



# Effects of Volunteers' General Characteristics on Satisfaction with Volunteer Activities

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## Abstract

The motivation of volunteers to participate in volunteer activities was found to have a significant effect on participation satisfaction. In addition, it was found that volunteer participation satisfaction was an important factor in volunteer activities. Therefore, the purpose of this study is to identify differences in satisfaction level of volunteer activities according to the general characteristics of volunteers.

The study was conducted on 225 volunteers in Seocho-gu, Seoul. For the analysis method, frequency analysis, reliability analysis, and correlation analysis were performed using the SPSS program, and t-test and one-way ANOVA for differences between groups were performed. The study found that the average difference in satisfaction with volunteer activities based on the gender of volunteers was not significant. Second, the average difference in satisfaction with volunteer activities according to the age of volunteers was found to be significant among the sub-components, only the assigning role value factor. Third, the average difference in satisfaction level of volunteer activities according to a volunteer's academic background was found to be significant among the sub-components, including assigning role value factor, social recognition and health promotion factors. Fourth, the average difference in the satisfaction level of volunteer activity according to the monthly income level of volunteers was found to be insignificant. It is believed that this study will be the basis for improving conditions for improving the satisfaction of volunteers' volunteer activities.

**Keywords:** satisfaction with volunteer activities, assigning role value, social contact, social recognition, health promotion

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## Introduction

### 1.1. Necessity of Research

Volunteer activities have been expanding recently, affecting all areas of society such as youth counseling, public libraries and social welfare institutions. In particular, activating volunteer work is necessary to solve problems in the community and form a healthy community [1]. Encouraging volunteer work is very important for activating volunteer activities. The reason was that volunteers' motivation to participate in volunteer activities was found to have an important effect on their satisfaction with participation, and it was found that participation was an important factor in the sustainability of the volunteer activities [2]. The results suggest that volunteers' motivation to participate is personal growth factor or that the satisfaction level of volunteer activities varies depending on altruistic factors.

Volunteer activities are activities that "continue to devote time and effort voluntarily without expecting specific compensation for the promotion of the welfare of the public" [3], and these volunteer workers are called volunteers. Volunteers voluntarily participate in volunteer activities to solve civil complaints in the community. These volunteer activities are significant in terms of spontaneity, non-conservatism and public nature [4]. Meanwhile, volunteer activities are difficult in volunteer organizations as it is often not carried out continuously and is only temporary. This is because the number of volunteers has been increasing due

to changes in social conditions in which volunteer activities can be activated, whereas volunteers often stop working in the middle due to a lack of self-satisfaction [5]. As such, the level of volunteers' participation in volunteer activities decreases very seriously.

Considering the nature of volunteers' free will, sustainability is important for participating volunteers. The reason is that volunteer persistence affects volunteer satisfaction [6], Therefore, it is necessary to study the factors that determine the satisfaction level of volunteer activities according to general characteristics in order to continuously lead volunteers to volunteer activities. Given these characteristics of a volunteer's free will, it is reported to affect the sustainability and satisfaction of the volunteer activities based on his or her motivations for participation, but research on the factors that determine the satisfaction of the volunteer activities based on their individual characteristics is very insufficient. In other words, existing studies on volunteers consist of research on ways to sustain volunteer activities [7, 8], research on sustainability and volunteer satisfaction[5], and research on motivation for volunteer participation[9, 10]. In addition, most of the research on volunteers was conducted on youth counseling, public libraries, social welfare institutions, community welfare centers, etc. The preceding study on the effects of volunteer activities on the satisfaction level of the general characteristics for the elderly in the next higher class is very minor.

Therefore, given the nature of the free will, such as the preceding study, it is necessary to create an environment in which participating volunteers can continue to serve. Also, research to improve self-satisfaction of volunteer activities according to their personal characteristics is very necessary, based on the reported prior study results that indicated that the satisfaction of volunteer activities has an impact on continuity. Therefore, this study is intended to suggest ways to reduce the number of volunteers who leave the center by revealing their effect on the satisfaction level of volunteer activities based on their individual characteristics. The purpose of the Chapter is to provide incentives to increase the sustainability of volunteer activities and to provide practical ways to intervene by improving the management of volunteer organizations for the participation of volunteers.

## **1.2. Research tasks**

The purpose of this study is to analyze the differences in satisfaction level of volunteer activities according to the general characteristics of volunteers. Specific research issues for this are as follows.

First, what is the difference in satisfaction with volunteer activities based on the gender of the volunteer?

Second, what is the difference in satisfaction with volunteer activities according to the age of the volunteers?

Third, what is the difference in satisfaction with volunteer activities based on a volunteer's academic background?

Fourth, what is the difference in the satisfaction level of volunteer activities according to the monthly income level of volunteers?

## **2. Research method**

### **2.1. Research Design**

This study is a descriptive research study to understand the general characteristics of volunteers, the degree of difference in volunteer activity satisfaction, examine the correlation between variables, and to identify differences in volunteer activity satisfaction according to the general characteristics of volunteers.

## **2.2. Research Subject**

The subjects of this study were volunteers with more than 10 months of experience who agreed and cooperated with the purpose of this study among volunteers in Seocho-gu, Seoul. The study surveyed from February 1, 2019 to May 20, 2019. The number of subjects required for the study was at least 158 when the medium effect size was set to 0.15, power of 0.8, and significance level 0.05 for regression analysis using the G\*Power 3.1 program. Therefore, a total of 225 people were analyzed in this study.

## **2.3. Ethical Considerations**

In order to consider the ethical aspects of the subject, this study was conducted after approval of the volunteer organization. The purpose and method of the study were described in writing to the volunteer. The questioner explained that the anonymity and confidentiality were maintained. It was also explained that if you do not want to participate, you can withdraw at any time, and there is no penalty for withdrawal.

## **2.4. Research Tools**

The tools used in this study consist of four general characteristics and 16 volunteer activity satisfaction questions. The general characteristics were investigated by compiling gender, age, academic background, and monthly income levels. To measure a volunteer's satisfaction with volunteer activities, Galindo-Kuhn, R., and Guzley, R. [11] used a measuring tool for the satisfaction of volunteer activities, which consisted of a total of 16 questions, including four questions of assigning role value, four questions of social contact, four questions of social recognition, and four questions of health promotion, and each question was measured on a five-point of Likert scale. As a result of verifying the reliability of each variable, the overall reliability of volunteer activity satisfaction was .913 with a role value of .881, social contact .875, social recognition .884, and health promotion .908.

## **3. Research result**

### **3.1. General characteristics**

Looking at the general characteristics of this study, volunteers the men's 96 (42.7 percent) and 129 women (57.3 %), the proportion of women turned out to be higher. Those in their 50s accounted for 76 (33.8 percent), followed by those in their 40s for 50(22.2 percent), those in their 20s and 60s for 39(17.3 percent) and those in their 30s for 21(9.3 percent). The highest number of college and college graduates was 113 (50.2 percent), followed by 60 high school graduates (26.7 percent) and 52 graduates from graduate school (23.1 percent). The monthly income level of over 4.5 million won was found to be 86 (38.2 percent), followed by 53 people (23.6 percent) who are over 2.5 million won and under 3.5 million won, 40 people (17.8 percent) who are over 1.5 million won and under 2,5million won, 31 people(13.8 percent) who are over 3.5 million won and under 4.5 million won and 96 people (42.7 percent) who are under 1.5 million won.

### **3.2. Technical statistics on major variables**

The measurement variables for the volunteers' main variables were measured on a 5-point scale. According to the sub-components of satisfaction with volunteer activities, social contact (M=3.72) factors were the highest, followed by social recognition (M=3.63), assigning role value (M=3.57), and health promotion (M=3.10). The overall satisfaction level of volunteer activity (M=3.51) factor is shown to be higher than the average score.

### **3.3. Differences in satisfaction level of volunteer activities according to general characteristics**

#### **3.3.1. Difference in satisfaction level of volunteer activities based on the gender of volunteers**

A t-test analysis was conducted to find out the difference in satisfaction level of volunteer activities based on the sex of volunteers. According to the analysis, sub-factors of satisfaction with volunteer activities including assigning role value ( $p=.059$ ), social contacts ( $p=.919$ ), social recognition ( $p=.311$ ), health promotion ( $p=.663$ ) were larger than .05 in Levene's equivalence tests and assumed to be equal variances. The average difference in the satisfaction level of volunteer activity was found to be statistically no significant difference between groups: Assigning role value ( $t=1.546$ ,  $p>.05$ ), social contacts ( $t=-.993$ ,  $p>.05$ ), social recognition ( $t=-1.727$ ,  $p>.05$ ), health promotion ( $t=1.716$ ,  $p>.05$ ). These results suggest that the average level of satisfaction with volunteer activities that volunteers are aware of is the same regardless of gender.

#### **3.3.2. Differences in satisfaction of volunteer activities by age**

A one-way ANOVA was conducted to identify differences in satisfaction level of volunteer activities according to the age of volunteers. According to the analysis, sub-factors of satisfaction with volunteer activities including assigning role value ( $p=.070$ ), social contacts ( $p=.095$ ), social recognition ( $p=.064$ ), health promotion ( $p=.868$ ) were larger than .05 in the homogeneity tests for variances and assumed to be equal variances. For the difference in the average satisfaction level of volunteer activity, only assigning role value factors ( $F=2.674$ ,  $p<.05$ ) is found to have statistically significant differences, and social contacts ( $F=.929$ ,  $p>.05$ ), social recognition ( $F=2.412$ ,  $p>.05$ ), and health promotion ( $F=1.119$ ,  $p>.05$ ) indicates that there are no significant differences between groups. These results showed that those in their 50s had the highest assigning role value among the subcomponents of volunteer activity satisfaction that volunteers are aware of. On the other hand, the average of social contact, social recognition, and health promotion factors is the same regardless of age.

#### **3.3.3. Differences in satisfaction level of volunteer activities based on academic background**

A one-way ANOVA was conducted to find out the difference in satisfaction level of volunteer activities based on a volunteer's academic background. According to the analysis, sub-factors of satisfaction with volunteer activities including assigning role value ( $p=.081$ ), social contacts ( $p=.261$ ), social recognition ( $p=.101$ ), health promotion ( $p=.776$ ) were larger than .05 in the homogeneity tests for variances and assumed to be equal variances. For the average difference in satisfaction with volunteer activities, the assigning role value ( $F=5.255$ ,  $p<.01$ ), social recognition ( $F=4.265$ ,  $p<.01$ ), health promotion ( $F=3.376$ ,  $p<.05$ ) factors are identified as having statistically significant differences, and social contacts ( $F=2.239$ ,  $p>.05$ ) factor shows no statistically significant differences. These results showed that among the subcomponents of volunteer satisfaction, assigning role value, social recognition, and health promotion were highest among those who graduated from graduate school. On the other hand, the average of social contact factors is the same regardless of academic background.

#### **3.3.4. Differences in satisfaction of volunteer activities according to monthly income levels**

A one-way ANOVA was conducted to identify the differences in satisfaction with volunteer activities according to the monthly income level of volunteers. According to the analysis, sub-factors of satisfaction with volunteer activities including assigning role value ( $p=.226$ ), social contacts ( $p=.098$ ), social recognition ( $p=.066$ ), health promotion ( $p=.662$ ) were larger than .05 in the homogeneity tests for variances and assumed to be equal variances. The average difference in the satisfaction level of volunteer activity was

found to be statistically no significant difference between groups (Assigning role value( $t=1.036$ ,  $p>.05$ ), social contacts ( $t=1.196$ ,  $p>.05$ ), social recognition ( $t=0.637$ ,  $p>.05$ ), health promotion ( $t=0.678$ ,  $p>.05$ )). These results can be said that the assigning role value, social contact, social recognition, and health promotion factors, which are sub-components of volunteer activity satisfaction that volunteers aware of are at the same level regardless of the monthly income level.

#### **4. Discussion and Conclusion**

In this study, the difference in satisfaction of volunteer activities was analyzed. Based on the analysis results, the detailed discussion is as follows.

First, Looking at the effects of the components of satisfaction with volunteer activities, assigning role value factor has a significant difference in volunteer activity satisfaction level according to age. The reason is judged to be the result of the fact that the assigning role value in economic and social service activities is very important for those in their 50s as a management person. The results of this study were contrary to the results of "There was no significant correlation in terms of age, education, and income with volunteer satisfaction in volunteer activity in public sector volunteers" [12,13,14]. This means that volunteers in the public sector and volunteers in the private sector were found to have different levels of satisfaction with volunteer activities according to age.

Second, the average difference in satisfaction level of volunteer activities according to a volunteer's academic background was found to have significant differences among groups in assigning role value, social recognition and health promotion factors, Based on the influence of the components of satisfaction with volunteer activities, it is judged that the reason that the factors for assigning role value, social recognition, and health promotion are significant differences in satisfaction level of service activity according to academic background is because the higher-education person wants to gain social recognition after the loss of role and social status due to the retirement age. This result was consistent with the result of the study [13,14], "The level of education of general characteristics of corporate volunteers affects the satisfaction of volunteer activities". This means that among the general characteristics of volunteers, there was a difference in satisfaction with volunteering activities according to the level of education.

To summarize the limitations of this study and what needs to be supplemented in future studies:

First, this study has considerable difficulties in clearly identifying the causal relationship between the variables contained in the study model. Thus, in order to better understand the causal path between variables, future studies will need to carry out longitudinal studies exploring the causal effect between variables over time.

Second, in this study, the difference in satisfaction level of volunteer activities according to general characteristics was used as a metric for satisfaction of volunteer activities, but in future research, more diverse measures such as attitude of volunteers and psychological stability should be considered.

Third, in this study, the general characteristics of "service activity satisfaction" were reviewed as an influence factor. In addition, however, various variables such as continuity of volunteer activities and psychological well-being are expected to affect the quality of life. Therefore, for a faithful understanding of the service activity satisfaction, it will be necessary to consider a wider and more diverse set of determinants in future studies.

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