SOME VIEWS ON VOLUNTEERING

PAPERS BY

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FOREWORD BY

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FOREWORD

This is an exciting time to be involved in Volunteer Administration. Throughout the country, a new awareness of the potential of volunteerism has increased interest in looking at this age-old tradition.

In the Pittsburgh area, the Volunteer Action Center, formerly the Volunteer Bureau, has for thirty-six years, worked to "link" community resources with community needs. This has resulted in a wide variety of creative new services which have been made available to the people of our area.

One of the most rewarding has been the development of a support system for the professionals in Volunteer Administration. Since they usually must work alone or in a very small department, they rely on VAC services for their growth and development. However, as this emerging profession has grown, it has become increasingly clear that "sharing" experiences is not enough. It is not an adequate base on which to make judgments about how to provide services.

In 1969, the Census Bureau published its first findings on volunteerism, and a beginning wedge was established. For the first time, a creditable reference could be cited by practitioners and could provide guidance to their work. A developing profession must have the depth of extensive research if it is to grow. The best intentioned and even well-trained practitioners cannot provide this. So, it was a special time locally when the University Center for Urban Research began to study the reasons that motivate volunteers. I was involved early in supporting their research and offering the resources of VAC services.

Because of the interest of the Director, of the University of Pittsburgh Center for Urban Research, Dr. Jiri Nehnevajsa, research has been expanded to include a range of issues related to volunteerism. It was my pleasure to invite members of the Center staff to present some of their findings at the May 1977 Association of Volunteer Bureau workshop. They were eagerly received and questioned. Abstracts of the presentations are being printed in the AVB 1977 proceedings. It is hoped that through the publication of this booklet, additional practitioners will have this important material available to them.

The Center for Urban Research Staff has understood this need. Most important, they are interested in dialoguing with and understanding the problems of those involved in the daily routine of working with volunteers. The distribution of these papers will enable the conversation to include many more individuals so that our local conversation can grow and include a wider variety of concerns and problems. Only together will practitioners and researchers be able to network to build a new foundation for a very old tradition.

Betty Hepner

ELEMENTS OF A VOLUNTEERING GEOGRAPHY:

NATION-WIDE, REGIONAL, STATE AND CITY VARIATION IN VOLUNTEERING

by

Jiri Nehnevajsa

Introduction

In this paper, I shall attempt to accomplish two major things.

1. I will attempt to highlight some major research findings.
2. I will attempt to discuss these findings in terms of their potential operational implications.

In terms of research findings which I propose to consider in a rather sketchy, and illustrative manner, five major concerns will be at the center of my presentation:

1. The extent to which there exists variability in percentages of residents of the nation's metropolitan areas who become active as volunteers.
2. The extent to which there exists variability among the nation's metropolitan areas in the amount of time typical volunteers are willing to invest in their respective activities.
3. The extent to which there exists variability in the socio-cultural and demographic characteristics of the volunteers so that the composition of the volunteer force may be quite variable from city to city.
4. The extent to which the way in which people volunteer may vary among the nation's cities.
5. The extent to which different motivational factors may play a role in the overall pattern of volunteering.

This emphasis on metropolitan areas of the nation is predicated on two main factors:

One has to do with the simple observation that volunteering is a local and localized activity. Thus volunteers who reside in Buffalo, New York do not perform their service in Detroit, Michigan. Los Angeles volunteers, in turn, do not become involved as volunteers in New York City.

This is important as we shall see. If, in fact, there were little or no variation among the nation's metropolitan areas, national data would be of equal value everywhere and to all of you.

If, however, there were sharp differences along the dimensions which I will discuss, then more localized information is of key essence to the directors of VAC's and equivalent organizations because national data could, in fact, prove rather misleading.

The second reason for the focus on the nation's metropolitan areas has to do with the simple fact that we have better data with regard to at least some individual cities than we have about the less urbanized areas of the nation, and that the information can, indeed, be disaggregated at the level of particular metropolitan areas.

The reasons for my stress on metropolitan areas are thus both substantive and pragmatic.

For the most part, my remarks will be based on the results of the 1974 ACTION Survey which was carried out by the Bureau of the Census and which included respondents from almost 24,000 American households.

I shall also have occasion to refer to a major study in the City of Pittsburgh, the Pittsburgh Neighborhood Atlas survey, which included almost 10,000 city residents and in which we were able to incorporate simple questions about voluntary activities. This survey was carried out in the Spring months of 1976.

1. Variations in Cities Across the Nation

With respect to my first substantive concern, that is, a quick assessment of the degree of variability in the rates at which people volunteer, the results tend to be quite dramatic.

Thus an 8.0 percent volunteering rate characterized Miami, Florida, but a 40.1 percent rate that of Seattle, Washington. There were just about 12.2 percent volunteers in New York City, 13.2 percent of them in Tampa, Florida, and 13.5 percent in New Orleans, Louisiana, but there were 39.3 percent of them in Indianapolis, 35.5 percent in Denver, Colorado, and 33.0 percent in Anaheim, California. The first key point is clear: among the nation's metropolitan areas there has been sharp variation in the extent to which the residents are attracted to, or drawn into, voluntary activities. The variation is, indeed, by a factor of about 5 at its maximum spread.

There are, therefore, cities with many volunteers; and there are cities with few volunteers.

2. Volunteer Time Variations Across the Nation

The variation in the amount of time that the volunteers invest in their service is even greater on the average. As little as 19.1 hours per year may have been spent by each volunteer in Wilkes-Barre, Pennsylvania, or 20.3 hours in Shreveport, Louisiana. By contrast,

as many as 392 average hours were invested by volunteers in the Salinas-Monterey area of California, or 262.8 hours in Madison, Wisconsin.

In this regard, the variation at its maximum is by a factor of over 20.

Thus there are metropolitan areas in which there are many volunteers who also spend a great deal of time each in their respective activities. Such is the case, for instance, in:

Tacoma, Washington

Baton Rouge, Louisiana

El Paso, Texas

St. Louis, Missouri

Peoria, Illinois

York, Pennsylvania

Youngstown, Ohio.

There are also areas in which there may be many volunteers but each invests relatively few hours in the activities. This occurs, for example, in:

Mobile, Alabama

Corpus Christi, Texas

Beaumont-Port Arthur-Orange, Texas

Norfolk, Virginia

Des Moines, Iowa.

And there are, indeed, metropolitan areas where few volunteers spend a great deal of time:

New Orleans, Louisiana

Stockton, California

New York City, New York

Hartford, Connecticut

Jersey City, New Jersey

Miami, Florida

Tampa, Florida.

And finally, there are some areas in which few hours are invested by the relatively few volunteers:

Little Rock, Arkansas

Shreveport, Louisiana

Wilkes Barre, Pennsylvania.

The central implication, of course, is as follows: to help guide the actions of VAC Directors whose concerns are confined to a defined geographic area, the use of nation-wide aggregated statistics can be not only dramatically misleading but actually quite hazardous. You simply cannot assume that national data, or even regional data, hold for the particular cities or localities which the practitioners must be concerned with.

3. Variations Within Neighborhood

To make matters even more complicated, it is also true that sharp variations exist among neighborhoods of one and the same city. The 1976 Pittsburgh study provides some insight into this.

Volunteering rates range from 13.1 percent to 43.8 percent. The variability is thus not quite as high as it is among cities, but it is, nonetheless, robust. Thus from some neighborhoods of the City of Pittsburgh, over 30 percent of the residents have participated, one way or another, as volunteers. From other neighborhoods of the City, fewer than 20 percent became involved.

The differences in time investments, too, are important. In one of the City's wards, the average volunteer spent some 309 hours

during the preceding year in the respective voluntary activities; in another ward of the City, the annual average amounted to about 8.1 hours.

There is little reason to suspect that the Pittsburgh situation is unique. If we had disaggregatable data for other cities of the nation, similar variability among the neighborhoods and city subareas would certainly also be disclosed.

4. Demographic Breakdowns Among Cities

Let us briefly touch upon a few key demographic characteristics of the volunteers.

The general pattern, of course, suggests that women volunteer at higher rates than do men. While this may hold in the national aggregate, the story is quite different in many cities.

In St. Louis, San Bernardino, Philadelphia, Newark, and San Jose we find about the same percentages of male as female volunteers. In Washington, D.C.; Passaic, New Jersey; Rochester, New York; New York City, New York; Honolulu, Hawaii; Phoenix, Arizona; and Kansas City, Kansas; we find actually more male than female volunteers.

By and large, whites tend to volunteer more than do black Americans. But in Kansas City or in San Diego, the rate of black volunteers was actually somewhat higher than was the rate of whites. In the 1976 survey in Pittsburgh, we find that blacks volunteered at about the same rate in all types of neighborhoods. But they exceeded their white counterparts in predominantly black neighborhoods, thus suggesting that white volunteering is less likely to occur in predominately black neighborhoods while black volunteering occurs at similar rates across the City. With increasing income level, higher rates of volunteering have been observed as a general national pattern.

But the highest rate of volunteering characterizes respondents with incomes of $12,000 to $24,999 in such areas as Sacramento, San Bernardino, St. Louis, Atlanta, Indianapolis, Denver, Kansas City, Dallas or Baltimore. This is often coupled with the finding that actually the lowest rate of voluntary activity occurs among the highest income earners, those with annual incomes of $25,000 and more.

In such cities as Knoxville, Tennessee or Fort Lauderdale, Florida, the $7,500 to $11,999 income bracket yields more volunteers than does any other income group.

While people with incomes of $12,000 to $24,999 often contribute heavily to their community's volunteer force, in cities like Knoxville or Buffalo, their rate of volunteering is the lowest. As a rule, people with at least some college education have tended to participate in voluntary activities much more than people with high school education or even less formal schooling. This rule, too, does not apply everywhere.

In Sacramento, Houston, Detroit and Denver, the rate of volunteers is quite similar for the college and high school educated respondents. In Miami and in San Diego, the rate of volunteering is actually higher for high school or less educated respondents than for their college educated counterparts.

Thus if there are major differences in the rate of volunteering and in the time investments of volunteers among the nation's metropolitan areas, the problem is further confounded by the finding, which I have illustrated here without any effort at exhaustiveness, that the socio-cultural and demographic composition of the volunteer force is also highly variable among the cities.

5. Volunteering Pattern (Variations)

For the most part, there are more regular than occasional volunteers. The regulars, in this instance, are defined as those volunteers who have been involved in at least one activity every two weeks or more often.

But again, the pattern is not the same for the major metropolitan areas of the nation. In Seattle, San Diego, Denver, Columbus and Atlanta, there are about as many regulars as there are more occasional volunteers. In Detroit and Buffalo, the more occasional participants outnumbered the regulars.

By the way, occasional volunteers average more hours on each occasion that they are active than do the regular volunteers. The difference is one to three or even more hours per occasion. This, of course, suggests some alternative ways of best utilizing those who are regular and those who are but occasional activists.

Along similar lines, important differences exist in the percentages of volunteers who have been active in religious organizations only. They may account for 3.0 percent of volunteers in Cleveland, 4.7 percent in Nassau and 6.2 percent in St. Louis. But they constitute 25.8 percent of all volunteers in Passaic, 25.5 percent of all volunteers in Dallas, 22.5 percent in San Diego, and 20.5 percent in Pittsburgh.

In metropolitan areas such as Atlanta, Boston, Buffalo, Dallas, Detroit, Los Angeles, Milwaukee, San Diego, San Francisco and San Jose, the religious-only volunteers spend more annual time in their activities. In turn, in cities like Anaheim, Baltimore, Chicago, Cleveland, Denver, Houston, Minneapolis, Newark, Philadelphia, Seattle or Washington, D.C., to name but a few examples, the volunteers

involved in religious activities appear to have spent substantially less time than did volunteers in other than religious-only activities.

In Anaheim and Atlanta, only about 20 percent of the volunteers have become first involved in a non-religious activity in the 1970's. By contrast, some 63.4 percent of the volunteers in Nassau, 56.5 percent in New York, 57.1 percent in Denver, or 52.2 percent in Indianapolis have first become volunteers in the 1970's.

These examples illustrate the extent to which major variability exists among the metropolitan areas of the nation with regard to the types of volunteers we are speaking about.

6. Motivations of Volunteers

The desire to help other people is the single most potent factor in entering volunteering. But again, there are important and subtle differences.

In Houston and Seattle, for instance, the sense of social obligation, a sense of duty, is even more crucial than is the desire to help others. In Denver, Kansas City and Passaic, feeling a social obligation is as important as a desire to help others.

Furthermore, in the Passaic metropolitan area, a sense of personal enjoyment derived from the voluntary activity becomes even more crucial than either the sense of duty or the desire to be of help to other people.

In Newark, Milwaukee and Indianapolis, enjoyment is almost as potent a motivator as is the resident's desire to be of assistance to others.

In Atlanta, Baltimore, Nassau-Suffolk, Newark, Passaic and Pittsburgh, enjoyment becomes the dominant factor in continuing to volunteer and in plans to persist in voluntary activities.

The desire to help others remains a central motivator in other metropolitan areas, although in Milwaukee, as many people tend to continue volunteering out of a sense of obligation as because of their desire to help others.

In Nassau, the sense of social obligation is second in importance to personal enjoyment. Thus the same basic elements enter into the motivations to become a volunteer and to continue volunteering. In summary, these motivations are differentially important in the various metropolitan areas, and they are also different in their effect on entry into voluntarism as compared with the decision or plan to continue as volunteers.

7. Research Findings Made Operational

What might these types of research findings mean from an operational perspective?

I shall address this issue from three vantage points: The recruitment of volunteers; the retention of volunteers once they become mobilized; and the flow of volunteers, of their own volition or by assignment, into the respective activity systems--in health, education, welfare, justice, recreation, religion, politics and the like.

I shall not, however, consider the problems involved in the need for training or educating volunteers. The data base which I have used here does not bear on this issue and while I would be willing to speculate, the thoughts would be much less grounded in research data than are the few key ideas I propose to present with regard to recruitment, retention and flow.

Let me now consider briefly some of the major implications as they bear on recruitment of volunteers.

1. The fact that there is high variation in the rates of volunteering among the nation's metropolitan areas signifies that the pool of residents who have not been involved as yet and who might be mobilizable is also highly variable in its composition and its size.
2. In addition, there is the possibility that already committed volunteers can be enticed to undertake additional responsibilities, and that such efforts have high potential payoffs. Three or four or even more voluntary commitments are not infrequent and thus they are neither impossible or very problematic. Thus the overall mobilizable pool can be considered to consist of people who have not done any voluntary work recently or ever plus those volunteers who may have fewer than three activities in which they participate.
3. This is particularly important in those areas in which religious volunteering is high because it is rather clear that religious-only volunteers can be mobilized to undertake other, and additional, responsibilities as well.
4. The fact that there may be fewer volunteers in one area of the nation than in another is in itself not a source of concern. The numbers of types of volunteers have to be gauged relative to the community needs. Thus no one need be distressed by the variations in numbers of volunteers if most of the major community needs for volunteers are being met by whatever numbers, small or large. A careful assessment of needs is therefore a prerequisite to a sound approach to mobilization because, like wage-earners, volunteers like

nothing less than to be active in essentially unneeded or make-believe activities. This follows directly from the importance which volunteers attach to their desire to help others, to their sense of duty, and to their search for personal satisfaction.

5. The high variability of the composition of the volunteer force in terms of demographic characteristics suggests that mobilizability of our people is quite plausible, and even likely, regardless of their personal or family situation and regardless of their personal or family background. Thus if men participate less than women do, it is also true that in some communities, and in some neighborhoods within communities, men participate more than women do. Hence, men are mobilizable especially where fewer of them have become involved, and women can be mobilized by the reenforcer of many other women participating. This holds with regard to racial, income, educational as well as age characteristics of our people.
6. The best way to mobilize our people to do more voluntary work involves a mixed appeal in which their desire to help others, their sense of a social obligation, and the potential of an enjoyable and satisfactory experience are the key components.
7. High involvements of volunteers, both in numbers and amounts of invested time, occur in two types of communities: first, in the dynamic, growing, relatively affluent metropolitan areas; and, secondly, in stable, poorer but not poor, working

class cities. Thus high volunteering is tied to what must be considered significant aspects of community morale, its life quality: Both (1) to buoyant and optimistic communities, and (2) to communities steeped in the traditional values of our society especially those pertaining to stability of family, stability of neighborhood, the worth and value of work.

It follows that the directors of VAC's have to be attuned to the imbedded value system of their community and the fact that another significant dimension of mobilizability of volunteers concerns the impacts which have VAC's can have on the moral climate of our cities.

8. Key Research Implications

There are a variety of key implications of the research findings for the efforts to keep the volunteers going. In this regard, I shall slightly extend the narrower data base which I have stressed above.

1. The volunteers, like all of us in our activities, both voluntary and otherwise, are best sustained by a sense of competence and by a sense, or record, of achievement. A sense of achievement, in turn, grows out of a sense of competence.
2. A sense of competence is enhanced by the performance of, or assignment to, tasks which can be effectively handled or for which one can develop the necessary, if minimal, know-how. Thus volunteers perform best, as we all do at all times, when they are involved in activities for which they were, or have become, prepared and their feeling of achievement is, in some measure, grounded in this sense of competence.
3. A sense of achievement, so important in this regard, has to do both with inner feelings and with outward recognition.

But since the desire to help other people is so central to the motivations to volunteer, achievement has to be grounded in a feeling that others have, in fact, been helped in ways in which they would not have been helped without the activity itself. To recognize this and to honor individual volunteers as well as groups of volunteers is an essential dimension of the outward recognition in which the inner certainty of one's worthwhileness can best flourish.

4. The desire to help others remains a strong factor in the willingness of volunteers to continue their efforts. However, it must be coupled with a personal sense of satisfaction, a sense of enjoyment. Such a sense of satisfaction is anchored in competence and actual, as well as recognized, achievement. This means, above all, that taking volunteers for granted is a poor strategy and distinctly counter-productive in terms of their willingness to continue their commitments.

9. Frequency of Volunteering

With regard to the flows of volunteers into the various activities, several key points can also be made.

1. Knowing whether particular volunteers are occasionals or regulars clearly is important with respect to the kinds of activities which they can most suitably become involved in. Occasional volunteers can obviously be included in those types of endeavors which occur only sporadically, or for which their regular and predictable presence is not required.
2. Occasional volunteers, however, can be expected to spend more time on each of the occasions they volunteer so that

their overall effect can be quite considerable provided that they are asked to do the kinds of things which do not necessitate regularity of attendance with high frequency.

3. In some metropolitan areas, there may be relatively few volunteers. But each of them spends a great deal of time. Apart from the question whether the numbers, as such, satisfy the community needs, it is clear that such volunteers can be deployed most effectively in efforts which require intensive and time-consuming involvements though not large numbers of individuals.

4. In this study of motivations we find that awareness of social needs is a central factor affecting the flows of volunteers into their respective activities. This means, of course, that volunteers might be significantly affected in their willingness to undertake various activities if they were more fully aware of the community's pattern of genuine social needs. And this, indeed, can also be best accomplished if directors of VAC's and the various staff members themselves are alert and sensitive to the changing needs of their communities and if they develope adequate mechanisms to inform the volunteers, and the public at large, of the specific types of needs which call for, or even require, volunteer help.

10. Some Recommendations for VAC's

There are three small parts to my concluding, and rather concrete, suggestions. One has to do with the use of existing organizational and structural patterns which characterize our communities. The second one

concerns the possibility of developing new organizational formats. The third segment of this discourse has to do with communications strategies.

Two main points come to mind when we think about the use of existing organizational patterns of our community.

First of all, I believe that VAC's ought to hold regular, though not frequent, meetings with leaders of existing voluntary associations along with leaders of the local government. This would involve leaders of associations such as the Lions, Rotary or Kiwanis, Church and Synagogue groups, civic affairs associations with ecological, environmental and energy concerns, the Little League leaders, labor and business leaders, as well as the Mayors or City Managers and members of the City Councils and of the major functional departments. Such meetings would serve the purpose of reviewing the community's need for volunteers as well as the availability problems and, of course, the contributions of volunteers to the solution of the needs of our people.

Secondly, a regularized feedback system is needed by which the organizations and associations of a community would report in a rather systematic manner on their needs for volunteers, on the types of volunteers needed, and on problems, if any, which they may have encountered in their utilization of volunteers previously. Clearly, the Directors of VAC's must be at the hub of such activities, both to organize the community-wide fora, and to develop, implement and use the kind of information system which has been suggested.

11. VAC's and Advisory Committees

New organizational formats are also needed. The VAC's need to develop interlocking advisory committees composed of the citizens of the community. Such committees, in fact, could represent

the elderly, the young, the handicapped, the blacks, the poor, the educated, the unemployed and the like.

It is fairly clear that citizens on such committees, themselves having become volunteers by virtue of this service, could not only enlighten the VAC's on the particular needs of people like themselves but also contribute to the mobilization of volunteers from among groups they characterize, if not represent.

Thus I suggest that the population in each of our communities be partially segmented into groupings which manifest a variety of interests and needs, and that the voice of the community be heard through individuals who can epitomize particular clusters of needs and interests best.

Along the same line, I feel very strongly that VAC's can avail themselves of scientific help. In many communities, there are colleges or universities. Or else, there are colleges and universities nearby. It is my suggestion that the VAC's institute small scientific advisory panels, unpaid and voluntary indeed, that include an interdisciplinary team whose help might be essential whether in the conduct of localized research or in actual operations.

12. VAC's and Mass Media Communications

As for the communications dimension, I have a relatively simple point to make. There is no particular reason why newspapers should not carry a weekly column concerning voluntary activities. There is no reason why television stations, at least the public television network, could not provide some time, on a weekly or even monthly basis, to deal with major issues concerning volunteerism. And similarly, there is no reason why radio stations could not be better utilized along the

same lines. I suggest, more specifically, that such newspaper columns, television and radio broadcasts, would systematically and regularly cover: the community's assessments of needs for volunteers, appeals for specific types of knowledge and skills, as well as accomplishments of a previous period. The key is systematization and regularization of coverage.

As many directors already know, the media are both interested and cooperative and the payoff can be enormous indeed.

Conclusion

I would like to conclude with two final points. First of all the variability in volunteering behavior across the nation makes it essential that directors and coordinators become sensitive to the particular local issues as they exist and as they arise. Thus directors of VAC's and their staff members need to consider the necessity of providing themselves with accurate information about the needs for volunteers and the mobilizability, rentention and flows of volunteers in their respective communities. One cannot simply accept national, regional or even state-wide data as directly applicable to the particular needs of the municipality.

Secondly, the route to the improvement of the nation's morale, to the betterment of the quality of life for our citizens, to the enhancement of our nation and of our communities and of our neighborhoods and of our families is directly related to the willingness of the people to participate in the life of the nation as volunteers, without expectation of pay or other reward, and with a deep desire to help one another. I therefore suggest that volunteerism in our nation, its sustenance and growth, is at the roots of the nation's greatness, past, present and future.

MOTIVATIONS FOR VOLUNTEERING

by

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in collaboration with

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This brief discussion concerns volunteers and, in particular, the types of motivations that cause people to volunteer. Volunteering, as the word implies, is voluntary. There is no coercion or necessity, no law that requires one to volunteer. But, in fact, is the activity entirely free of compulsion? An effort to answer this question will be a primary task of this paper.

The pattern of volunteering is determined by many factors. For example, participation in volunteering varies by geographic location and relates to whether people do or do not volunteer as well as to how much time tends to be invested in volunteering. Rates and hours of volunteering vary as do motivations. Not only do they vary between people, but they may also vary within a person. Two people who are tutoring children in a school setting may have two absolutely different reasons for performing the same function. It is equally likely that each might also volunteer in other activities, again for two entirely different reasons. Actually, most volunteers participate in their activities, be it one or many, for a multitude of reasons. Studies in this field attribute an average of two or more reasons for each volunteer's involvement. What motivates people to volunteer cannot be reduced to any single factor, but rather consists of a complex network of justifications, many of which are articulated by the volunteer, and probably just as many, if not more, that are never verbally communicated.

A study of the motivations of volunteers was conducted by the University of Pittsburgh's Center for Urban Research under a grant from ACTION. It consisted of a series of hour long interviews with 406 people,

who were known to be volunteers, residing in the Pittsburgh Standard Metropolitan Statistical Area--an area which incorporates four counties, contains one large city, one middle size city, many suburban areas, and some rural sections as well. The sample of volunteers is diversified in that it includes persons from all walks of life and probably represents the motivations of many more than just the 406 volunteers in the Pittsburgh area who were interviewed.

Before presenting the results of this study, a few remarks on its background should be made. In 1974 a survey was conducted by the Bureau of the Census on behalf of ACTION. The results are described in a government publication Americans Volunteer, 1974. This survey covered over 25,000 Americans. It made a precise estimate of the percentage of people who did some kind of volunteer work over a one year period and the amount of time they contributed. However, the survey had some serious drawbacks. One problem concerned the question about motives for volunteering. The question presented a list of about 10 reasons for volunteering and the respondents were asked to identify which represented their reasons for volunteering. After discussions between the University of Pittsburgh and officials from ACTION, it was agreed that these 10 choices did not, in all probability, adequately characterize the motivations of the nation's volunteers. Therefore, in the Fall of 1975, the University of Pittsburgh's Center for Urban Research designed a questionnaire to explore reasons for volunteering in more depth. For the most part, the questionnaire allowed volunteers to choose appropriate terminology to describe their motivations. After all 406 interviews were completed, an attempt was made to categorize and tabulate them in a meaningful manner. The many hundreds of verbatim responses were first reduced into broad categories and then into more

refined sub-divisions. The final distillate consisted of three very broad categories of motivations for initial volunteering, five narrower ones subsumed under these, and about twenty additional, more specific categories within these five. Furthermore, volunteers' motivations for originally volunteering in their first activity, any changes in their reasons as activities progressed over time (if that was the case), and the reasons for participating in their current activities, were distinguished from one another. In addition, their motivations for participating in specific voluntary organizations were considered.

An in depth analysis of the survey was made. Beginning with initial motivations for volunteering, the responses of the total group were considered. These were broken down into smaller groups based on the respondents' background and volunteer characteristics for the purpose of comparisons between men and women, young and old, and so on. One very important comparison was the differences between volunteers participating in different types of activities. For the typology of activities, ACTION's classification according to nine categories was used: volunteers involved in health, education, justice, citizenship, recreation, social-welfare, civic-community, religious or political pursuits. The next step in the analysis consisted of an exploration of changes in reasons for volunteering by looking at original motivations, any changes in them over time, current motives for present activities, and effect on participation in specific organizations.

To turn to the results: What were the initial motivations for volunteering? These can be regarded as falling, roughly, into three very broad categories:

1. Internal motivators;
2. External motivators;
3. Availability of spare time.

Internal motivators are considered to be needs and feelings which come from within individuals and which may be experienced by them as personal interests or obligations. On the other hand, external motivators consist of pressures exerted upon a person in the form of requests by others, or in the form of the influence of others upon a person.

The availability of free time must be treated separately. It has a status distinct from both internal and external motivators because it is the condition which makes likely or unlikely the translation of either motivator into action. Free time, or the lack of it respectively encourages or inhibits volunteering irrespective of what motivators are at work. In itself, it is in no sense a motivator because free time will make no difference if one is not motivated.

Internal motivations were more frequently cited as initial reasons for volunteering. Over 88 percent of the respondents mentioned this as a factor while only about 40 percent noted external motivators, and one in thirteen stated that they initially became involved because they had the extra time to do so.

With respect to internal motivators, one out of every six volunteers said that they began volunteering to satisfy some personal need or to gain a sense of self-fulfillment. (These reasons were cited frequently by students and housewives.) One out of every seven mentioned a specific interest in helping other people and one out of ten was interested in a specific activity. (Some, for example, enjoyed coaching little league ball games; others, with an interest in art, became museum guides.) Some also volunteered in order to acquire career-related experience (students with psychology majors working in a mental hospital).

Influence, involvement, or requests of others were the most frequently mentioned external motivators. Family members were the most

influential external motivators, with friends and neighbors comprising the second most important source of influence.

Investigating how people in different activities vary with respect to their initial reasons for volunteering, it turns out that the most frequent responses were (1) personal interest and, (2) a sense of obligation. Volunteers in civic and community types of activities and religious volunteers were more likely to mention a sense of obligation than specific personal factors, but this difference is barely significant. Political volunteers, on the other hand, were less likely to begin volunteering out of a sense of obligation. They tended to become involved because of the involvement, but not request, of others whom they knew. Volunteers in education and civic-community activities responded best to the requests of others, while those in politics were least responsive to requests.

The second object of the study concerned changes in motivations a volunteer might experience over time. In general, it was found that the new motives which individuals developed while actually volunteering were often of a less specific nature than the motives which spurred individuals to begin volunteering. Perhaps this is due to the fact that they had to give specific reasons to themselves and to others for beginning to volunteer: at the beginning, then, these reasons or motives were in the foreground as instigators of concrete action. However, once volunteering was underway, these initial motives retreated into the background: the new motives which developed--whether related to interest in the work or people--could not be appealed to by the volunteers to explain why they were <u>volunteering</u>: and yet they could not appeal to the initial reasons for volunteering because these had faded somewhat and had lost their immediate relevance. Thus, individuals could only respond in general terms as to why they were volunteering. Nonetheless, asking volunteers to recount changes in motivations produced some interesting findings.

Only about 40 percent of the volunteers in the sample said that they had experienced a change in motivations. Of these, 35 percent said that the change represented a shift in their interests, while about 35 percent stated that their "orientation to people" had undergone a change. Those experiencing a change in interests spoke of developing a more intensive interest in their work as time went on. Some, for example, had become originally involved at the request of an other, but continued to participate because an interest in the activity itself developed.

Many volunteers became deeply involved with the people they were working with and this became an important element in their motivations, while others said that it was a greater commitment to people and volunteering in general that kept them active.

Of less importance, but still mentioned fairly frequently were shifts in objectives in volunteering. Many became more discriminating, or selective, in regard to motives, and some began looking into the possibility of acquiring career skills while volunteering.

A changed awareness of the role of a volunteer as well as the recognition of societal needs were also mentioned frequently by respondents.

Others stated that changes in motivations were related to free time becoming available as a consequence of retirement, widowhood, or becoming a housewife.

An examination of changes in motivations across the range of different types of activities reveals the following: among volunteers in health, education, citizenship, social-welfare, civic-community, and political activities, a change in <u>interests</u> was by far the most often cited change in motivation; volunteers in justice, recreation, and religious activities, on the other hand, were more prone to attribute changes in motives to an increased concern for others.

The third object of the study was to understand why people became involved in a specific type of organization. Why do they work for the Salvation Army rather than the Meals on Wheels program, for instance? Undoubtedly, the attraction to certain organizations varies from individual to individual. Perhaps these variations in motivations ought to be taken into account by those engaged in the recruitment of new volunteers. The majority of the respondents cited internal and external factors rather than spare time as the reasons for their affiliation to a particular organization. External motivators, however, were, by far, the most important incentives for involvement in a specific organization--both the requests and the influence of others were most often cited. In some cases, the influence of other organizations, such as religious ones, were responsible for directing volunteers to the particular organization in which the volunteers were currently active. Religious leaders often suggest volunteer work with an organization to those expressing an interest.

The family too was an important source of influence, with children in particular playing a significant part. How many countless times do parents say their children put them in the position of volunteering in schools, PTA's, Boy Scouts, and the like. Friends and neighbors (but especially friends) were equally as influential as children. In addition, previous involvements in an organization often induced a volunteer to continue to participate, but in a different capacity. Requests made through the media--signs and radio or television announcements--also drew a considerable response.

In terms of organizational affiliation, internal motivators were less of a factor than external ones. But among internal motivators, a personal interest or a desire for a sense of self-fulfillment as well as acquiring or using career experience were the most frequently cited

personal reasons. A sense of obligation, often articulated as a recognition of a specific societal need was also mentioned with the same degree of frequency.

Looking at motivations prompting affiliation to organizations across all categories reveals that in every category the influence and involvement of current volunteers was a predominant factor in the motivations of new volunteers. Is it perhaps likely that current volunteers in all types of activities may, in fact, be the most effective recruiters? Health, citizenship, recreational, and political volunteers attributed their involvement largely to other family members who were active in these areas, while justice, social-welfare, and religious volunteers cited the influence of a religious organization as having been responsible for their becoming volunteers. These statements by respondents raise further implications with respect to recruitment of volunteers. For example, should health organizations use different means than religious organizations in recruitment practices?

Turning to reasons accounting for volunteers' participation in their current activities, it was found that motivations in current activities closely paralleled initial motivations for volunteering in the first volunteer activity despite the fact that over 40 percent of the volunteers said that their reasons had changed since that time.

Internal motivators were most often cited as the reasons for participation in current activities. Nearly two-thirds of the volunteers mentioned either a personal interest in the activity or in its subject matter, the need for a sense of self-fulfillment, or a career-oriented reason. Over one-third said they felt an obligation to volunteer, with an overwhelming majority of this group stating that their involvement occurred in response to some unmet societal need.

While internal motivators were stressed, this does not mean that volunteers were impervious to external pressures. In fact, over one-third of the respondents cited the influence or involvement of others as a central reason for their participation in current activities. Once again, family members were most important influences, with religious leaders being mentioned by a number of volunteers as well.

Turning to motivations of volunteers in specific types of activities, personal factors were the most important reasons for volunteering in all category types. In particular, about three out of every four volunteers in the justice system and in political activities cited internal motivators as predominant. But, from among the personal reasons, justice volunteers expressed career-related motives more frequently, while political volunteers stressed a personal interest and a need for self-fulfillment. Volunteers in health related activities as well as those in social welfare areas emphasized motives associated with self-fulfillment as important in their current activities. Those volunteering in education and citizenship cited a sense of obligation as an important motivator. The involvements of others played an influential role in motivating citizenship, recreation, and religious volunteers, while those volunteering in education and in the justice system were most responsive to the requests of others. Finally, spare time was an important factor for those in education and civic-community volunteer pursuits.

What practical implications, or prescriptive guidelines do these findings suggest for administrators of voluntary efforts? Their major relevance seems to be most pertinent to methods of recruiting new volunteers, assigning volunteers to specific types of activities, as well as retaining current volunteers. The responses to the questions concerning initial motivations to volunteer and those directed to motives underlying

volunteering in a specific organization are helpful to developing an understanding of where volunteers come from and why they volunteer. The research on current participation in specific activities can be of assistance in the assignment of volunteers to activities in which they would be most happy and effective. It should also make administrators aware of the fact that many volunteers will experience a change in their motivations as a result of their involvement. The findings of this study on alterations in motives can suggest means for keeping volunteers satisfied and effective.

In recruiting new volunteers to any new activity--that is, people who are not currently volunteers or have not volunteered before--attention should be focused on candidates who have the potential for developing a sense of personal satisfaction through volunteering. Campaigns for new volunteers should emphasize the internal rewards which come from volunteering. Stressing feelings of self-fulfillment to be derived from volunteering or the possibility of gaining career-related skills, and opportunities to pursue subjects of interest are all good inducements for getting people to volunteer for the first time.

While not as effective, but still of some value is simply asking those who do not to contribute their efforts to volunteering.

Calling on those already involved in voluntary activities is another possibility. Overtures couched in terms of benefit would be less of a 'hard sell' proposition because active volunteers are attuned to the intrinsic rewards of such service. However, caution must be used lest already hardworking people be taxed beyond their capacity.

Procedures of recruitment for a specific organization require somewhat different strategies. Direct, but diplomatic requests as well as encouraging current volunteers to get their friends involved can have very

effective results. Parents constitute another considerable resource insofar as the activities of their children spawn multiple roles requiring the assistance of volunteers. Parents are equally likely to draw their teenaged children into voluntary efforts.

External motivators are more important than internal ones in the area of organizational affiliations. People are more responsive to endeavors that have communal appeal, and are more prone to join their friends, neighbors, or family working in an organization in a voluntary capacity, irrespective of whether they perform similar or different functions. Appealing to the development of a sense of self-fulfillment or personal rewards to be gained is a less effective technique in attracting volunteers to specific organizations.

Channeling volunteers into a particular activity within the organization can be most accurately accomplished by discerning what types of personal expectations a volunteer has and matching their needs with activities in which these needs are most liekly to be realized.

Maintaining a volunteer's effectiveness is largely dependent on keeping in touch with them individually, in order to determine whether their goals and interests are changing and how best their new needs may be met. While some volunteers will experience a shift in the direction of their interests, others will undergo changes in how they relate to people. Various alterations in motivations may arise and should be monitored with a view to making whatever necessary adjustments seem indicated to ensure maximum effectiveness and satisfaction of volunteers.

This review of the study's findings on motivations of volunteers has concentrated on a few selected items and their practical relevance to those engaged in directing voluntary agencies. It should be borne in mind that motivations are also shaped by other factors not considered here.

THE YOUTHFUL VOLUNTEER IN THE SEVENTIES: A TARNISHED VISION

by

Larry Stockman

"Your old men shall dream dreams,
your young men shall see visions."

(Joel 2:28)

Introduction

Young people in the seventies, just like those of the thirties, fifties and sixties, want to be respected for what they are as individuals and for their achievements. Their greatest concern, not unlike that of their predecessors, is self-fulfillment. Like those before them they still see visions, not with the idealism so common in the early sixties but with a pragmatic realism taught through the anti-war protests of the late sixties and the tarnished images of so many of their leaders and heroes of the sixties and seventies. If the moods and behavior of American youth change, however, it is not without significant and profound societal change.

Recalling the past twenty years, we become very aware that societal change has been both frequent and massive. The Eisenhower years suggested political passivity, cultural conformity, conservatism and economic ambition. The Camelot period offered a new consciousness to youth as a social force, a spirited idealism and a new concern for minorities and their rights. With that spirit hundreds of thousands of Americans volunteered to spend years of their lives, to live in difficult environments, and to give for their neighbor--simply because they enjoyed it.

Then the escalation of the Vietnam War seemed to cast a spell of cynicism, helplessness and anger over the nation as a whole. As the war continued to expand and intensify, so did the escape into the new drug culture. As the nation had been asked previously to help its

neighbors, it was now asked to help kill them. America grew sick with depression, paranoia and a rampant schizophrenia. Rejecting the war meant rejecting not only authority, institutions and their leaders, but the traditional success goals and the rationale for caring about one's country and its leaders, one's church, school, community, and too often, one's family.

In the early seventies, new revelations of corruption in politics, mis-management of the FBI and CIA, and the growing concern about the world network of multi-national corporations have aroused some concern, but for the most part, the young people of this generation appear almost as quiet and hard working as those of some twenty years ago. Even so, there are significant differences.

It seems to us as presenters of this seminar on volunteerism that not to understand and appreciate the patterns of behavior and the mercurial moods of the young is to neglect a major potentially powerful volunteer force. As a result, in this part of our program and in this paper, we shall attempt to accomplish the following objectives:

1. to offer a profile of today's youth based upon national, regional and local studies;
2. to consider young people's motives for volunteering and some possible new challenges to American youth for volunteering in the twilight years of the seventies; and
3. to suggest some alternatives for program development for both the paid employee of volunteer programs and volunteer coordinators.

The resources of youth are nearly limitless, and there are literally thousands of ways of applying those resources to good use.

The unmet needs of our society are enormous and there is a place for any young person who wants to become involved in the fulfillment of some of those needs. Further, young people yearn to be needed, for not to be so devastates their self-esteem, potential for achievement and personal satisfaction. Never have the opportunities for young people to serve and help been so manifold. Fortunately, government commissions and agencies, schools and universities, hospitals, civic organizations, prisons and even corporations and multi-nationals are increasingly aware today of the importance of involving youth in work projects.

Many of these agencies recognize the dilemma of most youth-satiation with information and ideas, yet a hunger for real-life skills and experiences. Francis Bacon understood this yearning and expressed it succinctly about 400 years ago when he said,

> Youth are fitter to invent than to judge,
> fitter for execution than for counsel,
> and fitter for new projects than for settled
> business.[1]

This is how we see young people today in 1977:

1. Awaiting the challenge;
2. Yearning for experience;
3. Groping for self-esteem;
4. Searching for self-fulfillment.

The key to it all might be to offer the opportunities and to make certain that the young shall continue to have many visions and not be forced only to dream.

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[1] Francis Bacon, Bacon's Essays: Of Youth and Age, London: Longmans, Green and Co., 1881.

Profile of Today's Youth

Our research suggests that directors, coordinators and leaders of volunteer centers and programs should be optimistic about the next few years. First of all, major studies (Nehnevajsa and Karelitz, 1976; American Volunteer, 1974) indicate a continual rise in voluntarism for all age groups. In 1974 a national survey was conducted for Action in which sixteen major cities throughout the United States were selected for analysis (see Table 1). In his analysis of this data, Nehnevajsa (edition forthcoming) suggests that young people up to eighteen years of age keep pace with the overall volunteering percentages. In fact, in half of these cities, the percentage of young volunteers is higher than the overall percentages. Among those cities surveyed, youth volunteerism was higher than that of the overall population in St. Louis (10.8), San Francisco (6.0), Detroit (5.2), Minneapolis (0.7), Washington, D.C. (0.3) and Denver (0.2).

New York City (2.0) and Indianapolis (2.5) reported lower rates of youth volunteerism; and the following cities were considerably lower: Dallas (11.8), Los Angeles (10.0), Boston (6.8), Chicago (6.5), Baltimore (5.7) and Atlanta (5.1).

Furthermore, according to the 1974 Action study, in all cities, with the exceptions of Dallas and New York, the average number of volunteer hours of the eighteen years of age and under group is considerably less than the overall average. While such figures may not be surprising in the least, one does wonder why New York City and Dallas youth average more volunteer hours (112.7, 38.8 respectively) than do their adult counterparts.

Table 1

NATIONAL PERCENTAGES AND AVERAGE HOURS OF VOLUNTEERING FOR THE TOTAL POPULATION AND YOUTH UP TO EIGHTEEN YEARS OF AGE FOR SIXTEEN MAJOR U.S. CITIES*

Rank	City	Total Population		Up to Eighteen Years of Age	
		Percentage	Hours	Percentage	Hours
12	Philadelphia	21.4	133.4	25.0	91.7
1	Seattle	40.1	114.1	42.3	51.2
5	Minneapolis	32.6	118.9	33.3	119.1
7	San Francisco	26.1	163.0	32.1	61.2
8	Washington, D.C.	25.5	151.6	25.8	78.1
4	St. Louis	35.0	146.1	45.8	119.0
6	Atlanata	27.8	109.0	22.7	70.1
2	Indianapolis	39.3	94.1	36.8	53.6
3	Denver	35.5	77.7	35.7	50.0
10	Dallas	23.2	157.8	11.4	119.0
11	Baltimore	23.1	123.7	17.4	118.7
13	Los Angeles	20.9	155.2	9.9	80.5
15	Boston	15.9	117.3	9.1	45.8
16	New York	12.2	177.0	10.2	289.7
14	Chicago	19.0	103.7	12.5	97.1
9	Detroit	23.6	91.1	28.8	32.4

*American Volunteers Survey, 1974, Action, Washington, D.C.

A national study just being completed at the Center for Urban Research in Pittsburgh[2] reveals that in 1976, 38.3 percent of the people in the United States (overall population), but only 24.5 percent of our young people (20 years of age and below) are involved in volunteering (see Table 2). This represents a differential of 13.8 percent. Likewise, overall, Americans average 373 hours of volunteer work per year, whereas youth average 249 hours, a 124 hour average difference per year.

Table 2

Groupings of Volunteers	Percentages	Average Hours Per Year
Overall	38.3	372.8
Twenty years of age and younger	24.5	249.1

These two studies indicate that while there seems to be an increase in both the percentage and average hours volunteered overall during the past three years (1974-76), young people may not be following that general pattern. It is true that there is an increase in the number of hours volunteered, but the fact that only 24.5 percent of the young people are currently volunteering as opposed to 38.3 percent overall suggest that some further analysis is necessary.

[2]While this project addresses itself mainly to "Self-Learning," we were able to insert important questions regarding volunteering into the survey instrument. We acknowledge with special appreciation the cooperation of Professor Patrick Pendland of the Graduate School of Information Sciences at the University of Pittsburgh, who was the leader of the project.

A 1974 national survey of young Americans (eighteen years of age and under) conducted by the Gilbert Youth Research Corporation[3] did not ask specific questions about volunteering. Nevertheless, some of the results of that study imply specific behavioral patterns, attitudes and values of young people which, I think, have a bearing upon volunteerism. For example, 92 percent of those surveyed believe that high school students should work; 77 percent say they are satisfied with their high school training; 59 percent felt that they have good relationships with their teachers. Furthermore, 92 percent list "happiness in life" as their primary goal, and 46 percent expect to make more than $25,000 annually at the peak of their careers.

What do such statistics reveal about young volunteers? First of all, the overwhelming majority of students want to work, at least part-time, year-round; yet, only half of the students are actually employed. In other words, there are a great many young people wanting to get involved in a work-like project, but expectations are not being met in numerous cases.

Secondly, while there is some student discontent regarding relationships with teachers (41 percent), the majority of students are positive. Teacher disinterest and apathy are listed as the major causes of poor relations. However, students are quick to praise those teachers who give individual assistance, who show a desire to help, an ability to relate and a pleasant personality. Above all, 77 percent of the students claim to be satisfied with their high school training. Although this information is not directly relevant to volunteerism, it does indicate that generally

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[3]See the bibliography: The Mood of American Youth.

young people today want their teachers to be concerned, involved and personable. The question as to whether the qualities sutdents expect in their teachers and leaders are the qualities they themselves possess remains to be answered.

Thirdly, nearly half of today's high school students expect to earn more than $25,000 and three-fourths expect an income of over $15,000 annually at their career peak--rather high expectations, I would think. These aspirations not only differ from those of students over the past twenty years, but also differ radically from the income level of their own parents. Again, although not directly related to volunteerism, these attitudes regarding making money do support the feelings of volunteer coordinators I have spoken with, namely, that young people are willing to volunteer when it fits into their school work and/or their career plans.

Forthly, the Gilbert national study finds that whereas only one-fourth of the young people attend church regularly, more than fifty percent consider themselves to be religious. Nevertheless, students' interests and energies are channeled into school, work, and activities with their friends rather than into their religious beliefs. In support of these findings, in the national study just completed by the Center for Urban Research at Pittsburgh, it was found that only 11 percent of those volunteering have either a weak or no religious commitment, while 67 percent have a strong commitment to religion. Totally, 89 percent of the volunteers are committed to religion.

Last year we surveyed the values and attitudes of 29,888 students at the University of Pittsburgh, a large urban institution. Over half of its students are commuters and tend to be conservative and highly

career-oriented. An ethnic and religious flavor is also prevalent within the student body. In this study we asked students about volunteering. Overall, 45 percent reported that they do volunteer work, and that 54 percent of their fathers and 67 percent of their mothers volunteer as well. We were unable to distinguish any notable difference in volunteering patterns according to ethnic background and preference. However, the religious variable was significant as far as volunteerism is concerned, both according to religious background and type of volunteer work (see Table 3).

Table 3

UNIVERSITY OF PITTSBURGH: VOLUNTEERING PERCENTAGES OF STUDENTS AND THEIR FATHERS AND MOTHERS BY MAJOR RELIGIOUS PREFERENCE (as estimated by the students--1976)

Religious Preference	Student	Father	Mother
Protestant (19%)	47.6	52.9	70.5
Catholic (31%)	44.5	51.8	63.9
Jewish (10.5%)	55.6	57.1	76.7
Agnostic (20%)	39.2	52.6	65.8
Others (19.5%)	48.7	64.7	63.2
Overall	45.0	54.0	67.0

Jewish students (55.6 percent) top the list of volunteers and their major area of volunteer work is health related, while they are equally divided among the areas of religion, education and social welfare (see Table 4). Their parents and especially their fathers (47.8 percent) volunteer most frequently for religious activities.

Table 4

PRINCIPAL VOLUNTEERING ACTIVITIES OF
JEWISH STUDENTS AND THEIR PARENTS

Volunteering Activities	Student	Father	Mother
Helath	30.8	17.4	18.8
Religion	(15.4)	47.8	37.5
Education	(15.4)	13.0	15.6
Social Welfare	(15.4)	---	---

The second highest group volunteering is made up of a group we have called Other Religions (those who consider themselves neither Jewish, Protestant, Catholic nor Agnostic). Nearly half of these students (48.7 percent) do volunteer work and they report that 64 percent of their parents are volunteers also (see Table 5). Whereas their parents do primarily religious volunteering, the students divide their volunteer activities equally among health, education, civic/community and religion.

Table 5

PRINCIPAL VOLUNTEERING ACTIVITIES OF
"OTHER RELIGIONS" STUDENTS AND THEIR PARENTS

Volunteering Activities	Student	Father	Mother
Religion	(16.7)	28.6	42.9
Education	(16.7)	(14.3)	---
Civic/Community	(16.7)	(14.3)	---
Health	(16.7)	---	(23.8)
Social Welfare	---	19.0	(23.8)
Citizenship	---	(14.3)	---

Protestant students (47.6) are the third largest group of volunteers (see Table 6) and their primary volunteer work is centered around religious activity (30.8). Social welfare and community or civic activities follow in order of priority. Whereas Jewish students do not follow the example of their parents who volunteered most frequently for religious activities, Protestant students generally do, also listing religious activities as their major volunteering interest.

Table 6

PRINCIPAL VOLUNTEERING ACTIVITIES OF PROTESTANT STUDENTS AND THEIR PARENTS

Volunteering Activities	Student	Father	Mother
Religion	30.8	52.5	46.3
Social Welfare	20.5	---	(11.1)
Civic/Community	15.4	12.5	(11.1)
Health	---	17.5	20.4

Thirty-one percent of the student population at the University of Pittsburgh is Roman Catholic. Our study indicates that 44.5 percent of those students who give Catholicism as a preference volunteer (see Table 7). The major volunteering activities for the students revolve around citizenship. These students list their father's volunteering priority as religious and their mother's priority like their own, citizenship.

Table 7

PRINCIPAL VOLUNTEERING ACTIVITIES OF
CATHOLIC STUDENTS AND THEIR PARENTS

Volunteering Activities	Student	Father	Mother
Citizenship	18.9	15.5	39.4
Social Welfare	17.0	---	---
Religion	17.0	---	---
Recreation	---	15.5	---
Health	---	---	19.7
Education	---	---	14.1

Finally, that group of students who give their religious preference as Agnostic have a volunteering percentage of 39.2 (Table 8). They list their preferred activity as political. It is interesting perhaps, that they list both their father's and mother's preferred volunteering activity as religious.

Table 8

PRINCIPAL VOLUNTEERING ACTIVITIES OF
STUDENTS WHO CLAIM TO BE AGNOSTICS AND THEIR PARENTS

Volunteering Activities	Student	Father	Mother
Political	20.8	---	---
Health	18.8	---	22.4
Education	16.7	---	---
Civic/Community	16.7	21.4	32.9
Religious	---	32.1	---
Citizenship	---	17.9	---
Social Welfare	---	---	15.8

In this last section we have attempted to make the case about youth volunteers as specific as possible. We have tried to paint a profile of the young person today, to focus on those economic, social and cultural characteristics which have the strongest bearing upon young people. In summary to this section I think the following conclusive statements express adequately the attitude of youth today.

- Today's youth have little interest in fighting a social revolution.
- Today's youth, however, are interested in today's world--very interested. They have a new approach--bite off a small piece and work exclusively at what's wrong until it's corrected.
- Changing the world, or even the United States is not their major goal--community involvement and action is their approach.
- Today's youth are pragmatic--they take their problems as they come. They plod along--getting through school, getting a job, beginning on a career.
- Today's youth are honest and forthright, and they expect their leaders to be the same.

Motives for Volunteering

This next section concerns the motivations of young people regarding volunteering. It will be a brief section, for two reasons:

1. first of all, because the Nehnevajsa and Karelitz research and papers[4] explicitly address the motivations for volunteering; and,

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[4]Jiri Nehnevajsa, and Ann P. Karelitz, Patterns of Volunteering Activities in Standard Metropolitan Statistical Areas. Pittsburgh: University Center for Urban Research, 1976).

2. secondly, with the exception of the Nehnevajsa and Karelitz research, information on the motivations of young volunteers is limited.

As we mentioned in the first pages of this paper, the moods and behavior patterns of young people change along with the society at large.

1. Today's youth, like the United States in general, is looking for a cause, a cause which has not been available. They want to become involved--and involvement seems impossible. Who knows? Maybe today's cause will be energy, the environment, public health. Even if these are the causes, motivation to get involved is necessarily low, for such causes are too vast, too intangible, too unapproachable.
2. Young people want to be associated with something tangible. As we said previously, today's youth want to bite off a small piece and work on it exclusively.
3. As is emphasized repeatedly in the Nehnevajsa-Karelitz research, all people volunteer because they <u>enjoy volunteering</u>. They have a part in the "cause," they have some voice in the situation. It is precisely the enjoyment in doing volunteer work that helps to make it so rewarding and worthwhile.
4. Most young people, like all age groups, volunteer because they care, they are concerned about people. Over the past few years, there has been a tendency for young people, especially in college, to volunteer in order to "fatten up" their resume or their "litanies of experiences." This motivation is clearly work and career oriented and generally fits the pattern of the

conservative, studious, job and income conscious young person of 1977. If filling out a resume is the sole motivation though, most assuredly such young people will not continue volunteering for very long.

5. Sometimes, a young person's primary motivation is guilt, arising for many reasons. What is important in such a case, I think, is not the motive but whether or not the leader (director or coordinator) tries to pass over such motives and also help the young volunteer to do the same thing.
6. A young person may seek volunteer work as a response to a deep religious motivation. Often, the leader or volunteer coordinator can interpret this instance, not as an "up-front motivation," but a deeper one of helping others.

Certainly there are dozens of possible motivations suggesting why the young person volunteers, but we can genrally be sure that they are seeking experience, challenge, and self-fulfillment. They want to enjoy what they do and they are concerned about people. It is not so important to find the motivation in young people; rather, the crucial concern is that the coordinator or leader try to meet the perceived needs of the young volunteer by matching the motivations and character traits of the young person to the best volunteering situation.

For example, many volunteers, especially young people, are shy and somewhat introverted. They are shattered if forced into large group or leadership situations. They prefer to work in small groups or in one-on-one situations. Occasionally coordinators make the mistake of trying to push these types of volunteers into more active social situations. Many effective volunteers can't handle this and programs suffer by losing a potentially very valuable volunteer.

Another significant point of interest, one that all coordinators should be aware of, is the simple fact that the motivation of the volunteer really does not always have a great deal of bearing upon how effective a volunteer is.

Above all, the coordinator needs to be sensitive to the young volunteer. The leader's role is to determine if the volunteers will commit themselves, not to anlayze the motives. This means also, that the young volunteer should be effective and happy, meeting her or his own needs, not those of the coordinator. For example, the coordinator ought to be sensitive as to whether a volunteer is more task-oriented than person-oriented so as not to force the volunteer into an uncomfortable situation.

Finally, it appears that whereas the paid employee usually has pre-conceived notions about specific tasks, goals and objectives, the volunteer coordinator or leader has more flexibility to create jobs and design work on a personal basis, around the individual's talents. Regardless, any effective coordinator will, first of all, determine the motivations of the volunteer and then will attempt to place the volunteer accordingly, getting to know the volunteer and creating the roles necessary for the fullest satisfaction, productivity and enjoyment of the volunteer.

Program Development and Effective Youth Participation Projects

The final section of this paper addresses briefly suggestions for alternative program development and effective youth participation projects. As we are all aware, numerous projects are available. Some are designed only for poor youth; others involve young people from all socio-economic backgrounds. Some are managed by young people entirely; others by youth

working with adults. Some work with only a few youths; others with large groups. Some projects call for full-time volunteers; others for part-time only. Some continue for years or months; others involve only a few days or hours. Some provide minimal pay; but most call for non-paid volunteer help only. Some projects are run as part of on-going programs in institutions such as schools, hospitals, churches and government; others function outside of established institutions.

Effective projects involving young volunteers flourish with a common purpose. Since our American culture with its bureaucratic and efficient division of labor gives young people so few opportunities to gain experience, it seems crucial to develop projects with the common goals of helping the young to mature, to achieve and to develop confidence about participating in the adult world. The problem (or question) is this: how does the coordinator or leader determine whether a project will meet these goals?

1. The primary means, I think, is to study other projects, to meet their leaders, to present and discuss--just as you are doing in this twenty-sixth annual workshop, to identify the characteristics evident in effective programs--traits which make programs worthwhile.
2. A major criterion is to insure that the project is meeting the needs of the young people involved. If young people are going to enjoy their work and continue to participate, they ought to set the style and the plan of the program. They are looking for self-fulfillment, a way to develop the tools for maturing. This means that the young volunteers should participate not only in implementing the project, but also in its planning.

In this manner, the young volunteers are challenged, and meeting the challenge ultimately enhances one's self-esteem.

A working relationship with adult leaders and volunteers can be highly productive. In such a partnership, each age group senses their mutual responsibility as learning and support resources for the other. Likewise, such a partnership in planning and work gives the feeling that the volunteer belongs and is accepted by others whom he/she respects. Any alienation or helplessness the young volunteers might feel at home or in other aspects of their lives is counteracted by the unity expressed in the colleagueship of a project designed towards significant common goals.

3. A third major criterion for ensuring the effectiveness and merit of a project is to make sure that the project truly meets the needs of those involved or affected by it--the needs of the community.

   The work or volunteering activity ought be a real community need. It should not be designed merely to keep the volunteers busy. I would think that the leaders need to ask this question: "What is the most crucial community problem and can the young volunteers help wipe out a community problem by participating?" Likewise, it should be clear that adults whom the young respect are those who hold the project in esteem.

While working at the project an effective coordinator will make certain that the young volunteers are encouraged to analyze their participation, to reflect upon their work and to continually search for

improvements to the project. Discussions ought be facilitated and group dynamics and communications worked at constantly. Both the volunteers and their leaders and coordinators ought reassess the goals, objectives and effectiveness of the project frequently. This is especially one significant area where more research is needed. Another area crying for research deals with the many learning possibilities available in youth projects and the types of participation available and most effective in them.

Conclusions

Finally, I will summarize and list general conclusions.

1. Ethnic background does not significantly change the volunteering patterns of young people.
2. Parental example (especially the example of the father) does effect the volunteering practices of young people.
3. Strength of religious commitment suggests two patterns: those who have a deep religious commitment demonstrate a high volunteering rate. However, many young people today who reject the formal and organized religion of their parents also have a high volunteering rate. The difference lies in the fact that those who have little feeling for or against organized religion also have low volunteering rates.
4. Young people list "happiness" as their primary life goal, and major research findings indicate that people volunteer because they <u>enjoy</u> it.
5. Today's youth do not want to fight a social revolution; however, they are ready to "do what they can" and work at it until the wrong is corrected.

6. Today's youth are not setting out to change the world; rather, community involvement and action is their concern.
7. Today's youth are conservative and practical and concerned about getting through school, finding a job and getting on with their career.
8. Today's youth are honest and forthright, and they expect all their leaders to be the same.
9. Today's youth are looking for a cause, not something grandiose; rather something tangible and dealing with life quality.
10. Today's youth, like those in the time of Joel, want and try to see visions. Perhaps, when we are thinking of how to find and develop worthy projects we can be always mindful of the reality that if "youth cannot see visions, then perhaps they can only dream dreams." The difference is that visions are prophecies and the food for challenging a staid status quo; whereas dreams deal only with what has been; not with what might someday be.

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