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Motivation and Satisfaction among Students toward Volunteerism

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Abstract

Volunteering is any activity in which time is fully available for the benefit of others, an assembly, or a cause. The purpose of this study is to identify the preferred motivation among students at UiTM Seremban Campus. The lack of knowledge about the interaction of voluntary sports and behavioral differences of administrative students compared to other students. This study was designed to identify the motives of career, social, value, understanding, enhancement, and protection preferred by the students toward volunteerism. This study also was designed to investigate the relationship between motivation and satisfaction among students at UiTM Seremban Campus toward volunteerism. The questionnaire was distributed quantitatively via online. The Volunteer Function Inventory (VFI) by Clary et al. (1998) was adapted for the purposes of this study. The data was analyzed using descriptive analysis and Pearson Correlation. The result showed a moderate positive relationship between motivation and satisfaction. The highest mean of preferred motivation was understanding ($M = 5.88$), followed by the value ($M = 5.67$). There is a significant relationship between motivation and satisfaction, as the p-value reported was significant ($p < 0.05$). Findings of this study are given the advantage to everyone know what the preferred motivation that makes the volunteer attract to do the volunteerism activity. The findings show that understanding and career are the two factors that motivated volunteerism which take the further research to collect findings from a different group of people which is employees, to further sustain the opinion that volunteerism is a boost for career growth.

Keywords: Volunteering, Motivation, Satisfaction, Volunteerism, Students

Introduction

Volunteering happens in any activity in which time is fully available for the benefit of others, an assembly, or a cause (Faranadia et al., 2018). Volunteering improves the physical and mental health of volunteers. Volunteering is the practice of giving one's time and skills to others and the greater good instead of money. Many organizations offer unpaid vacations (Faranadia et. al., 2018). Students from public and private universities also belong to these voluntary workers. They also play an essential role in volunteering. Any clubs and associations can also participate in volunteering activities. Volunteering is an issue worthy of the attention

of researchers because it is a wide-ranging social phenomenon. Volunteering is done not just for the benefit of the cause to which they contribute their time and efforts but also for the volunteers themselves (Bastien, 2015).

In this research, Commander Club members in Universiti Teknologi MARA (UiTM) Seremban become the target population. This is because these club members often take part in voluntary activities. Although there are projected to be around 135,000 registered volunteers in Malaysia, the figure is less than 1 percent out of the 20.5 million Malaysians over 15. We have to focus on university students as they are young and have robust workforces. At the same time, the nature of volunteers in all young people can be cultivated and the number of volunteers in Malaysia can be increased. According to Faranadia et. al (2018), volunteering exposure has become a key agenda in the education system in Malaysia. Students' participation in this activity is regarded as a critical step in developing a responsible, caring, and capable student who contributes to the nation and the national development. According to Suleyman (2010), motivation is the force that guides the individual to a particular movement. It is a social structure that includes expectations, aspirations, desires, instincts, and desires. Motivation, in other words, could be described as what a person does and why they do it. Although studies have revealed various incentives, the framework gives various personal and social motivations that support this type of prolonged helping engagement (Jacobson et al., 2012). Motivation covers biological, emotional, social, and cognitive strengths which activate behaviour. The word "motivation" is often used in everyday life to describe why a person does something.

The satisfaction noted by Johnson et al (2017) is one of the most prevalent subjects in organizational research. Satisfaction is often associated with motivation and is often conceptualized as a lynchpin needed to link the original voluntary willingness with the intention of a person to volunteer again. Before the preceding, investigating the interconnectedness between these sports concepts, volunteer student leadership, and analysis of happiness and its likely relation to volunteer motivation is warranted. The concept of life satisfaction is subjective because each individual has a unique set of criteria for what constitutes a fulfilling existence (Ali, 2019).

Literature Review

A literature review is an assessment of scholarly references on a particular topic. It gives you a broad overview of existing knowledge and helps you identify relevant theories, methods, and gaps in recognized science. Finding relevant publications, such as journal articles and books, objectively evaluating them, and summarizing what has already been learned, are all part of the process of writing a literature review. The study is to identify the relationship between motivation and satisfaction among Commander Club in UiTM towards volunteerism.

Values

According to Clary et. al (1998) chances to express one's values in terms of altruistic and humanitarian concerns for others. One role that volunteer activity may fulfil is the opportunities that volunteerism gives individuals to express values related to altruistic and humanitarian concerns for others (Clary et. Al., 1998). The values motivation is based on being useful to society and doing something for others (Bocsi et al., 2017). An individual's beliefs

produce values, and hence values motives are also intended to embody individual beliefs (Butt et al., 2017).

Understanding

Clary et. al (1998) define understanding as a chance to get new learning experiences and put one's knowledge, skills, and capacities to the test. The understanding function, which is related to the knowledge and object appraisal functions in theories of attitudes and persuasion, is exemplified by a large number of volunteers in health and mental health institutions. These volunteers are expected to receive benefits related to self-development, learning, and variety in life as a result of their volunteer service. Understanding appeared to be one of the most important functions, along with values and enhancement reasons (Butt et. al., 2017).

Social

Individuals motivated by understanding want to learn, practice, improve their knowledge and skills and learn about the world and other people (Chacon et. Al 2017). Socially driven volunteers are drawn into volunteerism by the influence of others and a desire for social benefits and recognition (Bocsi et. al., 2017). The social function refers to outside "regulators" of volunteer conduct. Concerns regarding social incentives and punishments should undoubtedly be linked to controlled motivation (Guntert et. al., 2016). The urge to strengthen one's social contacts is associated with social function (Chin & Koong, 2011).

Career

Career motivations are centred on acquiring specific knowledge, abilities, and experiences connected to a professional or academic field of interest (Bocsi et. Al., 2017). This is a new style of volunteering in which individuals use their volunteer experiences to produce cultural and social capital that can be transformed into material prosperity in the form of higher earnings and better jobs. It is also known as career-related, resume-building volunteering (Bosci et. al., 2017). For students, however, the career function can be a well-focused motivation for volunteering. The professional motive is in line with instrumentality. If volunteering is intended to help one's business or profession, external evaluation should become more important for regulating this activity and may encourage the sensation of control (Guntert et. al., 2016).

Enhancement

The extension and development of the ego are referred to as enhancement (Clary et al., 1998). The enhancing motive's purpose is to feel better about oneself by increasing self-esteem; the ego guides the decision to volunteer since the individual desires to be needed by others (Chacon et al., 2017). The Enhancement function assesses the desire to have a good impact by maturing psychologically (Meng and Koong, 2011).

Protective

The protective motives aim to address or avoid the volunteers' difficulties (Guntert et. Al., 2016). The protective motive pertains to instrumental aspects – volunteering is seen to deal with personal issues. One VFI item expressly tackles sentiments of guilt over being more affluent than others, which can be alleviated through volunteering. As a r

result, there is a connection to controlled motivation (Guntert et. Al., 2016). Volunteer activity is utilized to lessen unpleasant feelings such as guilt or to manage personal concerns through the Protective function (Chin & Koong, 2011). The protective motive was centred on self-preservation, in which one felt terrible about one's current situation and wished to alleviate that guilt by assisting others (Clary et. Al., 1998 cited in Garner & Garner, 2011).

Satisfaction with Life

According to Dixon and Warner (2010), one of the most popular subjects in organizational research is satisfaction. Life satisfaction refers to an individual's subjective assessment of their life in comparison to a self-selected benchmark (Shin and Johnson, 1978 cited in Yan et al., 2013). Life satisfaction conceptualizations are often divided into two streams: bottom-up and top-down approaches (Loewe et. Al., 2014). According to Clary et al (1998), total satisfaction shows emotional state and fulfilments acquired through volunteering activity.

Method

This study will assess the motivation and satisfaction of the students toward volunteerism. The aim is to identify the motivation and satisfaction among Commander Club members in UiTM Seremban toward volunteerism. The study uses the descriptive survey study design. This research design is selected to suit the study's objectives and identify students' motivation and satisfaction with volunteerism. In this study, the descriptive and Pearson Correlation survey research designs will be used

The target population selected is Commander Club members of UiTM Seremban Campus. The total number is 122 (Academic registrar, 2020). The sample size will be 110 respondents that will participate in this study. Purposive sampling is the sampling technique used in this study. The volunteer motivations tested in the present study were adapted from The Volunteer Functions Inventory (VFI) developed by (Clary et. al., 1998). This question was measured using a 7-point Likert scale ranging from (Not at all accurate to extremely accurate). The scale is divided into six different functional motives: protective, values, career, understanding, social, and enhancement. This questionnaire consists of 30 questions. The reliability test was conducted and Cronbach alpha for Motivation is 0.95; meanwhile, for satisfaction is 0.91. It shows that the Cronbach alpha was consistent and reliable.

Finding

A total of 110 respondents (N = 110) were involved in this research. There were 29 males, and 81 were females.

Table 1

Results of Descriptive Analysis for Preferred Motivation among students toward Volunteerism.

Motives	Mean	SD	Rank
Protective	5.43	.91	5
Values	5.67	.80	3
Career	5.68	.76	2
Social	5.20	.90	6
Understanding	5.88	.81	1
Enhancement	5.66	.85	4

Table 1 shows that the highest preferred motivation among Commander Club members in UiTM Seremban toward Volunteerism is motive understanding which is 5.88 (SD=.81), and the second motive is 5.68 (SD=.76), the third motive is value with 5.67 (SD=.80), and the fourth motive is enhancement with 5.66 (SD=.85), and the fifth motive is protective with 5.43 (SD=.91) and followed by social with 5.20 (SD=.90).

Table 2

Results of Correlation Analysis for Relationship between motivation and satisfaction students

Motivation	Pearson Correlation	<i>Satisfaction</i>
		.58**
	Sig. (2-tailed)	.00
	N	110

From Table 2, the result indicated that motivation was related to satisfaction, which shows that is significant and has a relationship. As the p-value reported was significant ($p < 0.05$), it can conclude that there is a relationship between motivation and satisfaction. The correlation coefficient interpretation was .58. It can conclude that there was a moderately strong positive relationship between motivation and satisfaction among Commander Club members in UiTM Seremban toward volunteerism.

Discussion

This study aims to identify the preferred motivation among Commander Club members in UiTM Seremban and investigate the relationship between motivation and satisfaction among students in UiTM Seremban toward Volunteerism. The study analyzed the feedback from the respondents regarding their motivation and satisfaction with volunteerism. In terms of gender, the rate of female respondents is higher than male respondents. The findings of this study involve consideration of the motivation and satisfaction of the UiTM Seremban students in volunteerism involvement. It is proved that based on that result the rate of female volunteers involved in voluntary is higher than that of male volunteers. This suggests that the probability of female volunteers is more elevated than male volunteers who registered as volunteers. Furthermore, of the 110 volunteers, the respondents of this study were divided into two different educational groups, which showed differences in their frequency and percentage. The results showed that the results of all groups were diploma and degree level. However, the study results show that the degree level displays a higher number of respondents.

Based on the six factors of motivation, the result shows that the preferred Motivation among students towards volunteerism is understanding. This motivation factor scores the highest mean. This is not in line with the previous studies from Chin and Koong (2011), which indicated the values functions were ranked the highest. However, the result is in line with the previous studies from Tajul and Aishah (2013), in which the findings show that involvement is motivated by understanding (the highest motivational factor). Understanding motivations revealed that members of the students were motivated by the opportunity to advance their careers and gain learning experiences while sharing knowledge, skills, and abilities.

Social factors are the lowest mean score, showing it's the least preferred motivation among the students. This result is consistent with the previous study by Johnson et. al (2017), where the social factor mean score showed the lowest. The students may not specifically volunteer for social reasons. It revealed that most students are involved in volunteerism to gain new skills, knowledge, and experience to adapt to daily life. These are volunteers and also, at the same time, love to gain new knowledge, skills, and experience. Therefore, this research also revealed that the least preferred motivation is social, which means the students are joining the volunteerism is not for a social motive.

The result showed that motivation and satisfaction were related and make them significant as having a moderately strong positive relationship between motivation and satisfaction among students' members in UiTM Seremban toward sports volunteerism. This study supports a previous study by Farrell et al (1998), which found a link between volunteer satisfaction, volunteer motivations, and actual experience. This suggests that it is indeed that satisfaction and motivation have a relationship with volunteerism.

Conclusion

The study showed that the preferred motivation that leads university students to involve in volunteerism. The findings show that six motives are affecting the university students involved in volunteerism. The understanding motive shows the highest mean among other motives – students tend to be more involved in volunteerism to gain new knowledge and experience. One of the reasons is that these Commander Club members are students of UiTM Seremban who are eager to learn new knowledge and skills for future benefit – considering the advantages and benefits of volunteering. For example, the purpose of having credit and honor on certificates.

At the same time, social motives are not the choice of many because they do not want to get involved in volunteering to socialize, perhaps because they feel like gaining more knowledge and experience for future use. In addition, this study shows that there is a relationship between motivation and satisfaction. Previous studies have also stated it. This shows that in the involvement of volunteerism, there will be a connection between motivation and satisfaction in volunteers.

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