<i>"I thought it would be really cool to working with animals and be in the environment. Also the accommodation was a benefit but I just wanted to be in the environment".</i>
Awareness local community	<ul style="list-style-type: none"> <li>No</li> </ul>	<i>"Not really".</i>
Awareness project value	<ul style="list-style-type: none"> <li>Personal, study and experience</li> </ul>	<i>"I like the ecological aspect, but when I was choosing my internship for the University I wanted to help international communities. It was also a personal aspect because I wanted to do it for experience".</i>
Improvements project	<ul style="list-style-type: none"> <li>More work</li> </ul>	<i>"I think for the Sanctuary it could be better. Some days we had not to do anything. For Organic Farming there could be more work to be, there was nothing to do, and that is really boring after a long time".</i>
Other projects	<ul style="list-style-type: none"> <li>No</li> </ul>	<i>"I think what they have covered it all. If there was something else I might have picked something else, but I do not know which project I would like to do then".</i>
Recommendation GLV	<ul style="list-style-type: none"> <li>No</li> </ul>	<i>"No, not one I could think of".</i>






## INTERVIEW 14













Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>New things</li> <li>Nature</li> <li>Wildlife</li> <li>Gain experience</li> </ul>	<i>"I like to try new things about nature and wildlife. I am interested in nature and animals. I also want to try the farm because I have never done this before and I wanted to experience this".</i>

Abroad motivations	 Travelling	<i>"I am travelling around the world for one year and now I am in Costa Rica".</i>
	 Travelling	<i>"I am traveling for one year, and I wanted to do volunteer activities in Costa Rica because I thought there were some nice projects".</i>
Project motivations	 New experiences  Nature  Animals	<i>"I wanted to find a project that would give me new experiences and I wanted to work in the nature and/or with animals".</i>
	 Internet	<i>"I was looking for some projects when I was in Mexico, and I found the website of Green Life Volunteers".</i>
		<i>"Turtle Conservation, Dog &amp; Cat Rescue, Wildlife Sanctuary"</i>
	 Recommendation	<i>"Actually I did not know about the Organic Farming, Janina recommended me this project because I am interested in nature".</i>
Organization motivations	 Did not compare	<i>"No I did not compare with other organizations because when I found Green Life Volunteers, I knew that this was the organization where I would work with".</i>
Volunteer expectations	 No expectations  Nature	<i>"I had no idea what I could expect. I thought that everything would be in the nature".</i>
Services volunteer organization	 Nice website  Quick response	<i>"When I saw the website I thought it was really nice. And when I send a message to Janina, I have got a really fast response. And I think that is important".</i>
Non-profit / profit organization	 Does not matter, experience	<i>"No, but in the future if I would do volunteer work I think it matters. But for now I just wanted to experience this</i>

		<i>kind of work. So I did not care about the money and in the future I will pay more attention to that because I think that organizations make money of volunteers and that is not fair".</i>
Values project	<ul style="list-style-type: none"> <li> Accommodation</li> <li> Enough work</li> </ul>	<i>"Most important values are that there are accommodation facilities, and that there is a lot work to do".</i>
	<ul style="list-style-type: none"> <li> Nature</li> </ul>	<i>"I choose to volunteer at the Organic Farm because I thought I would work a lot in the nature".</i>
Awareness local community	<ul style="list-style-type: none"> <li> Does not know</li> </ul>	<i>"I am not sure, I never thought about it".</i>
Awareness project value	<ul style="list-style-type: none"> <li> Personal, learn</li> </ul>	<i>"Personal value, because I wanted to learn more about the nature and the animals".</i>
Improvements project	<ul style="list-style-type: none"> <li> More work</li> </ul>	<i>"No, not really. But sometimes in the Farm there was not much to do. There is so much time and not much to do".</i>
Other projects	<ul style="list-style-type: none"> <li> Wildlife</li> </ul>	<i>"I was also interested in a Wildlife sanctuary, because I wanted to work with animals".</i>
Recommendation GLV	<ul style="list-style-type: none"> <li> No</li> </ul>	<i>"No, everything was fine".</i>

## INTERVIEW 15

Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li> Open your horizon</li> <li> Travel</li> <li> Learn</li> </ul>	<i>"Because it is a good change to open up your horizon, to see something and to learn something and to get to know another country, and learn about the language, the nature, the culture and the way how they live".</i>
Abroad motivations	<ul style="list-style-type: none"> <li> Learn</li> <li> Culture</li> </ul>	<i>"This is why I am actually interested in volunteering, to learn something and to get to know another culture, another</i>

		country, so in Germany it is not attractive to me".
	 High biodiversity	"In Costa Rica the biodiversity was for me very interesting".
Project motivations	 Not searching	"I was not really searching for it. I definitely wanted to go abroad, make a volunteer service".
	 Internet	"At the homepage of my university".
	 Only this	"No, I saw this and I thought this could be really nice so I applied".
	 Ecological	"I am working for the ministry of environmental, so for me it was more the ecological reason".
Organization motivations	 Financial support	"No, because this was the project that I wanted to do, and this organization also gave financial support".
Volunteer expectations	 Learn	"I was expecting to learn about nature, about outside the office and learning a lot of spices, to see them and get to know the plans, the animals, and get a new introduction about what I have to do, what are my tasks specific".
Services volunteer organization	 Good preparation  Financial support  Accommodation  Food	"That you get a good preparation and that they care about you. That they prepare you on your work what you really going to do. Financial support also, because I can do not volunteer service if I have to pay everything. Accommodation is also important and maybe even the food, like breakfast".
Non-profit / profit organization	 Not important, work and learn	"No, for me not. For me it is important that I like the task that I am doing and that I have the chance to learn something".

Values project	<ul style="list-style-type: none"> <li>Capacity for volunteers</li> <li>Appreciate</li> <li>Responsibility</li> <li>Sustainable</li> </ul>	<i>"That they have capacity for volunteers that you get proper tasks you can work on. And that they appreciate it they have a volunteer. That you get some responsibility, and that is has a sense what you are doing and really important is that it is sustainable, so when you are leaving there is somebody that will work further on it".</i>
Awareness local community	<ul style="list-style-type: none"> <li>Local community does not know the value of us</li> <li>Make money</li> </ul>	<i>"Yes, but the local community does not know the value of us. I am working in the arboretum also and this reserve is made for the community so the community can make money about it. We are making every month a family activity that they can come and that there is something going on the arboretum and that they are coming. So it is now more about to getting the interest of the people".</i>
Awareness project value	<ul style="list-style-type: none"> <li>Personal and ecological, interested in protection on the environment</li> </ul>	<i>"Personal and ecological. Personal because I am interested to see how the protection on the environment is working, the system, how it is working in Costa Rica".</i>

## INTERVIEW 16

Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>Doing something good</li> <li>Explore culture and wildlife</li> </ul>	<i>"I like the idea of doing something good for the local community and of course it was in Costa Rica, a very beautiful country to explore the culture and wildlife".</i>
Abroad motivations	<ul style="list-style-type: none"> <li>Memorable experience</li> <li>Adventure</li> </ul>	<i>"Everything is totally new so it would be a memorable experience anyway. I like adventure and the projects were very interesting".</i>

	<ul style="list-style-type: none"> <li>✔ Fulfill competencies</li> </ul>	my	<i>"Green Life Volunteers was one of the few companies who could fulfill my competencies and my thesis".</i>
Project motivations	<ul style="list-style-type: none"> <li>✔ Excited</li> <li>✔ Wiser person</li> </ul>		<i>"I was very excited, because I had been to more countries for a long term and these were definitely very good decisions. Coming out of my comfort zone made me a wiser person as a whole so this experience would probably be the same".</i>
	<ul style="list-style-type: none"> <li>✔ Internet</li> </ul>		<i>"Online by typing random keywords".</i>
	<ul style="list-style-type: none"> <li>✔ Only project</li> </ul>		<i>"No, internship was my purpose".</i>
	<ul style="list-style-type: none"> <li>✔ Benefit the company</li> </ul>		<i>"It was for my thesis and I thought I could really benefit the company".</i>
Organization motivations	<ul style="list-style-type: none"> <li>✔ More interesting</li> </ul>		<i>"Yes, there were a few more options, but my feeling said that this one was more interesting because I thought that I could make a change at Green Life Volunteers".</i>
Volunteer expectations	<ul style="list-style-type: none"> <li>✔ No expectations</li> </ul>		<i>"Not so much expectations, helping out a volunteer company. I would see what was coming on my path".</i>
Services volunteer organization	<ul style="list-style-type: none"> <li>✔ Impact community</li> <li>✔ Enjoyable</li> <li>✔ Overall experience</li> </ul>	local	<i>"The money should go to the projects instead of going to the company but these projects should also need to have good impacts on the local community. Secondly, they need to be enjoyable as well for the volunteers. It is the overall experience that counts for volunteers".</i>
Non-profit / profit organization	<ul style="list-style-type: none"> <li>✔ Non-profit, money goes to good causes</li> </ul>		<i>"Yes, nonprofit is better because you know that the money goes to good causes".</i>

Values project	<ul style="list-style-type: none"> <li>Reliable</li> <li>Supportive</li> <li>Meaningful</li> <li>Friendly atmosphere</li> </ul>	<p><i>“Reliable, supportive, meaningful, friendly atmosphere”.</i></p>
	<ul style="list-style-type: none"> <li>Helping</li> </ul>	<p><i>“Being able to fulfill my internship at the company and helping out others, not only the company but also helping the projects”.</i></p>
Awareness local community	<ul style="list-style-type: none"> <li>Host families</li> <li>Help</li> </ul>	<p><i>“The local community benefits because they get money for hosting these volunteers but also these volunteers help out by working on the projects.”</i></p>
Awareness project value	<ul style="list-style-type: none"> <li>Personal, grow</li> </ul>	<p><i>“Both as well, because I did not want to work for example in a hotel where it is all about the money so taking part in interesting projects, but also to grow as a person”.</i></p>
Improvements projects	<ul style="list-style-type: none"> <li>Write consistently</li> <li>Do not write in capital letters</li> <li>Content management</li> <li>Adding pictures and video</li> <li>Finding collaboration</li> </ul>	<p><i>“The company could write more consistently on their social media; to keep an audience it is important that the company should write consistently so every week a new article. By doing this more people will follow you and word of mouth goes fast if it is a good page. More importantly, writing in capital letters that you need funds and receive great awards sounds more like a cheap commercial advertisement. Better content management is needed (good story telling is very important to keep readers interested in pursuing a volunteer project). Adding pictures and video content also helps with this regularly. Additionally, continue with finding good partners to collaborate is also</i></p>











		<i>essential to have more income streams”.</i>
Recommendation GLV	<ul style="list-style-type: none"> <li>Contact universities</li> </ul>	<i>“Maybe to attract volunteers they need to contact universities more often to collaborate because this is the target market”.</i>

## INTERVIEW 17

Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>Help</li> <li>Travel</li> </ul>	<i>“I had a gap year, so I wanted to help people and to see a lot of new places, because I wanted to travel”.</i>
Abroad motivations	<ul style="list-style-type: none"> <li>Travel</li> <li>Love dogs</li> </ul>	<i>“To travel, but I also love dogs”.</i>
	<ul style="list-style-type: none"> <li>Recommendation</li> </ul>	<i>“A friend of my visited Costa Rica a couple of years ago, and she said that it is an amazing country so I searched for volunteer opportunities abroad, and I like Central America so I ended in Costa Rica”.</i>
Project motivations	<ul style="list-style-type: none"> <li>Develop myself</li> <li>Do something good</li> <li>Animals</li> </ul>	<i>“I think it is to develop myself because I also could work in a shelter back at home, but I wanted to do it in another country so that I could be more independent. I did not have much volunteer experience, this is the first volunteer experience that I have so first I asked some friends of my who has volunteered and I think it is great to do something good for others and animals which do not have much”.</i>
	<ul style="list-style-type: none"> <li>Internet</li> </ul>	<i>“I googled on internet and found this project”.</i>
	<ul style="list-style-type: none"> <li>Personal contact</li> </ul>	<i>“Yes, I saw other organizations who were bigger than Green</i>



		<p><i>Life Volunteers. But I like small organizations because you can have more personal contact which I prefer”.</i></p>
	<ul style="list-style-type: none"> <li>✔ Love animals</li> <li>✔ Close to myself</li> <li>✔ Help</li> </ul>	<p><i>“I chose Dog and Cat rescue because I love animals, and it is also something close to myself. I have a dog at home and I wanted to help with something that is close to me”.</i></p>
Organization motivations	<ul style="list-style-type: none"> <li>✔ Small organization</li> <li>✔ Reviews</li> </ul>	<p><i>“Yes, I compared it with I think it was called Frontier, but as I said before I think that organization is too big, and I want personal contact, and I looked at some reviews of Green Life Volunteers and I really like the positive feedback”.</i></p>
Volunteer expectations	<ul style="list-style-type: none"> <li>✔ Small organization</li> <li>✔ Chaotic</li> <li>✔ Dogs at one place</li> </ul>	<p><i>“I expected that the organization was small, which I like, but I think it is a little chaotic. Janina is really helping the dogs and she puts a lot of effort in it, but I was expecting more an organization which has a building or a place where all the dogs were. All the dogs are at several foster homes, which is good but I do not see a lot of dogs who are rescued, I only saw a few of them but there are a lot of them. I thought there would be one place where the dogs were and that they could recover from their surgeries and help them. But there is a small place at Janina’s home”.</i></p>
Services organization	volunteer <ul style="list-style-type: none"> <li>✔ Providing quality</li> <li>✔ Listening</li> <li>✔ Valuable time</li> </ul>	<p><i>“I think providing quality, listening to the volunteers, and making sure that my volunteer time is as valuable as can be. Not sitting and doing nothing or doing too much”.</i></p>
Non-profit organization	/ profit <ul style="list-style-type: none"> <li>✔ Non-profit, helping and not gain money</li> </ul>	<p><i>“I think non-profit because when you come to volunteer</i></p>

		<i>and they make profit out of me, and they earn a lot of money because I am here. I do not like that idea. I really want an organization that is focused on helping others and helping animals and not to gain money”.</i>
Values project	 Help	<i>“I think it is giving a dog or cat a better life. So giving the animal the life that they deserve”.</i>
	 Help  Price  Accommodation  Food	<i>“I really wanted to help the animals which needed the help. Besides that, I think the prices are lower and I got the host family accommodation with three meals. So the price and the things that I got for this price was for me important to choose this project”.</i>
Awareness local community	 Do not know	<i>“No, I do not know it. It is not very well explained to me”.</i>
Awareness project value	 Personal, help	<i>“I doubt between two and that is ecological and personal value, because I really want to help the animals but the main reason I came to volunteer is for myself, so personal value”.</i>
Improvements project	 Dogs close to volunteer  Work more independent	<i>“The dogs are at one place, and it would be nice if the dogs could be close to my accommodation. So I could walk and feed them. Give them the medicine they need. And go to an appointment with the veterinary or something like that. That I can really do my job and then I can be more independent. At the moment I always have to go with Janina and I do not like it that much that I am always dependent on Janina”.</i>
Other projects	 Community based	<i>“I miss a project which are really involved with the</i>








	<ul style="list-style-type: none"> <li>🌱 Wild animals</li> <li>🌱 Turtles year round</li> </ul>	<i>community. And I also would like to do a project with wild animals or turtles, which we do not have at home. But at this moment there was not much for that”.</i>
Recommendation GLV	<ul style="list-style-type: none"> <li>🌱 Office</li> <li>🌱 Better organized</li> </ul>	<i>“I think an office would be nice, so when you come here to Puerto Jimenez, you can come to the office and you can work from there, that would be a nice improvement. But I also got the feeling that is not that organized. There were a lot of loose ends, and that can be improved. But I cannot give really specific examples because I do not know the organization that well”.</i>

## INTERVIEW 18



Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>🌱 Experience to go abroad</li> </ul>	<i>“I had to do my thesis internship and I wanted to go abroad, and it is at a volunteer organization so I do it for free, volunteering, because I have this experience to go abroad”.</i>
Abroad motivations	<ul style="list-style-type: none"> <li>🌱 Develop yourself</li> <li>🌱 Travel</li> </ul>	<i>“I wanted to go abroad because I think it is good for people to go abroad for a couple of months because you will develop yourself and I also wanted to see another country for a longer period of time and not only for a holiday”.</i>
	<ul style="list-style-type: none"> <li>🌱 Just happened</li> </ul>	<i>“It just happened, I was not specific looking for Costa Rica. I wanted to go abroad and I looked up Central America and Europe. And then we got an e-mail from my teacher that Green Life Volunteers was looking for interns, and then I applied for the job and I got it”.</i>

Project motivations	<ul style="list-style-type: none"> <li>School</li> </ul>	<i>"I find it through my teacher. He got an e-mail from Janina and that is how it started".</i>
	<ul style="list-style-type: none"> <li>Most challenge one</li> </ul>	<i>"Yes, I was interested in other places, but this was the most challenge one".</i>
	<ul style="list-style-type: none"> <li>Learn</li> <li>Self-development</li> </ul>	<i>"It was interesting because at my education we learn a lot about wellness, the vitality sector and tourism. I know more already about the wellness part, so I also wanted to learn more about the tourism and leisure sector. So, it is more self-development that I choose the volunteer industry, because it is new. I could learn something new".</i>
Organization motivations	<ul style="list-style-type: none"> <li>Not compare</li> </ul>	<i>"No I did not compare, because when I saw this, I knew that this would be the place where I wanted to go".</i>
Volunteer expectations	<ul style="list-style-type: none"> <li>Work at office</li> <li>Chaotic</li> <li>Not efficient</li> <li>Learn</li> </ul>	<i>"I expected to work at a real office with a boss and my boss is most of the time gone. She comes in late, and goes home early. So, my day is always chaotic, and for that I also stop early. The work I do is not really what I expected. Because, I really do a lot of the same things, and I expected to be learning a lot of new things instead of a couple of new things".</i>

Services organization	volunteer	<ul style="list-style-type: none"> <li>Accommodation</li> <li>Helpful</li> </ul>	<p><i>"I find it nice that there was already a house for us that we could rent. So, we did not have to search for that. She really helped us settling in Costa Rica in the beginning, but also when we had some robberies, so on personal level she is amazing, she really helps. So for that fact I think a lot of internship placements could learn from her how to help and treat the interns during that time".</i></p>
Non-profit organization	/ profit	<ul style="list-style-type: none"> <li>Non-profit, right place</li> <li>money</li> </ul>	<p><i>"Yes, it matters, I would like to know where the moneys goes."</i></p>
Values project		<ul style="list-style-type: none"> <li>Support</li> <li>Understand</li> <li>Feel connected</li> </ul>	<p><i>"Most important services is support from the project and that they try to understand you. It is also important that you feel connected with the project".</i></p>
Awareness local community		<ul style="list-style-type: none"> <li>Host families</li> <li>New projects based on Community</li> </ul>	<p><i>"Green Life Volunteers want to help the community, because she has host families which receives volunteers. Those host families receive money from the volunteers. But I think she could help the community even better for the community. Because there is a lot what could be done for the community in Puerto Jimenez. For example, a new project could be helping the community like there is a lot of trash and a lot of holes in the road. I think on the streets could be a lot of improvements. And if the street will be improved, the tourists will also come more and when there are more tourists, there is more job opportunities and more money".</i></p>

Awareness project value	 Personal, school	<i>"Personal value, I need to do it for my thesis internship".</i>
Improvements project	 Structure	<i>"She definitely have to improve, because I do not believe that this is really an internship for our education. It could be an internship for our education, our university, but because it is so chaotic, we do not get the tasks that we deserve. She needs to learn that we can do those tasks. So needs to improve not only the organization, the structure, but also she need to convince that we can do those tasks that she does".</i>
Other projects	 No	<i>"No, I did not miss any projects".</i>
Recommendation GLV	 More organized  Description money  Better promotion  Invest money in GLV	<i>"It could be more organized, that is the first and main thing. I do not think she knows exactly where the money goes. I also believe that the structure from the organization can be improved. The promotion, so she can receive more volunteers and be more independent because she has now more jobs. And to invest more money and time in Green Life Volunteers, so it can grow, otherwise it will be the same for the next 10 / 20 years".</i>

## INTERVIEW 19

Subject	Label	Fragment
Volunteer motivations	 Doing something good  Education	<i>"I like to do something good, and besides that I have to do it for my education".</i>

Abroad motivations	<ul style="list-style-type: none"> <li>Education</li> <li>Travel</li> </ul>	<i>"The main reason is my education, that I went abroad is because I also like to travel and want to see something of the world. I like it to live abroad for a longer time period".</i>
	<ul style="list-style-type: none"> <li>Did not plan Costa Rica</li> </ul>	<i>"It is more that Costa Rica choose me. I did not have it planned but it happened like that".</i>
Project motivations	<ul style="list-style-type: none"> <li>Excited</li> </ul>	<i>"I was excited because I was never been to a country in Central America and I was really curious about the country".</i>
	<ul style="list-style-type: none"> <li>School</li> <li>Internet</li> </ul>	<i>"My teacher at school got the mail from Janina and send it to us, and that is how I find this internship. Then I looked on the internet and on Facebook. But I could not find it on Facebook".</i>
	<ul style="list-style-type: none"> <li>Challenge</li> </ul>	<i>"The reason is that I need it for my education, and I like to help starting up an organization. I saw it as a challenge to work at an organization that I do not know".</i>
Organization motivations	<ul style="list-style-type: none"> <li>Location</li> </ul>	<i>"The main reason was that this was abroad in Costa Rica. I really wanted to go abroad to Central America".</i>
Volunteer expectations	<ul style="list-style-type: none"> <li>Office</li> <li>Develop organization</li> <li>Promote</li> <li>Same tasks</li> <li>Efficiently</li> </ul>	<i>"Not at all, it is so different than I expected. The office is the house where I live, so I do not like that much because my world is very small now. I have not done any promotion yet, I have been making a lot of movies for the website, and it is a part of promotion, but it took a long time before it was online. The work is very similar and I expected that it would be more variety. Besides that, the</i>

			tasks are not all for higher education, it is very simple and not that much to do. I would like it more if there was a lot of work, and that we get the freedom to do that work. For example, we do not get the freedom to e-mail to potential volunteers. And Janina is not much at the office, and if she is at the office she works sometimes for other companies, and not for Green Life Volunteers, which does not have a positive effect on my working hours.”.
Services organization	volunteer	<ul style="list-style-type: none"> <li>Description where money goes</li> <li>Accommodation</li> </ul>	“Most important services are that the money goes to the right place. There are a lot of organizations who asks a lot and just a small amount goes to the project itself. For that, it would be good to show specific to the volunteers where the money goes. Another important service is the accommodation for the volunteers”.
Non-profit organization	/ profit	<ul style="list-style-type: none"> <li>Non-profit, money goes to the right place</li> </ul>	“I prefer a non-profit organization because they are more affordable and you know that your money will go to the right place”.
Values project		<ul style="list-style-type: none"> <li>Fair</li> <li>Sustainable</li> <li>Helpful for community</li> <li>Meaningful</li> <li>Nice atmosphere</li> </ul>	“Important values are that the project is fair, sustainable, helpful for the community, meaningful and a nice atmosphere. “
Awareness local community		<ul style="list-style-type: none"> <li>New projects based on community</li> </ul>	“Green Life Volunteers helps the local community with their projects, but I think there could be more communities based projects. Most projects are focused on environmental. There is more to do in the



		<i>towns for example cleaning the streets etc.”.</i>
<b>Awareness project value</b>	<ul style="list-style-type: none"> <li>Personal, education</li> </ul>	<i>“Personal value, because it is for my education. I need to do this internship for my thesis.</i>
<b>Improvements project</b>	<ul style="list-style-type: none"> <li>Variety of tasks</li> <li>More organized and efficient</li> </ul>	<i>“The office is in the house where we live, we knew that before we started but I do not like it that much. It is nice to work at home, but every day is the same. In the same environment, day and night. So it would be good to get an office to work from. Also the tasks for the interns are a lot the same. I had to make movies for a few months and besides that there was not much to do. That was a bit boring, and not really focused on my education. Janina is a really nice persons and do everything to help us on personal level, a lot of internships could learn from her. Only the work activities are not very positive for me, because she does not work very structured, and that is sometimes frustrating. It could be so much more organized and efficient”.</i>
<b>Other projects</b>	<ul style="list-style-type: none"> <li>Wildlife</li> <li>Sea turtle year round</li> </ul>	<i>“I did not know a lot about volunteer projects, but during my internship I learned that there are a lot more different projects are. For example, a project with wild animals would be nice, and a project with sea turtles in another season”.</i>
<b>Recommendation GLV</b>	<ul style="list-style-type: none"> <li>Office</li> <li>Gain more awareness</li> <li>Focus more on GLV</li> </ul>	<i>“Janina need an own office, it would work more efficient and it will gain more awareness from the local community and the tourists. with this awareness she could recruit more volunteers and even maybe volunteers from the local community. To recruit</i>

more volunteers, she should use more promotion. She is really focused on the dog and cat rescue project, but she should also do that for Green Life Volunteers itself”.

## INTERVIEW 20

Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>Environment</li> <li>Educate people</li> <li>Change something</li> </ul>	“I am interested in volunteering because I am interested in the environment and for me it makes the most sense to educate people about the environment to change something”.
Abroad motivations	<ul style="list-style-type: none"> <li>Experience culture and country</li> </ul>	“I want to experience something different. Because volunteering is something you also can do in Germany, but I came abroad to experience another culture and country”.
	<ul style="list-style-type: none"> <li>Did not choose Costa Rica</li> </ul>	“I did not really choose Costa Rica. I just came up from my organization where I applied to”.
Project motivations	<ul style="list-style-type: none"> <li>Education</li> <li>Work in team</li> </ul>	“To be honest, I really do not have any thoughts. I wanted to do something with education and I wanted to work in a team, and not alone”.
	<ul style="list-style-type: none"> <li>Recommendation</li> </ul>	“I find it through my mother, because she is friends with the founder of the organization, and then she told me about the volunteer program, and I checked it out”.
	<ul style="list-style-type: none"> <li>Only one</li> </ul>	“No, this was the only one”.
	<ul style="list-style-type: none"> <li>Education in Costa Rica</li> </ul>	“The organization presented us different projects, and figured out what would be could for each person, and then we talked to them, they presented us what they imagined for us,

			and they presented me this project and I said yes because I like the idea of working together and doing something for the education in Costa Rica”.	
Volunteer expectations	<ul style="list-style-type: none"> <li>Office</li> <li>Schedule</li> <li>More organization</li> </ul>		“I thought there would be an office and people working there every day. That I would have a schedule and that there was more organization in the whole organization.”	
Services organization	volunteer	<ul style="list-style-type: none"> <li>Prepare before volunteering</li> <li>Stay in contact</li> </ul>	“I think the most important thing is to prepare the people before their volunteering. And I think it is really important to stay in contact with the organization and that they always can help you in an emergency and that you are not left alone”.	
Non-profit organization	/	profit	<ul style="list-style-type: none"> <li>Non-profit, help not make money</li> <li>Volunteer entertainment</li> </ul>	“Yes, because I always have the feeling with a profit organization that the main goal is to make money and that is not what I want, I want to help, and not that they make money with me. I observe this volunteer tourism here, and that people come just for 2 / 3 weeks and help. Which is good that they want to help but actually it is not really helping, it is more entertaining them and that is not what I want”.
Values project		<ul style="list-style-type: none"> <li>Working with locals</li> <li>Sustainable</li> </ul>	“I think really maybe the documentation, organization and that there is no local working here. It is me, and I am working here for a year now and I will go, and the next volunteer will come, and then it will stop again and it will start again. There is no constant local person who can do it. And that is the biggest failure”.	






	<ul style="list-style-type: none"> <li>🌱 Freedom</li> <li>🌱 Community</li> </ul>	<i>"I like that there is a lot of freedom, because I can bring my own ideas and work together with people and I like working with the community and the schools".</i>
Awareness local community	<ul style="list-style-type: none"> <li>🌱 Educate children</li> </ul>	<i>"We go to schools where the children often do not even have like theater or something. It is the first time they see a theater, or it is the first time that they play a game, with different people than the teachers. And that they see that we are interested and getting contact with them, and that there is somebody that cares about them, and we organize festivals for the community, and I think that are the benefits".</i>
Awareness project value	<ul style="list-style-type: none"> <li>🌱 Personal, develop</li> <li>🌱 Social, give back</li> <li>🌱 Ecological, educate</li> </ul>	<i>"All three. Personal, because I really want to develop, I really want to do something different and to give something back. Social because, I think the balance is not right in the world. I had the privilege to live in Germany and to have good education and now it is my task to give that back. Ecological because, we really have to change something as I said before, for me the most important step is to educate the people and to change the circumstances".</i>

## INTERVIEW 21





Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>🌱 Give back</li> </ul>	<i>"I wanted to do something different, because I have been in school all my life and I wanted to do give something bed. I grew up in Germany and</i>

		<i>have all these privilege and go to school and everything is good but there are a lot of places that is not like that. So, I wanted to give something back”.</i>
Abroad motivations	<ul style="list-style-type: none"> <li>Gain experience</li> <li>Learn new culture</li> </ul>	<i>“Personal, because I wanted to experience something new and goes somewhere else, make new experiences, learn something about a new culture. And when you see all those things you come back in your own country with another perspective”.</i>
	<ul style="list-style-type: none"> <li>Did not choose Costa Rica</li> </ul>	<i>“I did not choose Costa Rica. I wanted to go Colombia, but that did not work out. And my organization had a spot free so, that is why I am in Costa Rica”.</i>
Project motivations	<ul style="list-style-type: none"> <li>Contact with people</li> <li>Help</li> <li>Make a difference</li> </ul>	<i>“I wanted to be in contact with people, to do something that stops when I leave again, but something that really helps and is for longer time, makes a difference”.</i>
	<ul style="list-style-type: none"> <li>Internet</li> </ul>	<i>“I found it on the internet”.</i>
	<ul style="list-style-type: none"> <li>Environmental section</li> </ul>	<i>“Yes, I founded more organization on the same program, I choose this one, because the other one did not work out and here was a spot free. I also wanted to do something in environmental section.”.</i>
Organization motivations	<ul style="list-style-type: none"> <li>More interested</li> </ul>	<i>“There were more other ones but this one was more interested”.</i>
Volunteer expectations	<ul style="list-style-type: none"> <li>Lot of kids</li> <li>Community</li> </ul>	<i>“I expected that there would be a lot of kids, that would have interaction with the community and that there was really something to do”.</i>

		<ul style="list-style-type: none"> <li>Not much work</li> <li>EducaOsa</li> <li>Butterfly Garden</li> <li>Help</li> </ul>	<p><i>"Not really. I do not have to work a lot with kids, that is why I choose to volunteer also at EducaOsa. And I also volunteer at a butterfly garden in town, because there is not much to do at the library. At the butterfly garden I have more stuff to do. Mostly we are planting trees and sees, watering the seeds, and planting other trees. Also in the butterfly house, we help with the platforms, like cleaning and painting, so it is always different".</i></p>
Services organization	volunteer	<ul style="list-style-type: none"> <li>Communication</li> <li>Care</li> <li>Sustainability</li> <li>Support</li> </ul>	<p><i>"Communication, that they are there for you, if you have questions or problems, that they care and that there is someone you can reach and that they will help you. And also sustainability, when you are gone that they do not just send volunteer there, but also support it like financially".</i></p>
Non-profit organization	/ profit	<ul style="list-style-type: none"> <li>Non-profit, give help, time, and commitment.</li> <li>Help</li> <li>Not earn money</li> </ul>	<p><i>"Non-profit, it should be enough that someone comes and just want to give their work and they should not have to pay a lot of money to an organization. I already give my help, and time, and commitment and I do not know why I should pay so much money. They should not want to help, to earn money from it, but actually help".</i></p>
Values project		<ul style="list-style-type: none"> <li>Help</li> <li>Environmental Education</li> <li>Sustainable life</li> </ul>	<p><i>"I think that they want to help. First they do a little reforestation and want to do Environmental education. So get people to a more sustainable life, and show them the beautiful nature they have, especially in the Osa".</i></p>
		<ul style="list-style-type: none"> <li>Enough work</li> </ul>	<p><i>"In my original project there was not much work, and I came</i></p>

	 Learn	<i>here to do things that are related to the environment, and I could not do much. So I looked up other options where I could do that, and the butterfly garden is also practical work, and you learn a lot about plants, and the nature".</i>
Awareness local community	 New project, so do not know	<i>"The butterfly is still in building, So I do not know if they have benefits yet because they are not finished, but the goal is to have people or tourist to spend time there, to enjoy nature and also do environmental education and learn about the research".</i>
Awareness project value	 Personal, grow  Social, leave something behind  Ecological, responsible	<i>"All three, because personal I want to grow myself, that is why I came here. Social because to not come here as a tourist to just give something back, but just leave something behind and ecological because, I feel it is like our generations responsibility to do something."</i>






## INTERVIEW 22

Subject	Label	Fragment
Volunteer motivations	 Do something meaningful	<i>"I came here as a volunteer and I was interested in it, because I wanted to go abroad and do something meaningful".</i>
Abroad motivations	 Travel	<i>"I wanted to see the world, I wanted to see a different way of life then where I am from".</i>
	 Previous experiences  Inviting country	<i>"I volunteered here before, and I choose to come back to Costa Rica, because I loved the people. Everyone is very nice and this community is like a second home for me. So it is very an inviting country".</i>

Project motivations	<ul style="list-style-type: none"> <li>Make difference</li> <li>All projects are important</li> </ul>	<p><i>"I just wanted to make a difference, it did not really matter what the project was, because I came through an organization the first time and they have a lot of different options, so I did not really care which one I had, because all of them are important. I just wanted to make a difference somewhere. The work that I am going to be doing is important to someone, so that is where I looked for in a project".</i></p>
	<ul style="list-style-type: none"> <li>School</li> <li>Internet</li> </ul>	<p><i>"I first heard about this project through International Student Volunteers. That is an organization that just goes to school in the United States, colleges, and recruit students to come down here. That was when I first heard about the Osa Project, with Widecast and since then I searched for them online. I looked for their organization directly".</i></p>
	<ul style="list-style-type: none"> <li>6 other different projects</li> <li>This would fit me best</li> </ul>	<p><i>"There were other projects, and I was supposed to go to another environmental volunteering project. And they send me here, so I knew about 6 different projects in Costa Rica. I knew a bunch of different projects and the organization just put me where they thought would fit me the best".</i></p>
Organization motivations	<ul style="list-style-type: none"> <li>Trying to make a difference</li> <li>Doing a lot for their volunteers</li> </ul>	<p><i>"I was like this organization sounds like they really are trying to make a difference in the world. And they do a lot for their volunteer who are signing up with them. Like, they make sure that we have housing, we pay one price, we have housing, we have food, we have transportation once we</i></p>



		are here in the country, so if this is the first time volunteering, and you are stressing out about going to another country, and not even able to speak the language, then you do not have to worry about it. You just come and you do the hard work, and they will take care of the rest for you”.
<b>Volunteer expectations</b>	<ul style="list-style-type: none"> <li>✔ No expectations</li> <li>✔ Told how it would be</li> </ul>	<p>“I did not really have any expectations. When they are telling you to which project you are going, they send you directly information about what you can expect when you get here. So you do not have a time period of ‘Oh I think it is going to be like this’. They are saying; you are going to be dirty, and you are going to be tired, and you are going to be hot, and when you are staying with your host family, this is how it is going to be. So, have an open mind, and if you are not prepared for that, now is the time to change the decision. So, I had not expectations because I was told how it is going to be”.</p>
<b>Services organization</b> <b>volunteer</b>	<ul style="list-style-type: none"> <li>✔ Lodging</li> <li>✔ Transportation</li> </ul>	<p>“I really think the most important part is lodging and transportation. It is a huge service that volunteer organizations can and should provide that for volunteers, obviously for a fee, but it makes it a much easier when you arrive in a foreign country”.</p>
<b>Non-profit organization</b> / <b>profit</b>	<ul style="list-style-type: none"> <li>✔ Non-profit, paying for the things I need</li> </ul>	<p>“I would prefer non-profit. Just because I want most of what I am paying for, like the funds that they are going to get from me to come down as a volunteer, should be paying for the things that I need while I am here, so a place to stay,</p>

			<i>food, but also for materials for the project side where I am going to be working at, and the few staff people that are, that needs to paid”.</i>
Values project	 Education, impact	bigger	<i>“I think it is education. It is more education in general about what it is what we are doing, why we are doing it and why it is even important and how it effects not only us, but everyone that lives here. So the more you know, the more you can do, the bigger impact you will have”.</i>
	 Eco important  Help		<i>“I wanted something that was a project that was eco important and that I could help to make a bigger change that we can make”.</i>
Awareness local community	 Eco system rebuilding afford		<i>“It is more from an environmental standpoint; we are trying to restore the ecosystem here in the Golfo Dulce. It is really an eco system rebuilding afford. That is what we are trying to do, so that would definitely benefit the community. “</i>
Awareness project value	 Ecological, help		<i>“Ecological, but also personal. I love sea turtles, so that is why I am here at this project in particular. But as a scientist and as a biologist, and really as a person who does not want to see my children in a world that it not beautiful and have all the things that I can see at my window every day, I want to save as much as I can, and because I love the earth. So I guess it is really personal, but it is ecological too. I want to be a positive influence on the world around me, ecological speaking, but it is a personal core value of me”.</i>

Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>Gain experience</li> </ul>	<i>"In this program specifically, I was looking for something to give me some experiences with reptiles, and we are working with turtles here, so that is what got me to the program".</i>
Abroad motivations	<ul style="list-style-type: none"> <li>Not looking for abroad</li> </ul>	<i>"It was not really looking specifically for something abroad".</i>
	<ul style="list-style-type: none"> <li>Familiar</li> </ul>	<i>"It is a country where I am familiar with because of my parents, and I have not been here in 5 years so I was excited to come back".</i>
Project motivations	<ul style="list-style-type: none"> <li>Hand on experience</li> <li>Career</li> </ul>	<i>"Just anything that could give me some hand on experience. When I was looking for volunteer, I was looking for a project that could gain me some experience, and that could help me with job applications".</i>
	<ul style="list-style-type: none"> <li>LinkedIn</li> </ul>	<i>"I have an older brother who is 2 years older than me, and when I graduate at college, he introduces me to LinkedIn, that is a website to help to gain new job opportunities and you can get e-mails from them.</i>
	<ul style="list-style-type: none"> <li>Reptiles</li> </ul>	<i>"Mainly because it was the experience with the reptiles, which have my interest".</i>
Organization motivations	<ul style="list-style-type: none"> <li>Best fit</li> </ul>	<i>"Yes, I looked at the ones that LinkedIn give, but most of them did not catch my eye, there was one animal rescue center, but I could not find housing there or I should drive there, but I do not have a car. So this was the best opportunity for the moment".</i>

Volunteer expectations	<ul style="list-style-type: none"> <li>No expectations</li> </ul>	<i>"For this project specifically I did not have much expectations".</i>
Services organization volunteer	<ul style="list-style-type: none"> <li>Housing</li> <li>Safety</li> </ul>	<i>"Important services would be housing and safety. You do not want to go somewhere, and something happen and that they do not know how to handle it. So, they have to make sure that the program is safe and that you get the experience".</i>
Non-profit / profit organization	<ul style="list-style-type: none"> <li>Does not matter, good intentions</li> </ul>	<i>"No, it does not matter. As long as the organization have good intentions, I am interested in their causes".</i>
Values project	<ul style="list-style-type: none"> <li>Honest</li> </ul>	<i>"They have to be honest about their causes. What they really are doing, like helping the species, or whatever".</i>
	<ul style="list-style-type: none"> <li>Serious</li> </ul>	<i>"It seems like they were serious about their research".</i>
Awareness local community	<ul style="list-style-type: none"> <li>Education</li> <li>Interested</li> <li>Help</li> </ul>	<i>"We have education days. The kids of the neighborhood come, and we played some games with them, to get them interested a little in turtles. We also sometimes help with other organization in Puerto Jimenez. They do similar stuff when they hold events like that. Like the Arboretum and EducaOsa. They do similar events so the kids get involved".</i>
Awareness project value	<ul style="list-style-type: none"> <li>Ecological and personal</li> <li>Concerned about future</li> <li>Interested</li> </ul>	<i>"Ecological and personal. Like I said I am really interested in reptiles. I wanted to do something with reptiles and I am also concerned about the future of the reptiles".</i>

INTERVIEW 24

Subject	Label	Fragment
---------	-------	----------

Volunteer motivations	<ul style="list-style-type: none"> <li>Learn</li> <li>Help</li> </ul>	<i>"I wanted to start working as a biologist in a conservation project abroad. And I thought this was the best way to learn and help at the same time".</i>
Abroad motivations	<ul style="list-style-type: none"> <li>Gain experience</li> </ul>	<i>"To experience life on a different way".</i>
	<ul style="list-style-type: none"> <li>Tropical country</li> <li>High biodiversity</li> </ul>	<i>"I was looking for a tropical country to work, and because of the high biodiversity I thought Costa Rica would be very interesting".</i>
Project motivations	<ul style="list-style-type: none"> <li>Personal development</li> </ul>	<i>"I thought about my personal development and I was excited thinking about new places, people, and cultures".</i>
	<ul style="list-style-type: none"> <li>Internet</li> </ul>	<i>"I founded on the Internet. I was looking for a conservation project and organizations that was looking for volunteers".</i>
	<ul style="list-style-type: none"> <li>Most interesting</li> <li>Good conditions</li> <li>High biodiversity</li> </ul>	<i>"I choose this one, because it sounded as the most interesting project. I am interested in the work that they do, and they offered me good conditions, and it also is places in one of the hot spots of biodiversity".</i>
Organization motivations	<ul style="list-style-type: none"> <li>Bigger organization</li> <li>Diversity</li> </ul>	<i>"I choose this one because this organization is bigger than the others I found. Also with this organization there is more diversity, because I could work in different projects at the same time, so I have the change to work in a different way and have more chances in the future. "</i>
Volunteer expectations	<ul style="list-style-type: none"> <li>Learn</li> </ul>	<i>"I expected to learn a lot about this project and the people who are in it. And off course to participate in the sea turtle conservation and that it will be tough work, but that I would do the best that I can".</i>

Services organization	volunteer	<ul style="list-style-type: none"> <li>Good projects</li> <li>Learn</li> <li>Helpful</li> <li>Housing</li> <li>Food</li> </ul>	<i>"The company should offer good projects where you can learn and be helpful. And that they offer some kind of help with the costs of the stay. It is also important that they offer housing and food at the project side".</i>
Non-profit organization	/ profit	<ul style="list-style-type: none"> <li>Does not matter, good intentions</li> </ul>	<i>"It does not matter for me, the project has to be good and if that really works, it does not matter in which way".</i>
Values project		<ul style="list-style-type: none"> <li>Aware of problem</li> <li>Involvement with community</li> <li>Good mission</li> </ul>	<i>"The project has to be aware of the problems and the people around it, so be involved with the community".</i>  <i>"I choose the project because I liked the organization and their mission and projects. I choose them because I thought that I could fit in it as well".</i>
Awareness local community		<ul style="list-style-type: none"> <li>Environment Education</li> <li>Preserve the place</li> </ul>	<i>"The project works for the environment and the conservation, this is very important to preserve the place they live in. And also work in environmental education for the kids due to that communities could live in a sustainable way".</i>
Awareness project value		<ul style="list-style-type: none"> <li>Ecological and personal, collaborate with cause and grow</li> </ul>	<i>"It is either ecological and personal value. I want to collaborate with the cause and also to grown as a person in a different way".</i>

## INTERVIEW 25

Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>Work experience</li> </ul>	<i>"I went to school for marine biology and I always kind of been passionate about conservation the outdoors and I wanted to get an experience</i>

		<i>working in conservation in another country".</i>
Abroad motivations	<ul style="list-style-type: none"> <li>Travel</li> </ul>	<i>"Mostly to see a little bit of the world and travel, that was my main motivation to come down here".</i>
	<ul style="list-style-type: none"> <li>Previous experience</li> </ul>	<i>"I came to Costa Rica before and I always wanted to come back, because I like the tropical, Caribbean kind of vibe travelling here".</i>
Project motivations	<ul style="list-style-type: none"> <li>Experience</li> <li>Career</li> </ul>	<i>"Just trying to find a place that was fitting me well, and to get kind of an experience. I just finished my degree 2 years ago and I am considering to do my masters and maybe my PhD, so I wanted a project that would fit into my interest and would give me kind of the skills and experience to help me decide what I want to do".</i>
	<ul style="list-style-type: none"> <li>Internet</li> </ul>	<i>"I found this project online, just by doing searches on the internet".</i>
	<ul style="list-style-type: none"> <li>Marine conservation</li> </ul>	<i>"Yes, I looked at projects all over the world that my general, basic first sources, like marine conservation, worldwide. I was looking at a dive projects, school projects, internships, any source of things that might be interesting".</i>
Volunteer expectations	<ul style="list-style-type: none"> <li>Experience</li> <li>Responsibility</li> <li>Working with turtles</li> <li>Small community</li> </ul>	<i>"I was looking for a project that would give me a lot of experience and responsibility, working with turtles in a rural, small community in a beach town".</i>
Services organization	<ul style="list-style-type: none"> <li>Safe place</li> <li>Take care</li> <li>Facilities needed for the job</li> </ul>	<i>"I expect from a volunteer organization that they have a safe place to come that is well suited and able to take care of, and that they have the facilities that we need to do</i>

	<ul style="list-style-type: none"> <li>Best possible experience</li> </ul>	<i>our job the best that we can. Every company should provide the best possible experience”.</i>
Non-profit / profit organization	<ul style="list-style-type: none"> <li>Non-profit, money goes to the right place</li> <li>Organization cares</li> </ul>	<i>“Personally, I prefer a non-profit organization, because that way you know that all your money that you are putting in the project is actually going to the project and not filling somebody’s pockets. That shows that the organization really cares about what their goal is and so much as in eco-tourism business. And I think it is really important to separate a volunteer organization and an eco-tourism organization”.</i>
Values project	<ul style="list-style-type: none"> <li>Work with all aspects</li> <li>Making a difference and impact full</li> </ul>	<i>“I think the most important value of this project is that they work with all aspects that is possible. We are making sure that the work we do is making a difference and is impact full”.</i>
	<ul style="list-style-type: none"> <li>Skills</li> <li>Experience for career</li> </ul>	<i>“I was just looking for a non-profit that was doing work that I thought would be important and interesting. I was looking for a project that could give me the skills and experience that could help me with decide what I wanted to do for my career”.</i>
Awareness local community	<ul style="list-style-type: none"> <li>Spreading the word</li> <li>Working with children</li> <li>Educate</li> <li>Involve</li> </ul>	<i>“We do a lot of work with the community, in terms of spreading the word, working with children, the next generation of people that will be living here, educate them as much as we can, and involve them in the project or get ourselves involved in community education events like the Arboretum and the other non-profits in the Osa”.</i>
Awareness project value	<ul style="list-style-type: none"> <li>Combination of three, educate</li> </ul>	<i>“It is a combination of those three. I have personal values</i>



*because I feel like I should try to make as much a positive contribution to anything that I do. I can teach people how much I want to teach them but I could learn from someone, or someone could learn from me, at least I am making a positive difference”.*

## INTERVIEW 26







Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>Gain experience</li> <li>Doing something good</li> </ul>	<i>“It is good way to gain experience, and to do something good for the world”.</i>
Abroad motivations	<ul style="list-style-type: none"> <li>Live in CR</li> <li>Familiar</li> </ul>	<i>“It is not really abroad for me, since I decided to settle in Costa Rica for a while”.</i> <i>“I have family in Costa Rica, so that was extra appealing for me to choose Costa Rica”.</i>
Project motivations	<ul style="list-style-type: none"> <li>Field experience in marine bio</li> <li>Internet</li> <li>Fits best</li> <li>Gain experience</li> </ul>	<i>“I wanted field experience in marine bio, so I looked for that. I just want to have some experience”.</i> <i>“I had many searches on the internet, and then I found this one, which was the most appealing for me. “</i> <i>“I choose this one because this one fits my schedule the best, and it seems like I could gain marine bio experience during this volunteering job”.</i>
Organization motivations	<ul style="list-style-type: none"> <li>Did not compare</li> </ul>	<i>“No I did not compare with other organizations”.</i>
Volunteer expectations	<ul style="list-style-type: none"> <li>Hard work</li> <li>Humid</li> </ul>	<i>“Pretty accurate ones, hard work, hot, humid, full of bugs, good solid turtle tagging effort and mangrove reforestation related activities”.</i>

Services organization	volunteer	<ul style="list-style-type: none"> <li>Safe environment</li> <li>Accommodation</li> <li>Food</li> </ul>	<i>"The most important services for me is that it is in a safe environment. It has to offers a place to stay, and food".</i>
Non-profit organization	/ profit	<ul style="list-style-type: none"> <li>Non-profit</li> </ul>	<i>"For me it does, I prefer non-profit because, for profit it seems most likely to put monetary gain over sound science or well-structured conservation efforts".</i>
Values project		<ul style="list-style-type: none"> <li>Commitment mission to</li> <li>Transparency</li> <li>Community involved</li> </ul>	<i>"Commitment to their mission, transparency, community involved".</i>
		<ul style="list-style-type: none"> <li>Biology fieldwork</li> </ul>	<i>"Biology fieldwork in a subject that I find interesting, that the community is involved and because of the good timing".</i>
Awareness local community		<ul style="list-style-type: none"> <li>Do not know directly</li> <li>Environmental education</li> </ul>	<i>"No, I do not know directly, but we provide the community some environmental education".</i>
Awareness project value		<ul style="list-style-type: none"> <li>Ecological and personal, gain more experience and local ecosystem</li> </ul>	<i>"It was interesting to do fieldwork in a country I liked and had links in, and it seemed serious about creating a good data base from the turtle monitoring efforts, as well as an interest in the betterment of the local ecosystem via mangrove reforestation. That would be ecological values, I think. And also personal, because I want to gain more experience".</i>

## INTERVIEW 27

Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>Inner self</li> <li>Give back</li> </ul>	<i>"Volunteering is such a nice way to spend your time, and people often get into volunteering because they are</i>

		<i>looking for something on their CV and they are looking for what they can get out of it. And I did the similar thing, I wanted to point that on my CV. But then you more you do it, the more you realize that it is nice for your inner self, and that is what it is. Volunteering is a thing that you should do for your inner self. It is really good way to spend your time, and to give back to something else”.</i>
Abroad motivations	<ul style="list-style-type: none"> <li>🌱 Gain experience</li> <li>🌱 Excited</li> <li>🌱 Interesting</li> </ul>	<i>“It was for me to get experience. When you are abroad there will be opening a whole new world, and it is excited and interesting”.</i>
	<ul style="list-style-type: none"> <li>🌱 Did not want come home</li> </ul>	<i>“I did not want to go home in the winter, because England is horrible in the winter, so I got in touch and I could volunteer here, because they needed someone with a little bit more experience”.</i>
Project motivations	<ul style="list-style-type: none"> <li>🌱 Expensive</li> <li>🌱 Look nice on CV</li> </ul>	<i>“Bloody hell, this is expensive. How am I going to make this money? But my second thought was, it would like nice on my CV if I could fundraise for this”.</i>
	<ul style="list-style-type: none"> <li>🌱 Worth of mouth</li> </ul>	<i>“I was aware of this project before I came down here, because one of my volunteers in the other project told me about it. So it was worth of mouth. “</i>
Volunteer expectations	<ul style="list-style-type: none"> <li>🌱 No expectations</li> </ul>	<i>“Everything they suggested I was told that was going to happen. The advertisement is really strong so I knew it was going to be with turtles, and mangroves reforestation, and there is nothing that is coming as a surprise to me”.</i>

Services organization	volunteer	 Sciences research	<i>"For me, I would choose the project on the base of the sciences research that they are doing. I think I would not choose a project that do not have a sciences research. I am looking for really specific conservation work, looking for reptiles and amphibians".</i>
Non-profit organization	/ profit	 Non-profit, specific situation to volunteer for a profit organization	<i>"It has to be non-profit unless they have a very good reason why a profit making organization was not able to use volunteers. But a lot of big volunteer organizations charges a lot of money, and I would not work for them. I have volunteered for Frontier and I paid a huge amount of money for that, and I had a very good experience, and a few years later I realized that it is lost their ways to volunteer. It had to be a specific situation to volunteer for a profit organization".</i>
Values project		 Quality of data collection	<i>"Probably the same as the services, so the quality of the data collection, but at the same time they have to maintained a high level of the animal welfare".</i>
Awareness local community		 Mangrove reforestation, indirect impact  Educational work  Volunteer put money in local shops	<i>"We do a lot of work with the mangrove reforestation, that is an indirect impact in the community environment. It is a direct benefit, but it is a long term benefit. We do a lot of education work with the local community, and all over the Osa Peninsula. And also the volunteers here put a lot of money in the local shop here. There are different levels of benefitting the local community".</i>

Awareness project value	<ul style="list-style-type: none"> <li>Ecological, conservation work</li> </ul>	<i>"Ecological value, because I was looking to fill conservation work".</i>
-------------------------	---	---

## INTERVIEW 28

Subject	Label	Fragment
Volunteer motivations	<ul style="list-style-type: none"> <li>Give back</li> <li>Rewarding</li> <li>Help</li> <li>Gain experience</li> </ul>	<i>"It is something that I always wanted to do, to give something back, especially with animals because I really have a great passion for animals and it feels very rewarding and also I wanted to do something with animals and this is a good way to help for nothing, well I get experience back".</i>
Abroad motivations	<ul style="list-style-type: none"> <li>Wildlife</li> <li>Nature</li> <li>Involved with local community</li> </ul>	<i>"I got down to come to Costa Rica because of the wildlife and nature. That is why I wanted to do, and get involved with the local community in some way".</i>
	<ul style="list-style-type: none"> <li>Gain experience</li> <li>Travel</li> </ul>	<i>"The main reason is that I am very interested in the nature and wildlife and I wanted to experience that and see like the culture and everything. So everything got me, so I just fall in love with Costa Rica. I have just a one-way ticket, so I will travel around in Central America".</i>
Project motivations	<ul style="list-style-type: none"> <li>Local place</li> </ul>	<i>"I was like I am going to start look at the local places and ask around and everything. Here I saw this dogs on the street and I really feel bad, so I wanted to find something here that I can do, and ask around".</i>

	<ul style="list-style-type: none"> <li>Already in Puerto Jimenez</li> <li>Asked around</li> <li>Get contact</li> </ul>	<p><i>"I was already in Puerto Jimenez, and I saw so many dogs that I had the feeling that I need to do something. I hoped that there was a place that I could do something here, and I asked around, and got the contact of Janina. It was not easy to find, because the first one I asked if there is a project, they said there was not a place. But someone else said that there is a place, one girl from Germany is doing this kind of work, so I got really quick into her contact. "</i></p>
	<ul style="list-style-type: none"> <li>Dogs</li> <li>Wildlife</li> <li>Animals</li> </ul>	<p><i>"Well, I knew that I wanted to do something with dogs right here, but I also have been looking for projects around Costa Rica with Animals. I found one in Osa Wildlife Rescue Center. I am going there and will volunteer there as well. That is what I really want to do, work with the animals".</i></p>
<b>Volunteer expectations</b>	<ul style="list-style-type: none"> <li>Not many expectations</li> <li>Hard work</li> <li>Rescue center for dogs</li> </ul>	<p><i>"I did not have many expectations, I thought it would be hard work, and I was really willing to do that. Try to contribute as much as possible. First, I thought it was more like that there was a rescue center here for dogs, and I thought that is cool and that it is developed like that, but then I realized that it is not like that. It is still in the process to grow to that, and people give donations, and help with foster-families, and there are many people involved with that".</i></p>
<b>Services organization</b>	<ul style="list-style-type: none"> <li>Care</li> <li>Good organized</li> </ul>	<p><i>"I think it is very important that you can really feel that the staff or the person that is involved really care about</i></p>

		<i>these things, and that you can really feel that. Also that it is done right, and also that it is good organized”.</i>
Non-profit / profit organization	<ul style="list-style-type: none"> <li>Non-profit, money goes to the right place</li> </ul>	<i>“Not really, but I do kind of like non-profit because then you know that the money goes to the right place”.</i>
Values project	<ul style="list-style-type: none"> <li>Ambition</li> <li>Right mind set</li> </ul>	<i>“I think it is important to have ambition, and to have the right mind set, and to have the right organization. I think it is really important to have that, and everything else will work out itself”.</i>
	<ul style="list-style-type: none"> <li>Serious</li> </ul>	<i>“I asked around, and there was a place. And when I met Janina, I felt like this is the right place. I felt like this is really serious, and I really felt like this person really cares, and I can do something here”.</i>
Awareness local community	<ul style="list-style-type: none"> <li>Help</li> <li>Education</li> </ul>	<i>“Yes, the project will help a lot of dogs, especially they get a better life, to comes in good families, dogs come from the street and also it is really cool, that Janina organize clinics for sterilizing dogs, so you have a sort of control. There are going to be less street dogs, and people get some education”.</i>
Awareness project value	<ul style="list-style-type: none"> <li>Personal, love animals</li> </ul>	<i>“I think it is a lot of personal, because I really, really like animals, and I wanted to in a sort of way to contribute to that, and because I cannot stand on the side and watch, I need to help some way, to be able to give something back. Because I feel like animals do so much for me”.</i>
Recommendation GLV	<ul style="list-style-type: none"> <li>More donation</li> <li>Get more awareness</li> </ul>	<i>“If the organization get more donations, they can do a lot more, because you need money to do some efforts. So, if the</i>

	<div> <div></div> <div>Develop bigger</div> </div>	<i>organization would be more well known, or developed bigger, you will get more donations and you can do more".</i>
--	--	--



## APPENDIX VI SELECTIVE CODING INTERVIEWS

Subject	Label	
<b>Volunteer motivations</b>	<ul style="list-style-type: none"> <li>✎ Traveling (6)</li> <li>✎ Doing something good (7)</li> <li>✎ Help (9)</li> <li>✎ Gain experience (12)</li> <li>✎ Study (3)</li> <li>✎ Give back (4)</li> </ul>	<ul style="list-style-type: none"> <li>✎ Learn language (2)</li> <li>✎ Culture (2)</li> <li>✎ Rewarding (3)</li> <li>✎ Wildlife (3)</li> <li>✎ Learn (4)</li> <li>✎ Environment (2)</li> </ul>
<b>Abroad motivations</b>	<ul style="list-style-type: none"> <li>✎ Traveling (12)</li> <li>✎ Yoga program (2)</li> <li>✎ Animals (3)</li> <li>✎ Recommendation (2)</li> <li>✎ Organization</li> <li>✎ Previous experience (3)</li> <li>✎ Doing something meaningful (4)</li> <li>✎ Language (4)</li> </ul>	<ul style="list-style-type: none"> <li>✎ Culture (8)</li> <li>✎ Price</li> <li>✎ Gain experience (9)</li> <li>✎ Career (3)</li> <li>✎ Country (5)</li> <li>✎ High biodiversity (5)</li> <li>✎ Learn (3)</li> <li>✎ Just happened (4)</li> <li>✎ Familiar (2)</li> </ul>
<b>Project motivations</b>	<ul style="list-style-type: none"> <li>✎ Internet (22)</li> <li>✎ Benefit the organization (2)</li> <li>✎ Meaningful (4)</li> <li>✎ Recommendation (6)</li> <li>✎ Uncertain (2)</li> <li>✎ Only this project (5)</li> <li>✎ Animals (13)</li> <li>✎ Nature (7)</li> <li>✎ Traveling</li> <li>✎ Price (8)</li> <li>✎ Location (3)</li> <li>✎ Unique (2)</li> <li>✎ Learn (5)</li> <li>✎ Different projects (5)</li> <li>✎ Help (4)</li> <li>✎ Local people (5)</li> </ul>	<ul style="list-style-type: none"> <li>✎ Spanish (4)</li> <li>✎ Personal contact (2)</li> <li>✎ School (5)</li> <li>✎ Safe</li> <li>✎ Not searching</li> <li>✎ Excited (2)</li> <li>✎ Personal development (4)</li> <li>✎ Challenge (2)</li> <li>✎ Work in a team</li> <li>✎ Make a difference (2)</li> <li>✎ Personal interest (8)</li> <li>✎ Gain experience (5)</li> <li>✎ Career (3)</li> <li>✎ Good conditions (2)</li> <li>✎ Worth of mouth (2)</li> </ul>
<b>Organization motivations</b>	<ul style="list-style-type: none"> <li>✎ Did not compare (7)</li> <li>✎ Informative website (2)</li> <li>✎ Quick response</li> <li>✎ Reviews (2)</li> <li>✎ Price (4)</li> <li>✎ Not focused on the organization</li> <li>✎ Specific to Costa Rica (3)</li> <li>✎ Helpful (2)</li> </ul>	<ul style="list-style-type: none"> <li>✎ Financial support</li> <li>✎ Interesting (2)</li> <li>✎ Small organization (2)</li> <li>✎ Trying to make a difference</li> <li>✎ Best fit</li> <li>✎ Bigger organization</li> <li>✎ Diversity</li> </ul>






Volunteer expectations		<div><div></div>No expectations (12)</div> <div><div></div>Working with animals (3)</div> <div><div></div>Help (3)</div> <div><div></div>Learn (7)</div> <div><div></div>Dog Rescue Center (3)</div> <div><div></div>Meet like-minded people</div> <div><div></div>Small organization (3)</div> <div><div></div>Spanish (2)</div> <div><div></div>Travel</div>	<div><div></div>Handbook helpful</div> <div><div></div>Nature (3)</div> <div><div></div>Work at office (3)</div> <div><div></div>More structure (6)</div> <div><div></div>Lot of kids</div> <div><div></div>Community (4)</div> <div><div></div>Responsibility</div> <div><div></div>Hard work (5)</div> <div><div></div>Humid</div>
Services organizations	volunteer	<div><div></div>Accommodation (12)</div> <div><div></div>Fair project (4)</div> <div><div></div>Valuable time (2)</div> <div><div></div>Customer service (6)</div> <div><div></div>Good preparation (6)</div> <div><div></div>Quick response (5)</div> <div><div></div>Affordability (3)</div> <div><div></div>Accountability</div> <div><div></div>Accessibility</div> <div><div></div>Informative website (2)</div> <div><div></div>Financial support</div> <div><div></div>Impact local community</div> <div><div></div>Genuine relationship with project</div>	<div><div></div>Overall experience (3)</div> <div><div></div>Providing quality</div> <div><div></div>Helpful (2)</div> <div><div></div>Money explanation</div> <div><div></div>Communication (4)</div> <div><div></div>Sustainability</div> <div><div></div>Transportation</div> <div><div></div>Safety (3)</div> <div><div></div>Learn</div> <div><div></div>Food (3)</div> <div><div></div>Facilities needed for the job</div> <div><div></div>Sciences research</div> <div><div></div>Organized (2)</div>
Non-profit / profit	Does not matter (10)		Non-profit (18)
	<div><div></div>Charitable organization (2)</div> <div><div></div>Help (2)</div> <div><div></div>Gain experience (3)</div> <div><div></div>Good intentions (2)</div>		<div><div></div>Money to the right place (9)</div> <div><div></div>Support locals</div> <div><div></div>Truly committed (3)</div> <div><div></div>Helping (4)</div>
	Paying for the things I need		
Values project	<div><div></div>Animals (5)</div> <div><div></div>Locations (5)</div> <div><div></div>Educational (10)</div> <div><div></div>Price (3)</div> <div><div></div>Environment (4)</div> <div><div></div>Accommodation (3)</div> <div><div></div>Productive (5)</div> <div><div></div>Sustainable (4)</div> <div><div></div>Friendly atmosphere (4)</div> <div><div></div>Help (6)</div> <div><div></div>Community based (8)</div> <div><div></div>Spanish (2)</div> <div><div></div>Supportive (3)</div> <div><div></div>Reliable (4)</div> <div><div></div>Commitment of mission (6)</div> <div><div></div>Working together</div> <div><div></div>Varied (2)</div>		<div><div></div>Quick response</div> <div><div></div>Meaningful (2)</div> <div><div></div>Food</div> <div><div></div>Understand</div> <div><div></div>Work independent (2)</div> <div><div></div>Eco important (2)</div> <div><div></div>Serious (4)</div> <div><div></div>Working with all aspects</div> <div><div></div>Safe</div> <div><div></div>Comfortable</div> <div><div></div>Enthusiasm</div> <div><div></div>Flexibility</div> <div><div></div>Adventures</div> <div><div></div>Appreciate</div> <div><div></div>Responsibility</div> <div><div></div>Transparency</div> <div><div></div>Quality of data collection</div>





Awareness local community	<ul style="list-style-type: none"> <li>Local volunteers (2)</li> <li>Educate (10)</li> <li>Helping (10)</li> <li>Do not know (8)</li> <li>Preserve the country (4)</li> </ul>	<ul style="list-style-type: none"> <li>Local community does not know value of us</li> <li>Make money (4)</li> <li>New projects based on community (2)</li> </ul>
Awareness project value	Personal (25) <ul style="list-style-type: none"> <li>Feel good (3)</li> <li>Education (5)</li> <li>Love animals (3)</li> <li>Gain experience (6)</li> <li>Travel (2)</li> <li>Interested (2)</li> <li>Help</li> <li>Develop (5)</li> </ul>	Social (3) <ul style="list-style-type: none"> <li>Important for society</li> <li>Give back</li> <li>Leave something behind</li> </ul> Ecological (11) <ul style="list-style-type: none"> <li>Protection environment (7)</li> <li>Educate</li> <li>Responsible</li> <li>Future (2)</li> </ul>
Improvements projects	Dog & Cat Rescue (3) <ul style="list-style-type: none"> <li>More kennels</li> <li>Dogs closer to volunteer</li> <li>Work more independent</li> </ul> Organic Farming (3) <ul style="list-style-type: none"> <li>More work (2)</li> <li>Cold shower</li> </ul> Turtle Conservation (4) <ul style="list-style-type: none"> <li>Accommodation (3)</li> <li>Bad organized</li> </ul>	Teaching Children <ul style="list-style-type: none"> <li>Management teachers</li> </ul> National Park <ul style="list-style-type: none"> <li>View of volunteers</li> </ul> Internship (3) <ul style="list-style-type: none"> <li>More organized (2)</li> <li>Variety of tasks</li> </ul> Use social media
Other projects	<ul style="list-style-type: none"> <li>Sea Turtle year round (3)</li> <li>Wildlife (3)</li> </ul>	<ul style="list-style-type: none"> <li>Community based</li> <li>Too much choice</li> </ul>
Recommendation GLV	<ul style="list-style-type: none"> <li>More promotion to gain awareness (6)</li> <li>Office (3)</li> <li>More organized (2)</li> <li>More preparation pre-departure</li> </ul>	<ul style="list-style-type: none"> <li>Content management online (4)</li> <li>Collaboration (2)</li> <li>Description money (2)</li> <li>More focus on GLV (2)</li> <li>Stop with ASVO project</li> </ul>

## APPENDIX VII OBSERVATION

## OBSERVATION 1


**Name project:** Alturas Wildlife Sanctuary - **Location:** Dominical - **Volunteers needed:** All year round

Observation	Yes or No	Comments
Is there enough variety in the program of this project?	Yes	 The main job is to take care of the animals, that is not really variety. But every day is different because the volunteers have to work with animals, and animals could be unexpected. Besides that, there are two sides in the sanctuary, which will give a variety because one place is where the animals just came and still have to recover from their accident, and the other side is where the animals are healthy and where the tour is given every day.
Is this project located in a safe environment?	Yes	 The Sanctuary is located up at a hill close to a hotel. There are only hotel guests and volunteers. People who do not have to be there, would not go there because it is a long drive. The location is perfect, it is located near to Dominical which is a nice place to visit and it is central in Costa Rica.
Does the project have accommodation facilities for the volunteers?	Yes	 This project offers two choices. The volunteer can stay in the volunteer house; this is a house with 4 rooms which can accommodate 8 volunteers. There are two bathrooms, a kitchen and an outside area. There is also a possibility to stay in the resort close to the sanctuary. Staying in the resort is including the use of the pool, and all the additional amenities the resort has to offers.
Is there a volunteer coordinator at the project to guidance the volunteers?	Yes	 At the sanctuary is always a volunteer coordinator available. She takes care of the volunteers, make sure there is enough food and help them settling during their stay in
Give this project the volunteers the chance to learn/improve their Spanish?	Yes	 At the wildlife sanctuary most of the people speak English because there are a lot of foreign volunteers and the owners of the sanctuary are also English speaking. But the sanctuary offers a Spanish course to their

		volunteers, so the volunteers will get the chance to learn Spanish if they want.
Can the volunteer develop their selves more during this project?	Yes	 The staff of the sanctuary are open minded and are interested in the ideas of the volunteers. Volunteers can work on their own small projects which will develop themselves.
Can the volunteers decide themselves how long they will volunteer at this project?	No	 The minimum volunteer time is one week. This is to get to know the project and the animals. Because the volunteer will be working with animals, it is important that the volunteer learn how to react with these wild animals, and this take some time.
Ask this project an affordable price to volunteer?	Yes	 The price to volunteer here per day is 26 USD. This is including accommodation, meals, and the volunteer coordinator.
Does the local community benefit from this project?	Yes	 Local community know that the wildlife sanctuary is located there. So if there is an animals hurt or anything, the local community will bring the animal to the sanctuary and do not have to take care of it themselves. Besides that, there are also a lot of local volunteers at the sanctuary.

## OBSERVATION 2

**Name project:** Reserva Playa Tortuga - **Location:** Ojochal - **Volunteers needed:** All year round, turtles season July - January

Observation	Yes or No	Comments
Is there enough variety in the program of this project?	Yes	 The Reserva Playa Tortuga offers four different projects. The first one is crocodilian monitoring, this means that the volunteer will collect information about the crocodilians in the area, their distribution, relationship with the environment and the human impact on the ecosystem. The second project is environmental education. The volunteer will educate and involve actively the youth and community in the area, through conducting workshops, and activities for the children and their families. The third project is the mammal inventory. In the reserve are more than 11 species of mammals, the volunteer will get data on

		<p>their behavior through trail cameras. The fourth project is the sea turtle conservation. This project only runs from July to January. At this project the volunteer will help with the nesting of the sea turtles and to observe the sea turtles to get data.</p>
Is this project located in a safe environment?	Yes	<p>🌱 The area is very safe; the volunteer station of the Reserva Playa Tortuga is protected by a fence with 24/7 video cameras.</p>
Does the project have accommodation facilities for the volunteers?	Yes	<p>🌱 This project can accommodate up to 15 volunteers. The volunteers will stay at the Reserva Playa Tortuga. There are meals available at the project which could be prepared by the volunteers themselves with the assistance of the volunteer coordinator. There is an outside area and a big inside area which the volunteers can use.</p>
Is there a volunteer coordinator at the project to guidance the volunteers?	Yes	<p>🌱 There is a volunteer coordinator available. He will take care of the volunteers, especially with preparing the meals and the accommodation.</p>
Give this project the volunteers the chance to learn/improve their Spanish?	Yes	<p>🌱 All the staff of the project are from Costa Rica. They speak fluently Spanish, so if the volunteer wants to learn Spanish, that is possible. The staff also speak English</p>
Can the volunteer develop their selves more during this project?	Yes	<p>🌱 The Reserva Playa Tortuga is a unique environment for researches and volunteers. The volunteer gets the freedom to do whatever they want to do at the Reserva Playa Tortuga. So if they have more interests in sea turtles, they can help at the sea turtles. The volunteers will be working on their own with some assistance of the staff.</p>
Can the volunteers decide themselves how long they will volunteer at this project?	Yes	<p>🌱 Volunteers can come for just one day to volunteer, this is excluding accommodation, but they are welcome. For volunteers who wants to stay longer and stay at the Reserva Playa Tortuga will have to stay for minimum one week.</p>
Ask this project an affordable price to volunteer?	No	<p>🌱 They ask for a stay up to four weeks, 40 USD a day. If the volunteers want to stay longer than four weeks, the volunteer have to pay 38 USD a day.</p>
Does the local community benefit from this project?	Yes	<p>🌱 Especially with the environmental education project the community get educated about the importance of environmental</p>

conservation and natural resources management. The other projects of the Reserva Playa Tortuga also benefit the community, but more focused on the animals.

## OBSERVATION 3

**Name project:** Jaguar Rescue Center - **Location:** Puerto Viejo - **Volunteers needed:** All year round







Observation	Yes or No	Comments
Is there enough variety in the program of this project?	Yes	<p>🌱 The Jaguar Rescue Center offers two different projects. One project is at the center itself, and the volunteer will take care for of the animals. At the Rescue Center there are animals who just arrived at the center and which are hurt or not in good condition. At the center the volunteer will take care of them where they get their medicines, etc. Later when the animals are ready to get back in the wild again. They will go to La Ceiba Reserval Natural. At this project the volunteer will take care of the animals where they reintroduce the felines back to the animals. So, at this project there is enough variety because there are two different projects, and the project recommend that volunteer will go first to the rescue center and after that to La Ceiba.</p>
Is this project located in a safe environment?	Yes	<p>🌱 The project is located 4 km out of the center or Puerto Viejo, because it is not located in the center, it is more safe. The volunteer has to keep in mind that there will be wild animals, which could do unexpected things and could were diseases with them.</p>
Does the project have accommodation facilities for the volunteers?	No/Yes	<p>🌱 At the Rescue Center they do not have accommodation for the volunteers, but they have options like hostels etc. where the volunteers could stay for an affordable price. At the La Ceiba there is a volunteer house where the volunteers could stay during their volunteer time. This accommodation is excluding meals. There is a kitchen which they can use.</p>

Is there a volunteer coordinator at the project to guidance the volunteers?	Yes	<ul style="list-style-type: none"> <li>The volunteer coordinator will give the new volunteers every Monday an introduction about the projects and tasks. The volunteer coordinator will be always available for the volunteers, even when they are at their host family or hotel.</li> </ul>
Give this project the volunteers the chance to learn/improve their Spanish?	Yes	<ul style="list-style-type: none"> <li>To participate in this project, the volunteer should speak at least basic Spanish to communicate with the staff. During the time at the Rescue Center the volunteers will get the chance to improve their Spanish Skills.</li> </ul>
Can the volunteer develop their selves more during this project?	Yes	<ul style="list-style-type: none"> <li>The volunteers have to be serious, need discipline, order and cleanliness is the basic of working with animals. If the volunteer does not respect this, it can put a risk on the lives of the animals. Because the tasks are very serious, the volunteer have the chance to develop themselves. Also the volunteer is responsible about the animals.</li> </ul>
Can the volunteers decide themselves how long they will volunteer at this project?	No	<ul style="list-style-type: none"> <li>Minimum stay at the Rescue Center is 3 weeks, after that the volunteer is allowed to go to La Ceiba. So the volunteer has a minimum stay for 3 weeks.</li> </ul>
Ask this project an affordable price to volunteer?	Yes	<ul style="list-style-type: none"> <li>The project asks for a fee and this fee depends on how long the volunteer is staying. If the volunteer stays 3 weeks, the fee is 150 USD, if the volunteer stay 6 weeks, the fee is 100 USD and if the volunteer stay 12 weeks or longer, the fee is 75 USD. This is only the project fee to participate in the project, this is excluding accommodation and any meals.</li> </ul>
Does the local community benefit from this project?	Yes	<ul style="list-style-type: none"> <li>The local community benefit from this project on wildlife level. The animals which are hurt or anything, will start a new life at the rescue center where they will prepare to get released again.</li> </ul>

## OBSERVATION 4

**Name project:** Parismina Turtle Conservation - **Location:** Parismina - **Volunteers needed:** All year round, turtles season March - October



Observation	Yes or No	Comments
Is there enough variety in the program of this project?	Yes	 This is a Turtle Conservation project, so all the work has to do with the turtles, but there are several tasks that the volunteers have to do. The volunteer will work in different shifts, they have to work at night and walk 12KM on the beach to see if the turtles lay their eggs, the volunteers have to take care of the turtles, and because it are animals is every day a different day.
Is this project located in a safe environment?	Yes	 The project is located in Parismina, Parismina is a small town located at the Caribbean side, close to Tortuga National Park. There is always someone available at the project and as volunteer you will be staying in a host family or at a hotel which both are very safe.
Does the project have accommodation facilities for the volunteers?	Yes	 There are no accommodation facilities at the project itself, but the project offers accommodation at host families. At the host families the volunteer get accommodation and 3 meals a day. The volunteer also has contact with resorts, lodges and campsites.
Is there a volunteer coordinator at the project to guidance the volunteers?	Yes	 Volunteers get a mentor, there are several mentors at the project, and it depends which tasks the volunteer will do, which mentor they will have.
Give this project the volunteers the chance to learn/improve their Spanish?	Yes	 The staff of this project are all Costa Rican, so they speak Spanish, and that is also the main language during this project. If the volunteer is staying in a host family, they will learn there Spanish as well, because the most host families do not speak any English, so the volunteer will be forced to speak Spanish.
Can the volunteer develop their selves more during this project?	Yes	 Working at Turtle Conservation is hard work. Volunteers have to walk 12 km on the beach, with a high humidity, take care of turtles, baby sit on the baby turtles so that nothing disturbs the nests. It is hard work, but volunteers can develop themselves, because most of them realize this is an experience once in a life time experience. Also the volunteer can teach the community which will also develop the volunteers. The project

		is open minded and open for new ideas of volunteers.
Can the volunteers decide themselves how long they will volunteer at this project?	Yes	<ul style="list-style-type: none"> <li>The volunteer can decide how long she/he will stay at the project. The project advice to stay longer than a week so the volunteer get the chance to learn more and work independent. It is possible to come for a couple of days as well. It all depends on the volunteer itself.</li> </ul>
Ask this project an affordable price to volunteer?	Yes	<ul style="list-style-type: none"> <li>If the volunteer stays in a host family, the costs will be 27 USD a day for the first 10 days, after those 10 days, the volunteer pays 22 USD a day. This is including the 3 meals. The volunteer can also stay in another accommodation, and then the volunteer only pays 10 USD a day for the first 10 days for the project, after those 10 days, the volunteer pays 5 USD. Every person pays 35USD before they come to project, this is a registration/placement fee.</li> </ul>
Does the local community benefit from this project?	Yes	<ul style="list-style-type: none"> <li>There are a lot of sea turtles during the months March till September. Most of the local people do not know how to act with these animals. Because of this project the sea turtles are safe, and the population will be healthy, which is an important aspect. There are also educational aspects at the project, volunteer can teach children at local schools, building projects, or teach computer skills to the community.</li> </ul>








## OBSERVATION 5

**Name project:** Interactive Gardens - **Location:** Puerto Jimenez - **Volunteers needed:** All year round

Observation	Yes or No	Comments
Is there enough variety in the program of this project?	Yes	<ul style="list-style-type: none"> <li>The interactive garden has a butterfly garden which is new. At this project there are also a lot of trees that has to be plant. And there are bird watching tours, where the volunteer could help with.</li> </ul>

Is this project located in a safe environment?	Yes	<ul style="list-style-type: none"> <li>It is located in Puerto Jimenez, Puerto Jimenez is a small town in the Osa Peninsula. The project is in the center of town, but it is all jungle.</li> </ul>
Does the project have accommodation facilities for the volunteers?	Yes	<ul style="list-style-type: none"> <li>There are no facilities for the volunteers at the project. But there are host families for the volunteers in Puerto Jimenez, close to the project. Those host families provide the volunteers with 3 meals a day.</li> </ul>
Is there a volunteer coordinator at the project to guidance the volunteers?	Yes	<ul style="list-style-type: none"> <li>There are only two staff members at the Interactive Gardens, but they also live at the project side, so they are always available, and always willing to help the volunteers and guide them.</li> </ul>
Give this project the volunteers the chance to learn/improve their Spanish?	Yes	<ul style="list-style-type: none"> <li>The staff is from Costa Rica, so they speak both Spanish. They also speak English, so it is a very good way to learn Spanish. Also at the host families there will be spoken Spanish, because most of the host families do not speak English at all.</li> </ul>
Can the volunteer develop their selves more during this project?	Yes	<ul style="list-style-type: none"> <li>Volunteers can always develop themselves, because that is one of the reasons that a volunteer wants to volunteer. At this project the volunteer will develop themselves on ecological level. Also on personal level because it is hard work in a humid climate which will grew the volunteers as well.</li> </ul>
Can the volunteers decide themselves how long they will volunteer at this project?	Yes	<ul style="list-style-type: none"> <li>The volunteer can decide how long they will volunteer here, it is possible to volunteer here just one day, but the volunteer could also volunteer here a couple of months. It all depends on the volunteer.</li> </ul>
Ask this project an affordable price to volunteer?	Yes	<ul style="list-style-type: none"> <li>It is a new project, and basically the volunteer will only pay for the accommodation at the host family with a small fee for the project itself.</li> </ul>
Does the local community benefit from this project?	Yes	<ul style="list-style-type: none"> <li>The project has educational days for the community. They can learn about birds, butterflies and plants. They can also help at the butterfly garden and plant trees.</li> </ul>

Name project: Centro de Rescate Paraiso Carlisa - Location: Los Angeles de Chires -  
Volunteers needed: All year round

Observation	Yes or No	Comments
Is there enough variety in the program of this project?	Yes	 There are several projects at the Paraiso Rescue. There is a butterfly farm, an ecological project and a wildlife sanctuary. The volunteer will volunteer in all the projects. It depends on how money animals they have, and what the preferences are of the volunteer, but most of the time the volunteer will be working at the wildlife sanctuary, because taking care of the animals take a lot of time.
Is this project located in a safe environment?	Yes	 The project is located 20 Km from Paritta, that is located central at the Coast. It is located next to a hotel. In this area there are only guests from the hotel coming or volunteers. This can conclude that it is a safe environment to work for the volunteers.
Does the project have accommodation facilities for the volunteers?	Yes	 The Paraiso Rescue have a volunteer house; the volunteer will share the room with more volunteers. This is including 3 meals a day.
Is there a volunteer coordinator at the project to guidance the volunteers?	Yes	 There is a volunteer coordinator available at the project. The volunteer coordinator is the main contact person for the volunteers. He will take care of the volunteers during their stay at the project and in the volunteer house.
Give this project the volunteers the chance to learn/improve their Spanish?	Yes	 The spoken language is Spanish at the project; thus the volunteer will get the chance to improve or learn Spanish at the project.
Can the volunteer develop their selves more during this project?	Yes	 There are a lot of tasks that the volunteer can do. Because of the variety of these tasks, the volunteer can develop themselves.
Can the volunteers decide themselves how long they will volunteer at this project?	No	 There are two different kind of volunteers, the 'normal' volunteer has a minimum of 3 weeks and a maximum of 6 weeks at the project. The 'professional' volunteer has a

		minimum of 3 months and a maximum of one year to stay at the project.
Ask this project an affordable price to volunteer?	No	Volunteers has to pay 35 USD per day, this is including 3 meals a day. The project offers different services like laundry and transfer to several places in Costa Rica for the free time.
Does the local community benefit from this project?	Yes	There is an ecological project at the Paraiso Rescue center, this ecological project helps the eco-system in the local region. With this project they also educate children and the community about the animals.

## OBSERVATION 7

**Name project:** OSA Conservation - **Location:** Osa Peninsula- **Volunteers needed:** All year round, **turtles season:** June - November

Observation	Yes or No	Comments
Is there enough variety in the program of this project?	Yes	The programs protect and restore this vital habitat through the creation of private protected areas, replanting deforested areas with native tree species, establishing biological corridors to maintain habitat connectivity, and the support and management of national public protected areas. Focused on forest restoration, sea turtles, camera traps, wildlife and the community.
Is this project located in a safe environment?	Yes	The projects are located in the Osa Peninsula, in the South of Costa Rica. All projects are located in small rural towns which appreciate the volunteer work very much.
Does the project have accommodation facilities for the volunteers?	Yes	The volunteers can stay in a volunteer house kind of accommodation. All the accommodations are including 3 meals a day.
Is there a volunteer coordinator at the project to guidance the volunteers?	Yes	The volunteer coordinator makes sure that every volunteers feels comfortable on their project. The volunteer coordinator is the personal who is responsible for the volunteers and will take care of the volunteers.

Give this project the volunteers the chance to learn/improve their Spanish?	No	<ul style="list-style-type: none"> <li>Most of the time there will be volunteers from all over the world, also the volunteer coordinator is not from Costa Rican and would not speak Spanish fluently. If the volunteer wants to learn Spanish, they have to take Spanish classes which are not provided at the project.</li> </ul>
Can the volunteer develop their selves more during this project?	Yes	<ul style="list-style-type: none"> <li>The volunteer can work independent, and are allowed to do whatever they like the most. Because there are different projects which are offered the volunteer can chose which one will develop themselves the most.</li> </ul>
Can the volunteers decide themselves how long they will volunteer at this project?	No	<ul style="list-style-type: none"> <li>The minimum stay is 2.5 months at the projects, this is because the volunteers can work the most efficient when they are there for a longer time period.</li> </ul>
Ask this project an affordable price to volunteer?	No	<ul style="list-style-type: none"> <li>The projects are very expensive. It is 49 USD per day, including 3 meals a day. And then the volunteer has to pay a 300 USD administration fee.</li> </ul>
Does the local community benefit from this project?	Yes	<ul style="list-style-type: none"> <li>The local community receives a sustainable livelihood, and also environmental education. Couple of times during the month there are activities focused on the community, to educate about the environment, sea turtles, forest restorations, etc.</li> </ul>