

**Activities Performed by Volunteers: The Case of Mekedonia Humanitarian
Association.**

Ashenafi Kassaye Dalecho

Advisor: Ashenafi Hagos (PhD)

**A Thesis Submitted to the School of Graduate Studies in Partial Fulfillments of the
Requirements for the Degree of Masters of Social Work**

Addis Ababa University

Addis Ababa, Ethiopia

June, 2017

Approval Sheet

The undersigned certify that he has read and hereby recommend to the Addis Ababa University School of Social Work to accept the thesis submitted by Ashenafi Kassaye and entitled: Activities Performed by Volunteers to Promote Care and Support for their Clients: The Case of Mekedonia Humanitarian Associations and prepared for the partial fulfillment of the Degree of Masters of Social Work.

Advisor: Ashenafi Hagos (PhD)

Signature: _____

Date: _____

Addis Ababa University

School of Graduate Studies

This is to certify that the thesis prepared by Ashenafi Kassaye, entitled: Activities Performed by Volunteers: The Case of Mekedonia Humanitarian Association and submitted for the partial fulfillment of the requirements for the degree of Masters of Social Work compiles with the regulations of the University and meets the accepted standards with respect to originality and quality.

Signed by the examining Committee:

Examiner _____ Signature _____ Date _____

Examiner _____ Signature _____ Date _____

Advisor _____ Signature _____ Date _____

Acknowledgement

Praise is to Almighty God, the cherisher, sustainer and governor of the worlds. He has reached me to this stage of submitting this final essay. Acknowledges are for those who directly or indirectly contributed to bring this work to a successful end. First of all, I would like to thank my advisor, Ashenafi Hagos (PhD) for his effort in advising me from the inception to the development of the proposal and until the final processes of this study. I am always thankful for his friendly orientation of advisement and endless motivations to read and evaluate my paper. I would also like to acknowledge volunteers and staffs of Mekedonia Humanitarian association for their kind support.

Acronyms

EBS Ethiopian Broadcasting Corporation

GIZ Gesellschaft für Internationale Zusammenarbeit

HIV/AIDS Human Immune Virus/Acquired Immune Deficiency Syndrome

MHA Makedonia Humanitarian Association

SMS Short Message Service

TB Tuberculosis

Abstract

Volunteers are defined as those who help others with no expectation of monetary rewards and volunteerism as a type of activity that is intended to improve the wellbeing of others. However, Activities Performed by Volunteers is not well studied dimension in the Ethiopian context in general and in the study area in particular. Consequently, the major purpose of this study was to investigate activities performed by volunteers of Mekedonia Humanitarian Association. The study used qualitative method with case study approach. Purposive sampling technique was used to select samples. Data were gathered through interview, observation and document review. The collected data were organized and analyzed through qualitative research approach. Findings of this study revealed that, there are many motivational factors that make individuals to volunteer in social services. Among these, the main are to get mental satisfaction, to get God's blessing, to help succeed the organization its objectives, serve the community and getting opportunity to develop skills. The study found out that volunteers perform various activities ranging from simple tasks to more professional duties. Promoting the organization mission and values is among the activities volunteers perform. Concerning challenges of volunteering, lack of awareness about giving volunteer services, inadequate office facility and time constraints were found to be major challenges. This study forwarded implications for service, policy, research and education. As part of social work implication, what volunteers do in the association is related with social work roles that can be linked with "Reflexive therapeutic" approach which focuses on promoting and facilitating personal growth.

Key Words: Voluntary activities, Volunteering, Volunteer, Volunteerism

Table of Contents

Contents	Page
Acknowledgement	I
Acronym	II
Abstract	III
Chapter One: Introduction	
1.1 Introduction	1
1.2. Statement of the Problem	2
1.3. Objectives of the Study	6
1.3.1 General Objectives	6
1.3.2 Specific Objectives	6
1.4. Research Questions	6
1.5. Significance of the Study	7
1.6. Scope of the study	7
1.7. Definitions of Terms	7
Chapter Two: Literature Review	
2.1. Introduction	9
2.2. Overview of Volunteerism	9
2.3. The Role of Volunteer Work	10
2.4. Benefits of Volunteering	13
2.4.1. Health Benefit	13
2.4.2. Building Work Experience	14
2.5. Volunteering and community development	15
2.6. Motivational Factors of volunteering	17
2.7. Volunteering as Prosocial Behavior	18
2.8. Impacts of Volunteerism	19
2.8.1. Social Impact	19
2.8.2. Impacts on the Volunteer	21
2.9. Hospice Volunteerism	21
2.10. Functional motivation theory	23

2.11. Intrinsic and Extrinsic Motivational Orientations.....	24
2.12. Historical Context of Volunteering in Africa	25

Chapter Three: Research Methodology

3.1. Philosophical Stance	28
3.2. Research Design.....	28
3.3. Study Area	29
3.4. Sampling Techniques.....	31
3.5. Sample Size.....	31
3.6. Method of Data Collection.....	31
3.6.1. Interview	31
3.6.2. Key Informant Interview	32
3.6.3. Observation.....	33
3.6.4. Document Review	33
3.7. Method of Data Analysis	34
3.8. Enhancing Rigor	34
3.9. Ethical Consideration.....	35
3.10. Limitations of the Study.....	36

Chapter Four: Data Presentation

4.1. Background Information of Participants.....	37
4.2. Reasons to Volunteer	38
4.3. Motivation to Volunteers in Makedonia	42
4.4. Activities Performed by Volunteers.....	48
4.5. Challenges of Volunteering	51

Chapter Five: Discussion.....

Chapter Six: Conclusions and Social Work Implications

6.1. Conclusion	60
6.2. Social Work Implications	60
Reference	64
Appendix I- Informed Consent Form	73
Appendix II- Observation Checklist	74

Appendix III- In-Depth Interview Guide for Volunteers	74
Appendix IV- In-depth Interview Guide for key informant	75
Appendix V: Letter of Declaration	76

Chapter One: Introduction

1.1. Introduction

Volunteer work is understood in its traditional meaning as unpaid activity that is oriented to help others. It has existed throughout the history of humanity. It has ranged from casual or regular assistance to family members in need and community residents, to more collective and organized efforts to better the quality of life of the community. Volunteer work refers to all customs of voluntary activity, whether formal or informal, full-time or part-time, at home or abroad. It is undertaken of a person's own free will, choice and motivation, and is without concern for financial gain. It benefits the individual volunteer, communities and society as a whole. It is also a vehicle for individuals and associations to address human, social or environmental needs and concerns (Fiona, Joyce and Lawrence, 2015).

Volunteer activities take many forms; involvement in voluntary associations, activism focusing on social change or donations of money, supplies or blood donations (Wilson, 2000). Other expressions of volunteering are mutual help in the health and social welfare field, generosity to others within voluntary or community organizations. Volunteers in hospitals, schools, religious organizations, sport clubs and other community organizations all contribute to the breadth and effectiveness of services (Hiatt & Jones, 1998). Thus, volunteers, apart from their contribution to the social welfare, may be considered an essential human resource for many organizations.

What motivates people to volunteer has been the subject of many articles and books. Each identifies a variety of motives that lead people to volunteer, and emphasizes their importance. Why people volunteer is intimately and directly related to the kind of volunteer

activity they undertake, its conditions and duration, their commitment to it, and the success or failure of the volunteer placement (Lorraine, 1994). According to researches the main motivational factors are personal satisfaction, helping others, to acquire knowledge and to spend time (Tafetu Shiferaw, 2007).

Volunteers, in numerous ways, are contributing to the delivery of health and social care, and helping people in their communities to live healthier lives. Volunteers play an important role in improving people's experience of care, building stronger relationships between services and communities, supporting integrated care, improving public health and reducing health inequalities. The support that volunteers provide can be of particular value to those who rely most heavily on services, such as people with multiple long-term conditions or mental health problems (Chris, Claire, Lisa, David, 2013).

The study is conducted in Makedonia Humanitarian Association which is founded on 07 January 2010. Makedonia Humanitarian Association is an indigenous non-governmental, not-profit and independent organization serving old and mentally ill people. The association is contributing in the planning and designing of service delivery through powerful advocacy to ensure services meet the needs of specific groups or individuals.

1.2. Statement of the Problem

Various researches are conducted on different dimensions of volunteerism. For instance, Tadesse Amera (2007) conducted a study on the role of voluntary youth in HIV/AIDS prevention, care and support and he discovered that majority of the volunteers in HIV/AIDS prevention, care and support are active in playing their role. Most of them are also willing to continue their volunteerism and advise their friends; and also they envisioned volunteerism for

their future career. However, the study cannot be representative of the national voluntary youth role and it may not be used to generalize the national status because it focused volunteers in Addis Ababa.

Wondwossen T/Selassie (2006) also studied community volunteers and in his thesis he forwarded that volunteer home care givers perceive that home based care is a continuum of care that help People living with HIV/AIDS by providing basic care. Yet the findings in the study do not claim generalizability and data from health professionals a not included in study.

Suleyman Shikur (2011) examined compassion stress among volunteer care givers in Addis Ababa. His findings show that volunteer caregivers to persons with HIV/AIDS report experiencing problems with compassion stress as a result of their care responsibilities and the extent to which a caregiver experience compassion stress depends up on their personal protective or precipitating characteristics. However the population of the study subjects is mostly females and this would have some effect on the generalization of the analysis regarding gender dimension.

Abebanesh Asnake (2015) conducted a study on volunteers' contribution to community based development and came up with the finding that volunteers have significant roles in community development such as achieving organizational goals filling the resource gap by contributing through their knowledge and skill, finance and idea. The study didn't adequately present comprehensive data on Volunteering activity in the studied organization.

A number of researches paid attention on motivational factors of volunteering. To mention some, Abebanesh Asnake (2015) and Tsige Yadessa (2015) conducted a study on motivational factors and found out the major motives among participants to be helping

organizations and communities to enhance their capacities and potentials to ensure common wellbeing.

Tafetu Shiferaw (2007) researched factors influencing volunteers' helping behavior. In the study the investigator articulated that volunteers have different reasons for their being a volunteer. To support the work of a Red Cross, contribution to the society, personal satisfaction, to help others, to learn from others, to spend spare time are some of the reasons that volunteers provide for their engagement in volunteering.

Robert, Kimberly and Nathan (2007) articulate benefits of volunteering and come up with the finding that volunteering leads to better health and that older volunteers are the most likely to receive physical and mental health benefits from their volunteer activities. Moreover, Volunteer activities can strengthen the social ties that protect individuals from isolation during difficult times, while the experience of helping others leads to a sense of greater self-worth and trust.

The value of volunteering is a well-researched area of volunteerism. Chris, Claire, Lisa and David (2013) assessed volunteering in health setting and found volunteers play an important role in improving people's experience of care, building stronger relationships between services and communities, supporting integrated care, improving public health and reducing health inequalities. Furthermore, Caroline and Stephen (2012) studied the effect of motivational practices on volunteer motivation to volunteer and postulated that job expectations and receiving feedback on their performance is important and good motivator for to volunteer.

Lorraine (1994) conducted a study and contributed an academic insight on volunteerism. The study reveals that people who come forward to volunteer primarily enhance their efforts to find paid employment can provide enormous help to the voluntary sector, to their communities,

and to themselves. They bring an array of skills, talents, and experience, and can benefit from volunteering even as they are helping others. This particular study is 22 years old and doesn't claim the fact of volunteering and work experience in recent times.

Wu (2011) investigated social impacts of volunteerism. The findings of the study indicated volunteering helps build a more cohesive, safer, stronger community, increase the social network between communities and neighborhood, volunteering promotes people to be more active in civic engagement and concerned of citizenship.

Jan, George and Aine (2014) explored the role of hospice volunteer in community settings and their finding claim volunteers can be involved in all aspects of hospice life including house-keeping activities, assisting with personal care, shopping, transportation and direct patient care. Volunteer involvement is an increasingly important aspect of community life in general and in palliative and end of life care in particular. There is evidence of benefits of volunteering to care providers, to service users and careers.

The above mentioned literatures show volunteerism in different dimensions. But there are still uncovered areas of volunteerism such as the relationship between volunteerism and social work, the history of volunteerism in Ethiopia, the extent of social recognition of volunteering and the ranges of volunteer activities that volunteers perform in humanitarian association. Moreover, the literatures exhibit different shortcomings. Very few of them are out dated for they cannot show the current issue in volunteerism. In addition there exist such limitations in representing the wide reality of the general population using very small sample size. Thus, there exists an evident knowledge gap that ought to be filled through research undertakings. So, by investigating this

unstudied research topic, this study endeavored to accomplish that task. Hence, the major purpose of this study is geared towards investigating activities performed by volunteers.

1.3. Objective of the Study

1.3.1. General Objective

- To describe activities performed by volunteers in Makedonia Humanitarian Association.

1.3.2. Specific Objectives of the Study

- To describe reasons to engage in voluntary services at Makedonia Humanitarian Association.
- To examine the motivations that drive individuals to participate in voluntary services at Makedonia Humanitarian Association.
- To identify activities that volunteers perform in humanitarian services given to the clients of Makedonia Humanitarian Association.
- To identify challenges of volunteering at Makedonia Humanitarian Association.

1.4. Research Questions

1. What are the reasons for volunteers to engage in voluntary services in Makedonia Humanitarian Association?
2. What are the factors that motivate individuals to participate in voluntary services at Makedonia Humanitarian Association?
3. What activities do volunteers perform in Makedonia Humanitarian Association?
4. What challenges do volunteers face while volunteering in Makedonia Humanitarian Association?

1.5. Significance of the Study

The study generates a comprehensive empirical data on voluntary activities. This particular study will contribute something to the existing knowledge base either by adding new evidences or strengthening the existing ones. Moreover, the information obtained from this research will be used as a good insight to volunteers, social work practitioners, health professionals, policy makers, researchers, other GOs and NGOs aspiring to support voluntary services. Besides, it would produce preliminary data and evidence to those who want to conduct further research in the area. It will have an important implication for service, policy education and research. This can add weight to the perception of volunteerism.

1.6. Scope of the study

The main purpose of this study is geared towards investigating activities performed by volunteers and, the driving factors behind Volunteers' motivation in the practice of volunteerism. Volunteers who are giving service in Makedonia Humanitarian Association with particular emphasis to Kotebe shelters are the target of this study.

1.7. Definition of Terms

Volunteerism: a set of long-term, planned, pro-social behaviors, within an organizational setting, undertaken for no financial gain, without compulsion, where time and effort are given for the betterment of the community in general (Finkelstien, 2009; Penner 2002, p. 448).

Volunteer refers to person who works freely to support the service delivery of the organization and a diverse group of people (Dekker & Halman, 2003).

Volunteering implies any activity in which one invests one's own time freely for the benefit of others. Generally, it is unpaid, non-obligatory, and takes place in an organized context (Wilson, 2000, p. 215).

Voluntary activities refers to all types of voluntary activity, whether formal, non-formal or informal which are undertaken of a person's own free will, choice and motivation, and is without concern for financial gain (European Council, 2010).

Chapter Two: Literature Review

2.1. Introduction

The literature review assesses and synthesizes various researchers' findings related to volunteerism. It contributes in exploring what have been done so far in the area of volunteerism. Some of the topics include the role of volunteer work, benefits of volunteering, motivational factors of volunteering, volunteerism and prosocial behavior and impacts of volunteering.

2.2. Overview of Volunteerism

Volunteers are defined as those who help others with no expectation of monetary rewards and volunteerism as a type of activity that is intended to improve the wellbeing of others (Mowen & Sujana, 2005). However, more comprehensive definitions of volunteerism describe the activity as voluntary, ongoing, planned, helping behavior that increases the well-being of strangers, offers no monetary compensation, and typically occurs within an organizational context (Penner, 2002).

Volunteers provide their time and efforts for a wide variety of reasons. One of the ways of understanding volunteer motivations has been based on theories of altruism and selflessness. According to this theory the primary motivation is that volunteers want to help others. However, other motives should not be excluded in understanding volunteers. Contemporary notions of volunteering often involve more project oriented and specific expectations in terms of form, time, and content of volunteer involvement (Rehberg, 2005).

Studies on social services have found different motivations to volunteer such as: altruism, social contact, personal interests, and emotional needs (Yeung, 2004). Focusing on volunteering

from a leisure activity perspective, some literature suggests that “co-production motives” may be present. Parker (1997) defined leisure volunteering as giving ones time and energy not to help others altruistically, help oneself in a market situation, or help a cause in which one believes; but primarily to have a leisure experience.

Volunteers are part of the nonprofit sector, they enhance the delivery of services and increase the reach and effectiveness of the organizations they serve (Clary & Snyder, 1999; Independent Sector, 1999). Most of the nonprofit organizations depend on volunteers to provide services. These services, if not performed by a volunteer, would either not get done or would need to be done by paid staff, consuming both personnel and financial resources (Musick & Wilson, 2007).

Volunteering describes any voluntary activity, which occurs within the framework of a formal organization or association. On the other hand, informal volunteering captures any voluntary activity that takes place outside formalized structures such as organizations, but also outside one’s own household. Formal volunteer work, again, typically contributes to a collective good that makes society better, usually through an organization. Thus, formal volunteering generally implies some kind of benevolent engagement for the larger society (Manatschal & Freitag, 2014).

2.3. The Role of Volunteer Work

Volunteering is relevant to all spheres of life and volunteers are making a positive impact on economic, social, cultural and environmental issues. Volunteering can empower people and communities to full fill their potential and contribute to social change. It can also engender a greater sense of ownership of ‘bettering’ their community. Local people hold the insight and

knowledge of local issues which is useful when planning programs of work with community development professionals. Constructive engagement can lead to positive developments in terms of health, job creation, innovation and crime prevention (Davis, 2007).

There are four key stakeholder groups that volunteering can make a difference to, these are the volunteers, organizations, beneficiaries and the wider community. Volunteers themselves can develop skills or qualities, such as self-confidence as a result of volunteering. A report which looked at the impact of volunteering for those involved in the community services of the Belfast City Council found that people who were involved as volunteers increased their range of friendships, participation in local activities and social gatherings (Volunteer Impact Assessment Report, 2010:3).

There is a growing body of evidence showing volunteering as a useful way of maintaining social networks and benefiting the health of older people. As the 50 and over age group are an increasing proportion of the population it is important to find creative and meaningful ways of utilizing their skill as well as maintaining their civic engagement (Volunteering and Health: University of Wales, 2008). There is also evidence that by involving volunteers, organizations are better able to full fill their aims and develop a more diverse workforce.

Volunteering often involves people in community work who would not necessarily have been involved in it in any other capacity i.e. through employment, as a user etc. Volunteers can bring added value to organizations by offering flexibility in terms of their commitment i.e. giving time outside of core business hours. It can also connect people who would be unlikely to have met in any other walk of life and translates into a greater range of skills, and perspective that can

be drawn upon (Volunteers and the Wider Organization, Belfast, Volunteer Development Agency, 2001).

The beneficiaries are the people who benefit from the outcomes of the work which volunteers have contributed to. A supporting scheme is a good example of the positive change that volunteers can bring to those in need. In a recent evaluation of a supporting scheme for older people at risk of social exclusion, clients found that the activities they took part in through the one to one supporting, offered a vital link to the community, reinforced their ability to cope with day to day life and had been instrumental in helping them to develop skills, build confidence, self-esteem and make new friends (Volunteer Impact Assessment Report, 2011).

2.4. Benefits of Volunteering

2.4.1. Health Benefit

Volunteering is one of these health-promoting activities. The link between volunteering and health is real and tangible. Volunteers and those who work with them have always known this. The link has now been established in scientific research. It has been and is being documented and explored in studies. It is demonstrated daily in the life and work of volunteers. Volunteering can generate a heightened sense of self-esteem, self-worth and confidence, reduce heart rate and blood pressure, increase endorphin production, resulting in greater feelings of well-being and calm, boost immune system and nervous system functioning, reduce life's stresses, and overcome social isolation. (Lorraine, 1994)

Researches demonstrate a positive relationship between volunteering and health, particularly among middle- and older-aged adults. Indeed, a growing body of evidence now suggests that volunteering in mid- to later- life is not only associated with improved

psychological and physical health outcomes but is also associated with a decreased risk of mortality. As a result of these health benefits, some researchers have begun to consider volunteering to be an important part of the positive psychology of ageing. (Lindsey, Femida, Sara, Marlene, 2015).

Gottlieb and Gillespie (2008), for instance, have suggested that “by volunteering, older adults contribute in meaningful ways to both society and to their own health and quality of life” (p. 404), and other scholars have gone so far as to suggest that physicians should begin prescribing volunteering in order to promote healthy ageing in older adults (Hirschfelder and Reilly 2007)

A number of studies have begun to explore potential mechanisms linking volunteering to better health outcomes, and have explained the relationship in terms of the presence (or, absence) of various psychosocial factors. For instance, the well-being benefits derived from volunteering are likely to occur as a result of reduced stress and “augmented psychological resources” (Wilson 2012, p. 23). Indeed, volunteering is associated with an increased ability to cope with stress and stress-related events. Moreover, volunteering may contribute to better health outcomes by integrating individuals into a social environment whereby they have access to more (or even better) forms of social support (Musick & Wilson 2003).

One study found that volunteering among older adults (age 60 and over) provided benefits to both physical and mental health, while similar correlations were not found for mid-life adults who volunteer. The analysis also found that while depression is a barrier to volunteer participation in mid-life adults, it serves as a catalyst for volunteering among older

adults, who may seek to compensate for role losses and attenuated social relations that occur with aging. (Li and Ferraro, 2006)

Another study found that, in general, volunteers report greater life satisfaction and better physical health than do non-volunteers, and their life satisfaction and physical health improves at a greater rate as a result of volunteering. The researchers found statistically significant, positive relationships between volunteering and lower levels of depression (Harlow & Cantor, 1996).

2.4.2. Building Work Experience

As we come in touch with all kinds of people from different walks of life, we observe in our day Looking for a job today can be a brutal experience. Individuals face a struggle that can crush self-esteem and erode self-confidence. Young people, regardless of their academic qualifications, often face a long drawn out search for a job that will allow them to use and develop their newly acquired skills and knowledge.

Volunteer work can provide real job experience, good, solid training, and opportunities for workers to innovate and experiment in ways that often aren't allowable in the regular job market. The transferable skills that individuals bring to their volunteer work can often be applied to a different work-context in the voluntary sector, in such a way that the agency, its clients, and the volunteer can all benefit. Volunteer work provides an opportunity for people to test their interests, to experiment, to discover whether or not they are really suited for or called to a particular field of work before they commit years of study and significant expenditures to making that kind of change. A bookkeeper can volunteer on a distress line to see if he or she has the aptitude and attitudes necessary to become a counselor or social worker. A nurse can

volunteer at a daycare center to test his or her interest in early childhood education, and so on (Lorraine, 1994).

Volunteering also has much to offer those who take early retirement, whether chosen or imposed. Some may not need the salary or wages of paid employment, but would still like to keep working for a time. These individuals can provide vast expertise and skill to voluntary sector agencies through their own efforts, and may be available to act as mentors for others in the organization (Lorraine, 1994).

2.5. Volunteering and Community Development

Volunteering is relevant to all spheres of life and volunteers are making a positive impact on economic, social, cultural and environmental issues. Volunteering can empower people and communities to fulfill their potential and contribute to social change. It can also engender a greater sense of ownership of ‘bettering’ their community. Local people hold the insight and knowledge of local issues which is useful when planning programs of work with community development professionals. Constructive engagement can lead to positive developments in terms of health, job creation, innovation and crime prevention (Davis, 2007)

Volunteer activity provides a network of social relationships that connect people to each other and their communities. It is this connection that is vital to building democratic, healthy and self-sustaining communities. Arguably some of the most significant and valuable impacts that come from volunteering are in relation to building skills, relationships, bonds and having positive outcomes. These are some of the key aims which community development workers will seek to build: Social Capital; that is building co-operative relationships, building connections;

Human Capital; that is building knowledge, skills and confidence; Physical Capital that is delivering good and services, and Cultural Capital; that is having a sense of one's own identity and understanding of others, sense of belonging to a group (Institute for Volunteering Research, 2010).

Implementing development plan of action requires many resources, including the time and effort of Volunteers. The more Volunteers involved, the easier it becomes to get the community's support and completed the development plans. Many communities have no paid staff for the purpose of development and therefore everyone involved is a Volunteer. Having Volunteers strengthen ownership in the task leads to more community wide acceptance, understanding, and credibility of the development plan (Wood & Freeman, 1987).

Volunteering contributes to the involvement of people in the achievement of development commitments, such as the Millennium Development Goals (MDGs). Volunteering can be purposeful and change-orientated. It can be directed at influencing agenda-setting, policy-making, decision-making and representation. It can also promote social change by contributing to personal transformation, whereby individuals change their beliefs, perspectives and day-to-day behaviors once they have developed a new awareness or understanding about a particular situation. Volunteering can help people take their first step to long-term involvement in development (Alliance for Citizen Participation, International Association for Volunteer Effort (IAVE) & United Nations Volunteers (UNV), (2008).

Volunteerism encourages people to be responsible citizens and provides them with an environment where they can be engaged and make a difference. It enhances social solidarity, social capital and quality of life in a society. It can serve as a means of social inclusion and

integration. It has a value for the Volunteer: Volunteers confirm that they are pleased to be able to do something to help and are proud to have something to offer society. They value the acknowledgement they get from people in their community, the new skills they learn, and have a strong sense of belonging to a caring organization (International Federation of Red Cross and Red Crescent Society, Geneva, 2011).

Scoty and Howlett (2009) when the Volunteers return to the communities in which they acquire can contribute to general community wellbeing and cohesion. Additionally, providing personal development opportunities for employees, helping to motivate staff, bringing new skills/experience/ideas into the organization and enhancing corporate reputation or making it more respected are the business benefits associated with supporting Volunteer activities.

2.6. Motivational Factors of Volunteering

What motivates people to volunteer has been the subject of many articles and books. Each identifies a variety of motives that lead people to volunteer, and emphasizes their importance. Why people volunteer is intimately and directly related to the kind of volunteer activity they undertake, its conditions and duration, their commitment to it, and the success or failure of the volunteer placement (Lorraine, 1994).

Intrinsic and extrinsic motivations play an essential role in understanding volunteerism. Although they are difficult to distinguish at times, the main difference between intrinsically and extrinsically motivated behavior is that first is an act of self-expression and pursues engagement for satisfaction, while the latter is instrumental and aims at a specific outcome (Degli, 2009).

Examples for extrinsic motivations to volunteer are ideal motivations that are constituted by humanitarian, religious or political norms and values including compassion, sympathy,

concern, care, a feeling of responsibility and an attachment towards helping others and fulfilling their needs (Musick & Wilson, 2007, p. 85). On the intrinsic side, motivations to volunteer include career or self-enhancement-oriented goals, personal well-being, and social aspects. Volunteering is seen as an option to stay relevant for people that face a transition between work and retirement. Oftentimes, it is also regarded as a preparing element for future. Additionally, people are said to volunteer because it enhances their personal well-being and serves their desires for social recognition. Volunteering might also help people to increase the number of their acquaintances or friends, which is, again, closely related to the topic of social capital careers (Clary, Snyder, Ridge, Copeland, Stukas, Haugen, Miene, 1998).

2.7. Volunteering as Prosocial Behavior

Musick and Wilson (2007) begin their recent book on volunteering with the statement, “Volunteering is a form of altruistic behavior.” The association between volunteering and altruism is understandable in light of the fact that a great deal of volunteering involves providing direct service to other people, including comforting the needy and the sick (Chambré, 2008).

Socialization into prosocial attitudes has both short term and long term effects on involvement in volunteering (Musick & Wilson, 1998). The strong link between religion and volunteering would seem to underscore the fact that it is prosocial behavior: philanthropic behavior generally and volunteering in particular are more common for people who report that they are actively involved in religious organizations and attend services on a regular basis (Janoski & Wilson, 1995)

Volunteering is prosocial but not altogether devoid of personal benefit. People become involved in organizations and social causes connected to their lives. Numerous scholars point out

that volunteer work is closely related to the life cycle: people move into and out of voluntary associations and volunteer work at various stages in their lives in ways that are connected to other aspects of their lives (Chambré, 2008).

Psychologists have focused on the importance of internalized values as motivations for helping others. This strand of research has looked at a series of variables including generativity, prosocial religious values, and sense of moral obligation. Psychologists influenced by Erik Erikson's life stage theory of human development have pointed out that the generative stage of life begins in middle adulthood as individuals become aware of their impending mortality. In response, people begin to define their life's purpose as leaving something behind them when they die, and try to pass on something to the next generation (Kotre, 1984). Generativity is clearly associated with a variety of helping behaviors, including volunteering. Furthermore, people who have a strong commitment to community building tend to channel that interest into volunteering (Okun and Michel, 2006).

A final orientation that leads to prosocial behavior is one's sense of moral obligation. Schwartz & Fleishman (1978) asserted that norms of obligation are important, but disputed the contention made by many psychologists that feelings of moral obligation motivate helping through feelings of guilt. Researchers also found that highly altruistic people felt a sense of moral obligation (Chambré, 2008).

2.8. Impacts of Volunteerism

2.8.1. Social Impact

The volunteering plays as the bridge of different parts in the society, which concerned of benefits and demands for different social sectors. Most of the voluntary organizations (91.7%) in

a survey by UNV reported some form of collaboration with other organizations, government and private sector. The nature of collaboration on volunteering includes: community partnership, networking, advocacy, funding, support, and invitation to participate in events. Many voluntary organizations also share information with local government and community to push forward community services, including department of education, environment, and energy and so on. This illustrates the crosscutting nature of volunteering throughout and between the different sectors. (Wu, 2011)

The voluntary sector is key partners in the regeneration of deprived communities. The service sector contributes significantly to building community cohesion creating links and social networks in communities, giving people the opportunity to come together and develop social network, for example, through sports, voluntary arts and youth clubs, institutional co-operation and community identification. Volunteering helps to foster greater trust among citizens and developing norms of solidarity and reciprocity that are essential for stability (Wu, 2011).

According to Wu, volunteering can provide excellent public goods and services, especially that not available (or not available in sufficient amounts) due to both market and government failure. The assumption here is that volunteering fills gaps in the supply of goods and services that are desired by their beneficiaries, but are not available from either private commercial or public sector providers. And even if they are available, some members of society may not be able to access them because of binding budget or other constraints (e.g. imperfect information). Voluntary organizations have contributed to planning and designing of service delivery through powerful advocacy to ensure that services meet the needs of specific groups or individuals.

Volunteering has a considerable impact on the education system itself. Schools and other educational institutions are one of the most popular areas to volunteer within and volunteers perform a number of vital functions within the education system, contributing to a range of outcomes (Wu, 2011).

2.8.2. Impacts on the Volunteer

Volunteers report both intrinsic and extrinsic benefits from volunteering. Volunteering has certain positive impact on the volunteer, such as social recognition, better health and self-esteem, building résumés, training and career enhancement; economic benefits and capacity in the labor market (Wilson, 2000).

Volunteering creates the sense of self worthiness and instills self-esteem. It gives the very important feeling of being needed as through volunteering somebody is offered help, which is by itself a very rewarding experience for the helper. Besides, volunteering can represent an important trial period and provide opportunity to experiment and put preferences to practice (Lorraine, 1994).

Volunteering can also provide a sense of purpose, as found in a study of older adults; according to this study, formal volunteering moderated the loss of a sense of purpose among older adults who had experienced the loss of major role identities, such as wage-earner and parent (Greenfield and Marks, 2004).

2.9. Hospice Volunteerism

Across the health and social care sector, volunteers make a significant contribution to the work of a wide range of organizations. In numerous ways, volunteers are contributing to the

delivery of health and social care, and helping people in their communities to live healthier lives. Volunteerism has long been rooted in the hospice sector. Since its inception in the 1960s, the modern hospice movement has relied heavily on volunteers to help achieve its vision (Field & Johnson, 1993).

The purpose of hospice is to provide quality, compassionate support and care for people facing a life-limiting illness and their families. Hospice care is founded on the belief that, even when cure is no longer possible and time is measured in months or weeks, there is still an opportunity for quality of life, comfort, dignity, and hope. The care is provided by a trained team of health professionals and volunteers in the setting of choice (home, long-term care facility, hospital) supporting the physical, emotional, spiritual, and social needs of the patient while supporting family members throughout this difficult time (Naylor, Mundle, Weaks and Buck, 2013).

Volunteers in health and social care have been recognized as playing an essential role and the role of the hospice volunteer is very rewarding but also very demanding. Hospice volunteers provide a wide range of supportive services for patients and families including: direct patient care, such as assisting with feeding, turning, transferring from bed to wheelchair or commode, changing bedding and clothing, and other activities of daily living, respite care, which entails staying with the patient, thus freeing the family members to rest or to attend to other matters. In addition, companionship, which may include reading to the patient, listening to their concerns, or simply providing a silent presence and chores, that may include light housekeeping, errands preparing snacks, etc. are services provided by volunteers (Field & Johnson, 1993).

The benefits of volunteering in hospice have been well researched and volunteers receive health and social benefits, as well as personal growth from volunteering. These include, for example, increased self-esteem, well-being, social engagement, self-worth, and a sense of purpose (Warburton, 2006).

These benefits and the satisfaction that comes with hospice volunteering are also closely linked to the motivations for volunteering. Literatures identify a range of reasons that motivate people to volunteer in hospice settings. These include personal experiences of death, a desire to help, a desire to learn about palliative care and end of life, wanting to give something back to the service or community, or in response to an active recruitment campaign (Watts, 2012).

2.10. Functional motivation theory

The functional motivation theory was derived from theories concerning attitude and persuasion. Central to the functional motivation theory are two tenets: individuals engage in purposeful activities to fulfill a certain goal and individuals can perform the same activities to serve different psychological functions (Clary et al., 1998). Functionalism is a theoretical framework in the field of psychology which purports that people act and strive toward personal and social goals to serve different psychological functions (Clary et al., 1998). One of the strategies for uncovering the motivational forces underlying an activity like volunteering comes from functional theories or beliefs and behaviors. This approach points that similar beliefs or similar behaviors may well serve different psychological functions for different people. The functional approach seeks to determine the reasons and goals that motivate volunteers (Snyder, 1993. P. 24)

The functional motivation theory implies that as long as the volunteer activity matches and fulfills the individuals' motivational concerns, individuals will continue to volunteer (Clary & Snyder, 1999). Clary et al. (1998) and Clary and Snyder (1999) have applied the functional approach to understand the reasons individuals volunteer and continue to volunteer. Through diverse empirical investigations with volunteers and non-volunteers, Clary et al. (1998) hypothesized and validated six functional motives of individuals to participate in volunteer work. These are: values, understanding, social, career, protective, and enhancement.

The main propositions of a functional analysis of volunteerism are that acts of volunteerism that appear to be similar on the surface may reflect very different underlying motivational processes (Clary & Snyder, 1999). The functions served by volunteerism manifest themselves in the unfolding dynamics of helpfulness, influencing critical events associated with the initiation and maintenance of voluntary helping behavior (Clary et al., 1998).

2.11. Intrinsic and Extrinsic Motivational Orientations

According to Finkelstien (2009), intrinsically motivated behavior involves engaging in an activity for the satisfaction in performing the activity, while extrinsic motivation involves performing an activity to obtain a separable outcome. An individual motivated by extrinsic motivators engages in an activity because it contains instrumental value (Ryan & Deci, 2000). In case of volunteering both extrinsic and intrinsic motivations play an essential role. An individual's motivational orientation provides an indication of the functional motives that are most important to them (Finkelstien, 2009). The six functional motives categorized into internal and external motives, with the values, understanding, social, enhancement, and protective

functions constituting the internal motives and the career function being the only external motive (Finkelstien, 2009).

Knowledge of volunteers' motivational orientations has several practical implications. One of the implications is its usefulness in determining potential rewards and structure of non-profit organizations. Strategies that best fit intrinsically oriented individuals de-emphasize tangible rewards and emphasize intrinsic rewards (Widjaja, 2010). According to Deci (1972), for individuals who are intrinsically motivated, external rewards such as money, awards, and prizes tend to decrease their intrinsic motivation; rather Verbal reinforcements increase the intrinsic motivation.

2.12. Historical Context of Volunteering in Africa

The idea of giving of oneself for the benefit of others has its origins in early African associational life, which had a strong normative and moral basis. Traditional cultural beliefs and practices encouraged collective responsibility, solidarity and reciprocity. These ideas were fundamental to expressing an individual's humanity through his or her social relations with others, an idea which was fundamental to the social cohesion of pre-colonial societies that relied on mutual aid, kinship and community support to meet human needs (Patel & Wilson, 2004).

Dating back to the 16th century, the advent of colonialism in Africa resulted in the adaptation of the socio-economic and political organization of these societies to meet the needs and interests of the colonial powers. The rise of industrialization in 19th century in Europe resulted in competition between these countries in their search for raw materials for their respective markets. British and European colonial powers sought to extend their influence in African countries to support their need for commercial expansion, and these powers also

assumed a racial, intellectual and spiritual superiority over the subjugated peoples. This resulted in the disruption and breakdown of traditional forms of life and the imposition of new religious beliefs and values (Oxford, 2006). Pressures were thus placed on kinship and community support systems while the simultaneous denigration of indigenous cultural practices resulted in the erosion of the service ethos over time as traditional societies changed, they adopted the religions of the colonial powers and were forced to modernize, which led to the breakdown of subsistence economies, urbanization and increasing impoverishment of indigenous people coupled with the colonial governments' neglect of welfare provision. Because the colonies were required to be self-sufficient, welfare concerns were considered to be best left to religious initiative and philanthropy. Here, international charity and welfare organizations were able to make humanitarian and goodhearted contributions.

Volunteering was also facilitated by national and international organizations that significantly contributed to African development and nation building in the post-independence era (Fowler, 1998). The nature and scope of the voluntary sector in national social development varied across countries depending on their history of colonialism. Many post-independence governments built on their cultural experiences of youth involvement in community development to inform their national youth service programs. These positive developments of promoting voluntary participation in development are acknowledged (Hyden, 1995).

In summary, service and volunteering for the public good shaped by cultural beliefs, values and practices of kinship support, mutual aid and reciprocity that contributed significantly to the social cohesion of individual societies has a long history in Africa. The advent of colonialism brought new values and beliefs such as religious motivations for service and volunteering. The resultant social, economic and political changes in many African countries

placed great pressures on indigenous systems of support and increased the responsibility of individuals, families and communities in meeting human needs. Other actors – such as the church, philanthropy and rudimentary state provision emerged in response to growing needs and increasing resistance to foreign rule. While indigenous systems of support were increasingly under strain and eroding, some practices and beliefs about volunteerism continue to exist today (Patel, Kaseke & Midgley, 2012).

Chapter Three: Research Method

3.1. Researcher's Philosophical Stance

The researcher perspective about reality is constructivism. “Constructivism represents local and specific constructed realities wherein social phenomena are products of meaning-making activities of groups and individuals” (Gerald, 2001). Constructivists take for granted the idea that truth is comparative to individuals and communities. The social constructivist view reality as individually constructed and different based on specific context. Kreuger and Neuman (2006) argued that for social constructivist, social reality is created with some purpose through social action and that reality is not out there to be discovered.

Constructivism philosophical stance influenced the researcher in generating the research idea and formulating the research questions in shaping the researcher to rely as much as possible on the participants' views of the situation being studied. The questions become general so that the participants could construct the meaning of a situation. In data analysis and write up, the researcher focused on the specific contexts in which people live and work in order to understand the historical and cultural settings of the participants. Here the researcher recognized participants' backgrounds shapes their interpretation about the topic under study.

3.2. Research Design

Case study design was employed in this research. Case study design facilitates exploration of a phenomenon within its context using a variety of data sources. This ensures that the issue is not explored through one lens, but rather helps to make a variety of lenses which allows for multiple facets of the phenomenon to be revealed and understood. Besides, the study

used a descriptive type of case study as it clearly describes an intervention phenomenon or the real life context in which it occurs (Yin, 2003).

This research is a single case study. The study focuses on volunteers who give voluntary services in Makedonia Humanitarian Association. As a general rule, the definition of the unit of analysis is related to the way the initial research questions have been defined and the generalizations desired as the task completion (Yin, 2003).

The main reason of the research being single case study is the cases are defined based on the specific geographic area and common experience that the volunteers have. Finally the last justification of the research being single case study is the fact that the researcher did not explain every single case study of the respondents. The researcher develops themes and the responses are divided through these themes.

The study used a cross-sectional descriptive research design. According to Kreuger and Neuman (2006), “descriptive research presents a picture of the specific details of a situation, social setting, or relationship. A descriptive study presents a picture of the types of people or of social activities.” Generally this study employed a non-probability sampling techniques in selecting study participants. A total of 11 participants are involved in the data collection process and data was collected by using in depth and key informant interview, observation and document review. Moreover, the collected data is qualitatively analyzed.

3.3. Study Area

The study was conducted in Makedonia Humanitarian Association located in Kotebe, Addis Ababa, Ethiopia along Asmara road near Kotebe steel Factory. The place is known as

‘bireta bire’t. This particular study was conducted in the two shelters which are used as a dormitory for older persons and people with mental illnesses.

Mekedonia Humanitarian Association is an indigenous non-governmental, not-profit and independent organization, founded on 07 January 2010. Having the purpose of supporting elderly people and people with disabilities who otherwise have no means of survival, Mekedonia Humanitarian Association provides shelter, clothing, food, and other basic services for homeless people who are picked up from different parts of the country.

Mekedonia Humanitarian Association assumes each and every person, irrespective of age, education, qualification, present or past experience or location has a meaningful role to play in supporting and improving the lives of elder people and those with disabilities. Given this scenario, Mekedonia Humanitarian Association has a system of engaging all as per the plans and arrangements.

The purpose of Mekedonia Humanitarian Association is to support elderly people and people with disabilities who otherwise have no means of survival. It provides clients: shelter, clothing, food, and other basic services. The organization is an Ethiopian resident charity under the legal supervision of the Ethiopian Federal Government Charities and Societies Agency and headquartered in Addis Ababa, Ethiopia.

The mission of Mekedonia Humanitarian Association is to be dedicated to providing housing, clothing, food, counseling, information and other necessities to elderly and people with disabilities. In pursuit of its mission, the association focuses on the most vulnerable and disadvantaged elder people and those with disabilities to meet their priority social agendas and supports them by using varied approached and strategies.

3.4. Sampling Techniques

Non probability sampling permits the researcher to deliberately choose the particular units of the universe for constituting a sample on the basis that the small mass will be typical of the whole. Amongst the non- probability sampling techniques, purposive sampling is used and the investigator selected a sample which shall yield results favorable to his point of view. As one of the most common type of non-probability sampling design, Purposive sampling allows the researcher to purposefully select samples in which the researcher believes critically representative (Cohen, Manion, & Morrison, 2000). Purposive sampling was implemented by taking the inclusion criteria in to account.

3.5. Sample size

In regard to the size of study participants, different authors suggest varied number of study participants for case study. Creswell (2007) suggest 4 to 5 cases to get ample information on the issue raised. Although Creswell (2007) suggest this number, the researcher interviewed totally nine individuals who were providing services in Makedonia Humanitarian Association regularly and who could clarify and have deep understanding of the case under the study. Moreover, to find comprehensive data on the issue and to triangulate the data collected from volunteers the researcher interviewed two key informants who are the staff members of Makedonia Humanitarian Association.

3.6. Method of Data collection

3.6.1. Interview

The researcher conducted an in-depth and face to face interview with volunteers who are currently volunteering in Makedonia Humanitarian Association. The interview involved open ended questions and its guide was prepared by the researcher based on the general research question and the specific objectives. For the purpose of collecting ample data and qualitative information, the interview was designed to be free so that it will encourage interviewees to respond generously for the base line questions and pursue a more conversational style of interview. In addition, the interview was made in Amharic language and the responses were recorded in a tape recorder. The interview was planned to be held for about 40 minutes in the silent corner of the Makedonia Humanitarian Association compound such as in the office to get all the attention of participants. The recorded responses were immediately transcribed to written notes after the interview sessions.

3.6.2. Key Informant Interview

According to Kikwawila, (1994)

A key informant is a person who is especially knowledgeable, at least in some subjects or topics of interest and with whom the interviewer develops an ongoing relationship of information exchange and discussion. Both men and women, formal and informal leaders, professionals and ordinary people can be key informants. Key informants should be knowledgeable and interested in the subject matter to enable them to communicate and exchange information with the interviewer. (P. 25)

The researcher conducted a key informant interview who have a deep knowledge and stretched experience of volunteer work and who helped the researcher to learn about the topic of interest and provide necessary information about other volunteers who shall best be study

participants. The researcher interviewed two key informants who were an asset for the researcher in providing detail information. The interview was question and answer type that helped the researcher to clear any question in mind. Moreover, the interview was made in Amharic language and the responses were recorded in a tape recorder. The interviews were made for about 30 to 40 minutes in the association office.

3.6.3. Observation

In combination with the process of in-depth and key informant interviews, observations were also used as an additional instrument of data gathering technique. The main advantage of these observations was to understand the expression, feeling and perception of participant's reaction. According to Creswell (2009), "through qualitative observations it is possible that researchers can take field notes on the behavior and activities of individuals at the research site." In this particular research, the observations were carried out in Mekedonia Humanitarian Association and the researcher carefully observed different matters such as volunteers' activities, office setting, social interaction, Interviewee's expression and feelings and so on. The observations were aided through a checklist and the researcher observed before, during and after the interviews sessions.

3.6.4. Document Review

In addition to interview and observation, to acquire the necessary data and to answer the research questions, the researcher utilized different written documents to supplement the study such as annual reports of the association, brochures, magazines, newspapers, booklets and different documents including audio visual materials which have necessary information for the study. The researcher personally reviewed the above mentioned and valuable documents which

are kept in the association and somewhere else. In the reviewing process, the researcher highlighted, took notes, copied and utilized relevant information.

3.7. Method of Data analysis

According to Eva (2007:15), “qualitative researchers are interested in the complexities of social reality. Their methods of data analysis, therefore, attempt to capture the meanings, relationships and richness involved in the complexities of lived experience”. In this study, data analysis was done manually. After completion of data collection, the researcher translated the interviews and observation notes from English to Amharic. The researcher categorized data presentation in to different and main thematic issues based on their similarity and relationship. Moreover, the researcher interpreted and made meanings to present discussions. In order to keep their anonymity and confidentiality of participants, codes were given for each participant.

3.8. Enhancing Rigor

The researcher strived to make the data rigorous. In every research, fairness, truthfulness, honesty and unbiased approach are very important for the quality of the study. In qualitative approach, it is advisable for the researcher to get intimate with research participants and the study setting as a whole (Krueger & Neuman, 2006). Furthermore the researcher himself was involved in the data collection process.

The study employed triangulation of sources that involves comparing the information gathered through different qualitative data collection instruments used in the particular research such as observations, interviews, and documented analysis (Ritchie and Lewis, 2003).

3.9. Ethical Considerations

Kreuger and Neuman (2006), state that “Social Work researchers should follow proper ethical guideline even when the study participants are negligent or unaware of it.” In order to respect the ethical issues, a consent form was prepared to explain issues of confidentiality, the research aim, risks in participation, rights of informants, duration of interview, and tape recording of interview. Then the purpose of the study was presented to the study participants by reading the informed consent that is prepared. Moreover, the ethics of social work research was briefly described for the participants understood the risks and benefits of getting involved in such academic researches.

Each participant was asked to give verbal and/or written informed consent before starting the interview session to allow the researcher to use the information for academic purposes only.

The researcher also informed the respondents that their names will not be written on the report instead pseudonyms or codes are to be used in order to differentiate their responses.

The in-depth interview procedure began from showing the supporting letter written by the school of social work for the researcher in order to help the researcher get the needed information efficiently, to dispel other doubts on the respondents about the researcher. Tape recordings were done with their knowledge. Moreover the respondents were reassured that they might decline to answer any or all of the research questions if they did not want to answer. The researcher also explained that any respondent could withdraw from the study at any time during the interview process.

All written documents and the recorded cassettes are kept in a file that is accessible only to the researcher in which the documents have been locked in a file drawer. But these interview responses and the recorded cassettes will be kept at least for some years, in case they are needed for further analysis but after that, all will be destroyed.

3.10. Limitations of the study

This is a case study conducted in Makedonia Humanitarian Association on two shelters located near Kotebe steel Factory that leads its generalizability in question. If it wasn't for time and cost constraints, the researcher would have considered studying volunteer activities in many humanitarian associations where volunteers' engagement is high. This limited the study not to generalize for the volunteer services charitable associations. Besides, Time constraint on the side of the staffs of Makedonia Humanitarian Association due to workloads was also a challenge. Moreover, obtaining written documents in the association which gives comprehensive information regarding volunteers was a challenge for the researcher.

Chapter Four: Data Presentation

This chapter presents the data collected from in-depth interview, observation, key informant interview and document review whose procedures were previously discussed in the method section. The result of the research is organized under major topics as it is presented in this chapter.

In order to identify activities that volunteers perform to promote care and support for clients of Makedonia Humanitarian Association and challenges of volunteering, nine volunteers and two key informants involved as research participants. On the basis of data generated from the interviews, a number of topics were identified that are essential to answer the research questions and are used as headings to precisely present in the results.

4.1 Background Information of Participants

In this section, the demographic background of the Participants (volunteers who are providing services in Makedonia Humanitarian Association regularly) is presented. These demographic characteristics of volunteers contain sex, age, religion, marital status, educational level, and occupation.

Table 4.1: Background characteristics of volunteer participants

No	participant code	Sex	Age	Religion	Marital Status	Education Level	Occupation
1	VOL PART 1	F	18	Orthodox	Single	Grade 12	Student
2	VOL PART 2	M	19	Orthodox	Single	Diploma	Receptionist
3	VOL PART 3	M	36	Orthodox	Married	Grade 10	Driver
4	VOL PART4	F	17	Orthodox	Single	Grade 10	Student
5	VOL PART 5	M	27	Orthodox	Single	BSc	Nurse
6	VOL PART 6	F	26	Orthodox	Single	Clinical Nurse	Nurse
7	VOL PART 7	M	28	Orthodox	Single	Social Worker	Officer
8	VOL PART 8	M	31	Orthodox	Single	BSc degree	Health Officer
9	VOL PART 9	F	25	Orthodox	Single	Diploma	-

As it is illustrated in the above table, five of the nine volunteers participated in this study are

males and four of them are females. Regarding their educational level; two of them are students, two of them are diploma holders, two of them are BSc holders, one of them is BA degree holder, one of them is level four nursing graduate and one of them completed grade ten. All participants are in the young and early adulthood age ranges. Overall, all participants of the study are in the most productive years. In this particular study, taking an effort made by the researcher to balance gender difference in the process of recruiting participants into account, the gender composition of the participants indicated that there is appreciable gender equality in terms of Volunteering in Makedonia Humanitarian Association.

Regarding the demographic data of the interviewed key informants, both key informants are male and young professionals who have BA and BSc degree and serving the association in different positions. One of the key informants as coded key info 2 is a nurse and a head of the clinic who shoulders outstanding responsibilities. The other key informant stated to as key info 1 is a social worker whose job description is very comprehensive. In general, both key informants have deep knowledge and stretched experience on the area of investigation.

4.2 Reasons to Volunteer

The reason for individuals to take part in volunteering in Makedonia Humanitarian Association was one of the principal sub-themes emerged and filtered continuously throughout the research process. The study highlighted key occurrences which triggered individuals' decision to volunteer. The major occurrences for individuals from different background and different levels of profession are identified as family members' recommendations, advertisement of the humanitarian association and sudden meeting with the founder of the humanitarian association.

One of the participants further describes how he happens to volunteer in Makedonia Humanitarian association as:

Before I came here to volunteer, I was a grade 10 student and besides I learn spiritual lesson in a church. My uncle told me about Makedonia humanitarian association and their humanitarian services. He told me volunteering is good for my life and it's a blessing act. I came here and saw that everything was good, and I decided to give volunteer services. (Vol par 2, MK shelter 1, 11-05-2017).

There are a number of volunteers who saw a promotion in different ways of campaign like television advert, brochures and posters. The association calls for volunteer services irrespective of age, education, qualification, present or past experience or location. This has a meaningful contribution in supporting and improving the lives of elder people and those with disabilities. According to the researcher's observation volunteer advertisements take a wider part in the creating the reason for individuals to decide whether to volunteer or not. Moreover, advertisements have a chance to make clear the vision of the association in engaging volunteers. Given this scenario, Makedonia Humanitarian Association is envisioned to see Ethiopia where all the elderly people and those with disabilities have access and equal opportunities to basics in life. Likewise, the association has set its goals to enable the elderly people and those with disabilities to lead overall better life by tackling exclusion problems and providing services they need in association with governmental and non-governmental organizations. In line with such reason, another participant discussed how she began volunteer service as:

I was living in Adama town. I used to give free service in a hospital located in Adama town. When I saw an advert that Makedonia was looking for volunteers, I came to Addis Ababa and visited the shelters where elders and mentally ill clients live and I realized that all activities have spiritual values. After two months I moved here and started volunteering without any payments (Vol par 6, MK shelter 4, 11-05-2017).

The study sought to find a study participant who decided to volunteer after hearing a radio program that communicated how the association is performing its best and how volunteers' contribution is worth. According to the participant,

I am a social worker. I work in bole sub city. I feel discontent about my job because I am not working in my area of expertise and the job I have limited my potentials. One day I heard about Makedonia Humanitarian Associations and its services and wanted to visit the association. They welcomed me to give volunteer services. Now I give volunteer services in my day offs. (Vol par 7, MK shelter 1, 11-05-2017).

In the researcher's investigation, the association is excited to have professional volunteers in making the services more managed, professional and accessible. As the researcher observed, there are professional volunteers who were volunteering in different places other than Makedonia Humanitarian Association. One participant volunteer joined Makedonia Humanitarian Association after he saw a television program. He further clarifies the occurrence as:

I started volunteering while I was in school. I am a health professional and as a health professional I help street tenants in taking hospital to get medical

treatments. I also involved in charity work for street children in giving clothes and necessary items. In 2005 summer I introduced this association in EBS (Key info. 2. MK shelter 4, 16-05-2017).

The researcher had the chance to know other reasons like sudden meeting with the founder of the Mekedonia Humanitarian Association brought volunteers to the shelters to spend their free time volunteering on different activities designed to help the clients. The founder of the association has an inspirational motive to engage more volunteers in the services designed to help clients. In the researcher's vivid observations, the founder has such grace to argue and convince "to help people it is enough to be a human being", or "ሰውን ለመርዳት ሰው መሆን ብቁ ነው". Further to understand how individuals become volunteers in the association, the researcher posed a question to participants saying what made you to participate in volunteerism? Among the participants one clearly discusses how he came to give volunteer services as:

There was the time when the staffs of Mekedonia Humanitarian Association together with the founder of the association came to Debre Birhan to take two elders who were living in the street and who were incapable of surviving themselves. I was there looking how the Mekedonia staffs helped the elders. Then I met him and he told me everything about the association; then I started volunteering here. Since I was attending college education in Debre Birhan I volunteered here in weekdays. (Vol par 8, MK shelter 1, 11-05-2017).

Another interviewee pronounced the reasons of his volunteerism in the association and his prior life as:

Before I came here I was not engaged in such volunteering works. I was running a small business. For me coming here and volunteering is a call of God, I suddenly met the founder of this organization, he told me the objective of this association. Even though I had no intention of being a volunteer, the objective of the organization initiated me to help people who are not able to survive by themselves, who are living in streets and who have no one to help, who are very sick. Here to have services. (Vol par 3, MK shelter 1, 11-05-2017).

4.3 Motivation of Volunteers in Makedonia

The main issue presented under this topic is the motivational factors that encourage volunteers to participate in voluntary activities and the reason to why they are working at the particular association and what motivates them personally. The researcher got varying answers from most of the respondents, which is not surprising since people will have different reasons to what motivates them since people are driven by different reasons. However, even though they had different reasons as to why they chose the particular association in the end they all said that the main reason was that they wanted to do something good for people and that the organization stands for something that they feel strongly about and that they can support fully.

The researcher found out that there are motivational factors that make individuals to volunteer in social services organization. Among these motivational factors the main are to get mental satisfaction, to get God's blessing, to help the organization succeed its objectives, serve the community and getting opportunity to develop skills. The researcher also identified a sense of empathy as a motivational factor.

Participants of the study indicated how their volunteer work created mental satisfaction and a happier life. The interviews produced data which highlighted the importance of volunteering in creating a sense of satisfaction and happiness for the volunteer work they complete. A sense of achievement as a result of making a positive impact was a key motivator to participants in the research. The volunteers recognized a strong link between their volunteering and increased health and happiness in their lives. One participant states, *“There is profound mental satisfaction and peace of mind I am getting in helping clients who were stigmatized and have no social relationships. I got life meaning to my existence after I started giving volunteer services.”* (Vol par 9, MK shelter 1, 11-05-2017).

There happen to be volunteers who witness volunteering changed their life. One participant told me that he was not happy in his life at some points. But he clarifies spending his leisure time volunteering and performing taking care of several responsibilities brought him happiness. As the researcher obtained information from the interview, vol par 3 speaks as:

Volunteering has a mental satisfaction. I know how volunteering changed my life, I am very happy after I started volunteering here. The other thing seeing the patients who couldn't control themselves healthy makes me happy. These patients love the association because it is the reason for their cure and life change. Even some of them refuse to go and join their relatives. (Vol par 3, MK shelter 1, 11-05-2017).

Participants had a strong desire to have a purpose in their lives through making a difference in, and having an impact on, other people's lives. An especially interesting aspect of this concept was their desire to help others through something they are capable of. The volunteer

Participants also found their volunteerism deeply satisfying and rewarding. In fact, they enjoyed it so much so that they felt they were the primary benefactors of their volunteerism.

Understanding these critical pieces of the participant's volunteer experience, Participants could not imagine life without volunteering and it is difficult to describe the amount of passion the participants felt for the work they do. The study got chance to find out that positive feedback given from clients plays a motivational role for research participants. The study clearly identified the link between the mental satisfaction and the positive reaction of clients. The sense of satisfaction experienced by the participants was strongly related to the recognition they received from the clients in the shelters for their voluntary efforts. A simple gesture of acknowledgement was appropriate and sufficient for the individuals and this was seen to represent the greatest sense of satisfaction. According to Volunteer par 3:

Elders are always thankful for the services they get from the association.

Whenever they have got the chance to talk to us, they praise us for what we do to them. They are always surprised to receive social services from someone who is not even relative to them. (Vol par 3, MK shelter 1, 11-05-2017).

The study also identified empathy as a motivational factor which keeps individuals volunteering in different aspects. Empathy is the ability to share other people's emotion. When people are able to feel someone else feeling, the more likely they want to help them in difficult situations. According to one participant speaking, *"I assume that one day these clients can be my parents or even me. And being healthy by itself makes me so motivated to volunteer in helping the clients. I help them by virtue of being human. (Vol par 9, MK shelter 1, 11-05-2017).*

The study found individuals who project their far future in reaching the time when they get old and became incapable of moving themselves. Volunteers realize the forthcoming time that all the strengths of young hood fade and moving oneself becomes a great concern due to old age and associated risks. Here, one participant expresses his reason to volunteer as:

I don't want to think only about my current health status and physical strength because these elders were strong and healthy by their time. And helping those elders is good for us and we will have a heavens prize. And helping these elders make me feel different. And I am happy about it! (vol par 2, MK shelter 1, 11-05-2017).

Participants agreed that the need to help the community is one of the motivating factors that encourage volunteers to involve in humanitarian activities. Participants of this study felt that their individual contributions are valued in bringing change in the life of vulnerable community members. Such improvement of community life, according to the views of participants, can be assured by sharing their knowledge, experience and other resources such as money, time and idea with community members who need such support from others. One of the participants ascertained that: *"I always assume to come to mother land and exert my best efforts in serving the community in the area of my knowledge and skills. My little contribution I do in voluntary work can bring big change in someone's life."* (Vol par 9, MK shelter 1, 11-05-2017). The motivation of creating a positive impact on society was connected closely to the participant's tendency to give back to their local community. The sense of pride and the feeling of responsibility to help people from their local community was an important motivation for volunteer participation among the volunteers.

Volunteers who participated in this study believed that the organizational vision and program activities are main motivating factors that made individuals to prefer serving Makedonia Humanitarian Association on voluntary basis. Makedonia Humanitarian Association is aspired to support elderly people and people with disabilities who otherwise have no means of survival. This vision raised the interest of the volunteers to participate in different social services. One of the participants clearly stated that *“the aim of the Organization to help most vulnerable and disadvantaged elder people and those with disabilities to meet basic requirements. And this idea stimulated me to volunteer in my best efforts.”* (Vol par 5, MK shelter 4, 16-05-2017).

To enhance own capacity and experience is another aspect which motivates volunteers to participate in voluntary activities. The motivation to volunteer in order to enhance employability and further career opportunities was evident throughout the course of the interviews. Results show that career progression has been a huge motivation for individuals and has been a core driving factor for them to partake in volunteering. From the in-depth interview, the researcher came to know that volunteers participate in Makedonia Humanitarian Association for the purpose of enhancing their own capacity, work experience, skill, and searching job opportunity. One of the social work volunteer members participated in the interview stated that:

The main reason that motivates me to volunteer is, getting the opportunity to learn new things and develop my social work skills with the expectation to gain employment opportunities. Moreover, volunteering here made me to meet new people every day I go to the shelters. (Vol par 7, MK shelter 1, 11-05-2017).

The opportunity to further enhance and develop ones career prospects was undoubtedly a chief motivator for individuals engaging in volunteer work. The acknowledgement of

participating in volunteering activities would also be of notable worth to their C.V. and this undeniably acted as a driving force which would have a noteworthy benefit to them in the future was the principal reason for volunteerism. The practice of gaining real life experience in a particular professional area was an underlying motive for participants. It can offer the opportunity to obtain an increased understanding and insight to a given subject area.

The study also identified the members of the association and the volunteers give emphasis to their religious values. According to the interviews the researcher had with participants, they get the paybacks of their good deeds from the almighty God. Among biblical quotes the researcher read in the walls of the association, one says *“he that Hath pity upon the poor lendeth unto the LORD; and that which he hath given will he pay him again.”* Proverbs chapter 19:17 (ለድሃ ቸርነትን የሚያደርግ ለእግዚአብሔር ያበድራል። መዕሀፊ ያዕሳፊ 19:17) one participant insisted in his religious thought and said: *“I give accent to my spiritual life. And all services given for elders have religious value and I am comfortable to serve the association.”* (Vol par 6, MK shelter 4, 11-05-2017).

This particular study sought to know motivational work done by the association. As the researcher had the chance to investigate the association part in motivating individuals, one important aspect of motivating their volunteers was communicating the purpose behind why they do certain things within the association and to create possibilities for the volunteers to be able to easily carry out their tasks.

The association has a system of engaging volunteers as per plans and arrangements made clear for volunteers. Volunteers with all the activities and possibilities have the chance to meet new people. They also do work actively with motivating activities and try to incorporate it in

everything that they do and try to create a good working environment at the shelters so that people want to come there and feel welcome and enjoy themselves.

4.4 Activities Performed by Volunteers

Volunteers who participated in this study were asked activities they perform to promote care and support for the clients and to succeed the set objectives; and they described they perform various activities in line with the mission and vision of the association.

Maintaining good health and access to health care is a core concern of older people everywhere. Regarding the health aspect of life in Makedonia Humanitarian Association, there is a medium clinic inside one of the compounds and health services are given by volunteer professionals. If the patient needs extra medication, he/she will get referral to other government hospitals like Zewditu, Menelik II, Tekur Anbessa, Zenebework, and Yekatit 12. The institution has special agreement with these hospitals. In addition to this, medical doctors will come to the clinic to give services to those who need medication. Saturday morning psychiatrists came to the clinic and give psychological services to mentally ill care recipients.

According to one of the key informants, there is a medical service in the shelter and different professional volunteers give medical treatment. He further describes as:

The first thing we do when we bring clients from streets is keeping them clean, then we provide medical tests like diabetes test, HIV test, hepatitis B,C test, and TB test. Moreover, we refer mentally ill clients to Emmanuel hospital based on the conducted assessments. The clinic takes medical follow up for clients who are living in the shelter. Every Wednesday one doctor who comes from Korea gives medical treatments. Plus different doctors check patients in the shelter on every

Saturday coming from Emmanuel hospital. Our doctors follow patients and give medications. (Key Info. 2. MK shelter 4, 16-05-2017).

According to the researcher's observation, there occurred professional volunteers who came from abroad to perform volunteer acts. One health professional who came from Germany and giving volunteer services articulates his volunteer activities as:

Since I am a professional nurse, I assist doctors in treating patients in the clinic that is found in the shelter no 4. Moreover, I am involving in a one week project to screen TB patients. I also assist in wound caring activities given for patients who are living in the shelter. I with other volunteers train health professional how to use new medical equipment donated for the clinic. (Vol par 5, MK shelter 4, 16-05-2017).

There are organized set of activities to which volunteers are assigned to work. As Makedonia Humanitarian Association provides holistic institutional services that are intended to help homeless people picked up from different parts of the country, the assignments of tasks to volunteers are indispensable. In providing food, shelter, clothing, health and care services; the association seriously needs active engagement of volunteers. In the discussion the researcher had with the key informant, the researcher found out that there are different tasks of volunteers that enable the association to efficiently deliver all humanitarian services. As he speaks:

There are various activities volunteer perform ranging from small jobs to professional ones. Some of the activities volunteer perform are related to keeping clients' personal hygiene and care. Such activities include: Reading books, cutting nails, washing and combing hairs, giving bath, moving physically disabled clients.

And there are hard works like cutting fire woods, peeling onions, filtering lentils from dirt which is tiresome for employed cooks to perform on daily basis. Furthermore, if the volunteers are professionals, according to their specialty they give services like counseling, physiotherapy, for instance we don't have psychiatrists and there are volunteer psychiatrists who come from Emmanuel and Korea Hospitals. Moreover, there are medical doctors who give different medical treatments. (Key info 1. MK shelter 4, 16-05-2017).

Engagement to variable activities was another notable of information the researcher obtained. Volunteers engage in countless activities as a scarcity of man power on a given task occur. As these volunteers are available in the shelters they are ready to participate on the task they feel they fit. One of the participants explained this information as:

Depending on the situation and the job requirement, I perform various activities in this association. I receive visitors when they come to the shelters, I give bath for elder clients, I make up their beds, I cut their hair and nails, I serve their foods, I talk to them on different issues like their past experience, I wash their clothes, I read books for them. I don't limit myself in doing something similar. (Vol par 2, MK shelter 1, 11-05-2017)

There is also evidence that volunteers activities differ as they stay more in the association. At the beginning of their service, volunteers engage in any open position where they can serve effectively. In the long run when trust is built up on them and when their skills and profession became recognized, they are given the chance to give volunteer work on their specific area. For instance one interviewee gives details as:

At the beginning of my service, I assisted in serving food for elders.

Currently I am volunteering as per my profession. I am a level four nurse and in the clinic I give various volunteer services like: giving medications for patients, dressing wounds, giving follow up for hypertension patients, assisting doctors, spending time with elders and the like. (Vol par 6, MK shelter 4, 11-05-2017).

Important information acquired of this study regarding activities performed by is co-ordination of volunteer activities and social events in the shelters. Some of participants reported that they are involved in different volunteer activities like arranging social events like wedding, birth day, graduation, co-memorial feasts and the like. Moreover, aside from all the involvement in volunteer activities, one of the volunteer who is a social work graduate stated that: *“I engage in social work activities. I volunteer in fund raising programs, I assist in social support services like contacting clients with relatives, also I assist in different assessments that social workers perform. I sometimes counsel clients.” (Vol par 7, MK shelter 1, 11-05-2017).*

4.5. Challenges of Volunteering

One of the objectives of this study was to find out whether there are challenges to volunteer work in the association and points them out if there are any. The research highlighted that a wide variety of challenges exist for individuals to volunteer. Volunteers participated in this study were requested if there are any challenges they face while volunteering in the association. All of these participants reported that they face different challenges while providing volunteer services. The challenges identified by the participant volunteers will be presented as follows.

Lack of awareness about giving volunteer work is one of the challenges identified by volunteers. As these participants reported that there is lack of awareness about volunteer work among different individuals and relatives. Volunteer par 9 clearly stated as: *“A challenge I face in volunteering in this association is lack of awareness of my colleagues and other relatives. When I work as a lessened person, people consider me as someone who has no choice and whose skill is not beyond giving free services.” Vol par 9, MK shelter 1, 11-05-2017*

Concerning the challenge to volunteer, par 6 argued: *“So far the challenges are minimal but I get demotivating comments from other individuals when I do different things out of my profession. They see my volunteer work as a waste of time. (Vol par 6, MK shelter 4, 11-05-2017).*

According to this study, office problem is one of the challenges the volunteers reported. Study participants stated that they do not have adequate office in the association. Since there is no stable fund from agencies and humanitarian association, there exists financial limitation to build more offices and dormitories to facilitate the service delivery. According to one respondent, *“There is a space problem. As you can see it I share this small room with other four colleagues. When I have a case that I should handle in my office such as a counseling session with a patient, I cannot have a quite environment to have a clear conversation. (Vol par 7, MK shelter 4, 11-05-2017).*

As the researcher observed in the shelters, volunteers do not have designated rooms to perform their volunteer services and to stay. They share the shades where elders and mentally ill clients spend their time and volunteers stay in any available rooms with the together with the staff members.

It will be worth mentioning the response given by one volunteer. As he speaks, *“There are various challenges I am facing while I volunteer, in comparison from where I use to work in abroad, the work place atmosphere is not that much conducive. Concerning to medical services, I see there is limited access to safety and medical equipment. (Vol par 5, MK shelter 4, 16-05-2017).*

Time constraints are among the issues raised with regard to the challenges. The concern of time constraints was stressed as a core barrier that exists for individuals who engage in volunteer work. Balancing all aspects of life can be a difficult and challenging task and this was a barrier that was strongly emphasized by the participants. A lack of time to undertake voluntary work was apparent throughout the interviews. As volunteers stated, time is one of the major challenges they are facing in delivering social services. According to one participant, *“I sometimes get confused how I can manage my responsibilities in time. I need to study hard to get promoted in my education but volunteering limits me to give more emphasis to my education. (Vol par 4, MK shelter 4, 18-05-2017).*The most notable difficulty suggested by the final year student volunteer was the challenge of balancing his education and volunteering activities. Participants of the study felt this was a crucial barrier and had problems in overcoming the issue. For the workers, the workload associated with their job was bottomless and affecting the extent of their participation.

The key informant, regarding challenges of volunteering, indicated time constraint is a major issue for volunteers. As he speaks, *“volunteers are challenged by time constraints. For this matter volunteers often come in summer times and weekends. If they haven’t had such time shortage, they would volunteer here every time. For example most health professionals come on weekends. (Key info. 2. MK shelter 4, 16-05-2017).*

The study had the chance to find one volunteer who claims that there is no challenge affecting his volunteer service. As he informs,

So far I haven't faced any challenge and I believe I can do anything in life especially to help someone in need of help. I advise every individual to engage in volunteer works. I also advice everyone I know to visit this association and help us to fulfill the basic needs that elders need and to show love to our clients. (Vol par 2, MK shelter 1, 11-05-2017).

The researcher tried to identify challenges that limited the association to involve additional volunteers in the delivery of humanitarian service, the key informant responded as there is no such challenge from the association side that holds the association back to accept any of volunteers. He clarified best as,

There are no challenges from the association side to involve volunteers. We rather promote and initiate volunteers to come and give services in their free time and we give them different jobs based on their interests. For instance we encourage students to engage in promotions like posting advert papers, banners and distributing brochures. From volunteer side, time constrains are of the major challenge that hinder volunteers to give service constantly, the other is work load and assignment to universities force volunteers to withdraw volunteers. (Key Info1 MK shelter 4, 16-05-2017).

Chapter Five: Discussion

In this chapter discussions will be made based on the data presentation. The researcher has analyzed the reasons which attracted volunteers who weren't previously engaged in such voluntary services. Among the issues explored in the study, the occurrence for individuals to take part in volunteering in Makedonia Humanitarian Association has different forms ranging from family members' recommendations to advertisement of the humanitarian association. In addition, there were people who expressed the sudden meeting with the founder of the humanitarian association was the very reason who brought them to the association.

Based on the acquired information from participants, it is possible to argue that volunteers in this particular study are inspired to volunteer not only from their own inherent desire rather there are individuals who lobbied participant volunteers to engage in such voluntary activities. In other way, it seems very cogent to claim that, family members or anyone who were the reasons for individuals to volunteer are very influential whose advise made difference in the volunteer's choice of engaging in voluntary activities.

The founder of the association, as the study investigated, was one of the reasons for individuals to start volunteer work. He is an inspiring and highly devoted person whose vision of helping elders and people with mental illness is well understood by volunteers. And it is possible to assert that his exemplary deeds made him more influential to others who followed his path.

Motivational factors that encourage volunteers to participate in voluntary activities are another piece of information calls for discussion. The researcher found out that there are different motivational factors that make individuals to volunteer in social services. Among these, the main are to get mental satisfaction, to get God's blessing, to succeed the organization

objectives, serve the community and getting opportunity to develop skills. The study also identified a sense of empathy as a motivational factor. Individuals' motivation can be associated with functionalism, a theoretical framework which implies that people act and strive toward personal and social goals to serve different psychological functions (Clary et al., 1998).

The researcher had an opportunity at looking major differences between motivational factors of volunteerism. According to the study, there were people who are volunteering for the sake of their own benefit. This motivation can be considered as extrinsic motivation. Among the participants who were extrinsically motivated, getting mental satisfaction takes a big account. For these individuals helping others is then secondary, and despite of the difference they brought into the life of the clients of Makedonia Humanitarian Association, their simply being a volunteer is rewarding by itself.

Innate inspiration to help others is another aspect of motivation to volunteer. This form of motivation can be considered as an intrinsic motivation. In line with a substantial body of researches which show volunteers are primarily motivated by the desire to help those less fortunate than themselves and to express altruistic values (Clary et al., 1998), there are volunteers who are devoted to help others. According to a study on motivation to volunteer, intrinsically motivated behavior involves engaging in an activity for the satisfaction, or enjoyment inherent in performing the activity (Finkelstien, 2009). For these people, the benefit they get from their volunteer work is not a primary reason to volunteer rather their contribution to the well-being of the beneficiaries is.

From the study, the researcher learned that the need to help the community is one of the motivating factors that encourage volunteers to involve in voluntary activities. According to Rehberg (2005), primary motivation is that when volunteers want to help others. Participants of

this study felt that their individual contributions are valued in bringing change in the life of vulnerable community members. Such improvement of elder's life, according to the views of participants in this study can be assured by sharing their knowledge, experience and other resources such as money, time and idea with clients who need such support from others.

The aim of this research was to obtain an in-depth and particular understanding of volunteer views and experiences of volunteering. The study sought to focus on this particular group in society in order to gain an exclusive of additional motivational factors. As stated by participants, the organizational vision, mission and program activities are main motivating factors that volunteers prefer to serve Makedonia Humanitarian Association by enhancing the skill and capacity of elders and clients with mental illness. In the effort made to know from the interviews, volunteers who are performing in the association have a strong agreement with the vision of the association and all of them are committed to apprehend the mission of the Makedonia Humanitarian Association. In accordance to the acquired data, it wouldn't be unjust to say volunteering for these individuals is not solely human nature it is rather a consent given to volunteer for an association based on the clarity and understanding of the vision and mission behind the provided social services.

This particular study assured the desire to get additional skill, experience and job opportunities as another motivational factor for the volunteers participating in volunteering activities. Such factors include a desire for a new job, need to develop new contacts and enhance existing skills. One similar study claimed that in situations where employment opportunities are limited, voluntary activities can offer a valuable alternative to paid employment (Journal of extensions, 2007). So, enhancing own capacity and experience is one of the reasons for volunteers to participate and involve in voluntary activities. This form of volunteerism can be

thought of instrumental volunteering where the volunteer's main motive is to get skills and knowledge.

Among the vital information obtained from interviews, volunteers are big in terms of filling the resource gaps by contributing through their knowledge, skill, finance and idea. They provide services where there are gaps that the staff members either have no the skills or the necessary resources to address. In the study, the researcher has discussed with volunteers who engaged in variable activities. Their engagement is countless and they serve in any possible position as a scarcity of man power on a given task is occurring. As these volunteers are available in the shelters they are ready to participate on the task they feel they fit.

Volunteers accomplish principal tasks that make the association flourish day after day. Their activities are accounted for promoting the good deeds of the association and creating sound environment for elders and for clients suffering from mental illness. On top of that, volunteers' extensive services realized the accessibility and efficient performance of the association.

The participation volunteers make in fund raising and resource mobilization activities are tremendous. Currently the association is running an SMS campaign on 8050 and 8151 to raise giant funds that sustain the humanitarian service provided for clients. In line with this, the association is planning to build standardized and modern homes for elders and clients with mental illnesses which have the capacity to accommodate 3000 care recipients in the 30,000 m² land where city administration of Addis Ababa gave to the association.

Promoting the organization mission and values is one of the activities volunteers carry out. Volunteers promote Makedonia's mission, vision and goals for their own relatives, friends, donors, government agencies, communities, and higher learning institutions. This is found to be

the key contribution and roles volunteers play. Similarly, Shani & Falu (n.d), states volunteers can lend a helping hand in promoting the organizational event and program by posting flyers in the community and using other mechanisms. Promoting the vision, mission, programs and its activity of Makedonia through these volunteers supported this resident charity to develop trust on its local donors and other supporters which strengthen and sustain their contribution for the better lives of the service recipients.

Volunteers play vital roles in strengthening the capacity of the association. As the researcher understood from the data, volunteers are eager to participate in any possible activities which have put significant contribution in every doings of the humanitarian association that it has accomplished so far. Volunteers are people prepared to support association with time, skill, expertise and money and are vital and important part of nonprofit sector, enhance the delivery of services. They play important roles to support clients/beneficiaries in leading the rest of their time happily.

Exploring challenges of volunteering was one of the objectives of the study. From the data gathered from interviewees and observation, there exist challenges which hinder volunteers to engage in volunteer services e. Among the challenges identified in the study lack of awareness about giving volunteer work is one of the stumbling blocks identified by volunteers. The issue of time constraints was stressed as a core barrier that exists for individuals who engage in volunteer work. Moreover, office problem is one of the challenges the volunteers reported. Something that the researcher would like appreciate is the volunteers' commitment to stay in giving volunteer service facing the mentioned challenges.

Chapter Six: Conclusion and Social Work Implication

6.1. Conclusion

The study was conducted with the objective to explore activities performed by volunteers. During the course of the study identified different reasons which triggered individuals' decision to volunteer. The researcher found out that there are motivational factors that make individuals to volunteer in social services organization. the study discovered that volunteers in this particular study are inspired to volunteer not only from their own inherent desire rather there are individuals who lobbied participant volunteers to engage in such voluntary activities and there were participants who were volunteering for the sake of their own benefit.

The activities volunteers perform ranges from simple tasks to more professional duties. Regarding this, the study claimed volunteers are big in terms of filling the resource gaps by contributing through their knowledge/skill, finance and idea. Among the activities volunteers perform, promoting the organization mission and values is one of the activities volunteers carry out. Concerning challenges of volunteering, lack of awareness about giving volunteer service, inadequate office facility and time constraints were found to be major challenges.

6.2. Social Work Implications

The researcher investigated voluntary activities performed in Makedonia Humanitarian Association are concerned with promoting the wellbeing of elders and clients with mental illnesses. Based on the purpose and the roles volunteers play it is possible to say that volunteers are performing social work activities and their roles can be linked with "Reflexive therapeutic"

approach. According to Payne (2005), Reflexive therapeutic approach focuses on promoting and facilitating personal growth so that people are enabled to deal with the suffering and disadvantage they experience. It is a therapeutic role, helping individuals develop their capacities in social relationships. In this approach, social work role promotes growth, self-enhancement of the individual, family, group, or community through humanistic mutual influence between client and work. Through this interaction, clients gain an understanding of their world and are empowered to overcome or to rise above their suffering and situation (Payne, 2005).

The study revealed diverse activities performed by volunteers. In line with this, in order to stimulate and ease the service delivery and in order to maintain the motivation of volunteers, this study forwards social work implications. Concerning service delivery, the location, design and layout of the residential care setting should be suitable for volunteers to engage in voluntary activities.

Mekedonia Humanitarian Association should establish a situation where volunteers participate in various aspects of the association in creating conducive environment for clients. Even though, it will have time and finance implications, the association should establish a framework that considers different constraints of volunteers such as time and expertise.

Concerning policy frame work, the research recommends: there is a need for official acknowledgment and appreciation on the value and the contribution of the volunteers and voluntary organizations to the social and cultural life. There is also a need for the government to acknowledge the independence of the voluntary sector and its practices in the interest of volunteers, voluntary organizations and service recipients. Regarding this, a comprehensive

policy to guide both traditional and modern forms of voluntarism in Ethiopia should be formulated.

The policy should promote the importance of good volunteer management practices, develop and maintain agreed monitoring and evaluation systems and promote sustainable funding mechanisms to ensure the voluntary sector is self-reliant and sustainable. The policy framework should also enhance the cooperation between voluntary organizations, and the partnership of voluntary organizations with government. This includes areas of information sharing, mechanisms for joint working, involvement in policymaking, planning and service delivery.

Another social work implication to be given due emphasis is implication for research. Voluntary services should be well researched considering its vital contribution on social and economic aspects of life. Any knowledge gap on different dimensions of volunteering should be filled through research undertakings. The researcher believes more scientific researches are needed to be conducted in Ethiopia in the following areas: the role of volunteering in bringing equality of citizens, volunteerism in addressing urgent need in situations like drought, disasters and sudden tragedies, volunteerism and empowerment, volunteerism and gender equality, reward systems in volunteering, volunteerism and HIV, volunteerism as a means to civic engagement, trends of volunteering among college students in Ethiopia, the role of media in promoting Volunteerism, and volunteerism and environmental protection. Beyond conducting scientific researches, the researcher suggests consideration of research findings and hands-on application of the research recommendation to be a trend.

As part of implication for education, this study forwarded notable recommendations. Considering the social, economic and political area where volunteers can make difference, The Ethiopian school curriculum gave no attention in promoting volunteerism in to the awareness of students. And little effort was made to cultivate the habit of volunteerism as a part of life. Regarding the Social Work curriculum, the attention given to teach Volunteerism as a course is not visible. Since education takes a part in shaping individual behavior and community conduct at large, the spirit of volunteerism can be well communicated and students can be paved to develop the culture of volunteering at early stages of their lives.

Social Work Schools can play greater role in injecting the idea of Volunteerism into the character of students both in practice and theory. Since social work itself is interdisciplinary by nature, the impact and the value of volunteerism can be thought in relation to diverge theories and knowledge base. Moreover, considering the difference that social workers bring in the lives of individuals, their voluntary nature of giving service should be well fostered during the course of their study.

Finally, this particular study tried to show how volunteers happen to give voluntary services, motivation behind their engagement, activities volunteers perform and challenges volunteers face. These aspects can contribute in creating knowledge and be seen as one contribution to communicate issues concerning volunteerism. As part of educational implication this study can provide certain information for anyone who is very keen to volunteer in Makedonia Humanitarian Association.

Reference

- Abebanesh Asnake (2015). *Volunteers' Contribution to Community Based Development*. MA Thesis (Unpublished), Department of Social Work, Addis Ababa University.
- Barbara J. Houle, Brad J. Sagarin, Martin F. Kaplan (2005). *A Functional Approach to Volunteerism: Do Volunteer Motives Predict Task Preference?* Basic and applied social psychology, 27(4), 337–344, Lawrence Erlbaum Associates, Inc.
- Bezawit, S. (2014). *The Situation of Children Who Lost Their Parents: case study on Addis-Ketema Sub-City*, MA Thesis (Unpublished), Department of Social Work, Addis Ababa University.
- Caroline K. and Stephen M. Nyambegera. (2012). the Effect of Motivational Practices on Volunteer Motivation to Volunteer and Perform: Lessons from Volunteer Organizations in Kenya. *Journal of Language, Technology & Entrepreneurship in Africa* Vol. 3. No. 2
- Chambré, Susan M. 2008. *Is Volunteering Work, Prosocial Behavior, or Leisure? An Empirical Study*. City University of New York, Baruch College.
- Chris N., Claire M., Lisa W., and David B., (2013) *Volunteering in health and care: Securing a sustainable future* (1st Ed.). The King's Fund, London.
- Clary, E. G., & Miller, J. (1986). *Socialization and situational influences on sustained altruism*. *Child Development*, 57, 1358–1369.
- Clary, E. G., & Snyder, M. (1999). *The motivations to volunteer: Theoretical and practical considerations*. *Current Directions in Psychological Science*, 8, 156–159.

- Clary, E. G., Snyder, M., Ridge, R. D., Copeland, J., Stukas, A. A., Haugen, J., & Miene, P. (1998). *Understanding and assessing the motivations of Volunteers: A functional approach. Journal of Personality and Social Psychology, 74*(6), 1516-1530.
- Cohen, L., Manion, L., & Morrison, K. (2000). *Research Methods in Education*. London Routledge Falmer. Dartmouth.
- Community Development National Occupational Standards*, Federation for Community Development Learning, available from www.fc dl.org.uk/publications/documents/nos/Standards%20040703.pdf
- Creswell, J. (2007). *Qualitative Inquiry and Research Design: choosing among five approaches* (2nd Ed.). Thousand Oaks; SAGE Publications, Inc.
- Daniel Negash (2008). *Willingness to Voluntarily Donate Blood*. MA Thesis (Unpublished), Department of Public Health, Addis Ababa University.
- Davis, M. (2007). *Together we're better: A lecture in tribute to Professor Jimmy Kearney OBE*, Volunteer Development Agency.
- Davis, M. (2007). *Together we're better: A lecture in tribute to Professor Jimmy Kearney OBE*, Volunteer Development Agency.
- Deci, E. L. (1972). *Intrinsic motivation, extrinsic reinforcement and inequity*. *Journal of Personality and Social Psychology, 22*(1), 113-120.
- Degli Antoni, G. (2009). *Intrinsic vs. extrinsic motivations to volunteer and social capital formation. Kyklos, 62*, 359-370.
- Dekker, P., & Halman, L. (2003). *Volunteering and Values*. In P. Dekker & L. Halman (Eds.), *The values of volunteering*, Boston, MA: Springer, pp. 1-17.

European Council (2010). Council Decision of 27 November 2009 on the European Year of *Voluntary Activities Promoting Active Citizenship* (2011) (2010/37/EC). Brussels: Official Journal of the European Union.

Eva, P. (2007). *Research with and about Children, Theoretical, Methodological and Ethical aspects*. Department for International Development, DFID, UK.

Federation for Community Development Learning (*No Date*) *A Summary of the 2009*

Field D. & Johnson I. (1993) Satisfaction and change: a survey of volunteers in a hospice organization. Social Science & Medicine 36 (12), 1625–1633.

Finkelstien, M. A. (2009). *Intrinsic vs. extrinsic motivational orientations and the volunteer process. Personality and Individual Differences, 46(5-6), 653-658.*

Fiona, W., Joyce, L., and Lawrence J., (2000). *Who Volunteers? The British Journal of Social Work. Vol. 30, No. 2. Oxford University Press. pp. 227-248*

Flick, U. (2002). *An Introduction to Qualitative Research* (2nd Ed) London: SAGE Publications.

Fowler, A. (1998). *Non-governmental organizations in Africa: Achieving comparative advantage in relief and micro-development* (Institute of Development Studies Discussion Paper). United Kingdom: University of Sussex.

Gerald, C. (2001). *Constructivist Realism: An Ontology that Encompasses Positivist and Constructivist Approaches to the Social Sciences*. *Forum Qualitative Sozialforschung / Forum: Qualitative Social Research, 2(1), Art. 7, <http://nbn-resolving.de/urn:nbn:de:0114-fqs-010177>.*

Gottlieb, B., & Gillespie, A. (2008). *Volunteerism, health, and civic engagement among older adults*. *Canadian Journal on Ageing, 27(4), 399–406.*

Greenfield, E.A. and Marks, N.F. (2004) "Formal Volunteering as a Protective Factor for Older Adults'

Harlow R, Cantor N. 1996. Still participating after all these years. *J. Pers. Soc. Psychol.* 71:1235–49

Hirschfelder, M. A., & Reilly, S. L. (2007). Rx: *Volunteer a prescription for healthy aging*. In S. G. Post (Ed.), *Altruism and health: Perspective from empirical research* (pp. 116–140). New York: Oxford University Press.

Holiday, A. (2002). *Doing and Writing Qualitative Research*, London: SAGE Publications.

Hutchison, E. (2003). *Dimensions of human behavior: Person and environment* (2d Ed). Thousand Oaks, CA: Sage.

Hyden, G. (1995). Bringing volunteerism back in. In J. Semboja and O. Therkildsen(Eds.), *Service provision under stress in East Africa* (pp. 35-49). Nairobi: Centre for Udviklingsforskning.

Institute for Volunteering Research (2010) *Volunteer Impact Assessment Toolkit: A Partial Guide for Assessing the Difference which Volunteering Makes*. 2nd Ed., London, Volunteering England.

International Federation of Red Cross and Red Crescent Society, Geneva. (2011). *The values of Volunteers*. Saving lives changing minds.

Jan D., George K. and Aine M. (2014). *The Role of the Hospice Volunteer in Community Settings*. (Unpublished) Knowledge exchange seminar series.

Janoski T, Wilson J. 1995. *Pathways to voluntarism. Soc. Forces.* 74: 271-92

- Kikwawila, S. G. (1994). *Qualitative research methods: Teaching materials from a tropical disease work shop*. World health organization, UNDP/ World Bank/ WHO, Ifakara, Tanzania.
- Kotre, J. (1984). *Outliving the self: Generativity and the interpretation of lives*. Baltimore: Johns Hopkins University Press.
- Kreuger, L., & Neuman, W. (2006). *Social work research methods: Qualitative and quantitative applications*. Boston.
- Li, Y and Ferraro, K.F. (2006) “Volunteering in Middle and Later Life: Is Health a Benefit, Barrier or Both?” *Social Forces*, 85(1): 497-519.
- Lindsey McDougale, Femida Handy, Sara Konrath, Marlene Walk (2015). *Health Outcomes and Volunteering: The Moderating Role of Religiosity*.
- Lorraine Street (1994). *Volunteering for Work Experience*. Voluntary Action Directorate Canadian Heritage, Ottawa, Ontario.
- Manatschal, A., & Freitag, M. (2014). Reciprocity and volunteering. *Rationality and Society*, 26(2): 208-235.
- Mowen, J. C., & Sujan, H. (2005). Volunteer behavior: A hierarchical model approach for investigating its trait and functional motive antecedents. *Journal of Consumer Psychology*, 15(2), 170-182.
- Musick M, Wilson J. (1998). *Being volunteered? : The impact of social participation and pro-social attitudes on volunteering*. *Sociol. Forum* 13: 495-520
- Musick, M. A. & Wilson, J. (2007). *Volunteers: a social profile*. Bloomington, IN: Indiana University Press.

- Musick, M. A., & Wilson, J. (2003). *Volunteering and depression: The role of psychological and social resources in different age groups*. *Social Science and Medicine*, 56(2), 259–269.
- Naylor C, Mundle C, Weaks L and Buck D (2013) *Volunteering in health and care. Securing a sustainable future*. London: The King’s Fund
- Okun, M. A., & Michel, J. (2006). *Sense of community and being a volunteer among the young-old*. *Journal of Applied Gerontology*, 25(2), 173-188.
- Oxford (2nd ed) (2006). *Dictionary of World History*. London: Oxford University Press.
- Parker, S. R. (1997). *Volunteering- altruism, markets, causes and leisure*. *World Leisure and Recreation*, 39 (3), 4-5.
- Patel, L. and Wilson, T. (2004). Civic Service in Sub-Saharan Africa. *Nonprofit and Voluntary Sector Quarterly* 33 (4 suppl) (December 1): 22S–38S.
- Patel, L., Kaseke, K. and Midgley, J. (2012). *Indigenous Welfare and Community-Based Social Development: Lessons from African Innovations*. *Journal of Community Practice* 20 (1-2): 12–31.
- Payne, M. (2005). *Modern social work theory*. Chicago: Lyceum Books.
- Penner, L. A. (2002). *Dispositional and Organizational Influences on Sustained Volunteerism: an Interactionist Perspective*. *Journal of Social Issues*, 58(3), 447-467.
- Psychological Well-Being.” *The Journals of Gerontology*, Series B, 59(5): S258-S264.
- Rehberg, W. (2005). Altruistic individualists: Motivations for international volunteering among young adults in Switzerland. *International Journal of Voluntary and Nonprofit organization* 16(2), 109-122.

- Ritchie, J and Lewis, J. (2003). *Generalizing from qualitative research*. In Ritchie, J and Lewis, J. (Eds.), *Qualitative Research Practice; A Guide for Social Science Students and Researchers* (pp. 263-286). SAGE publications Ltd.
- Robert G., Kimberly S., and Nathan D., (2007) *the Health Benefits of Volunteering: A Review of Recent Research*, Corporation for National and Community Service, Office of Research and Policy Development. Washington, DC 2007.
- Ryan, R. M., & Deci, E. L. (2000). Intrinsic and extrinsic motivations: Classic definitions and new directions. *Contemporary Educational Psychology*, 25(1), 54-67.
- Schwartz, S. H., & Fleishman, J. A. (1978). *Personal norms and the mediation of legitimacy effects on helping*. *Social Psychology*, 41, 306-315.
- Scoty, R. & Howelett, S. (2009). *Volunteers in hospice and palliative care. Resource for voluntary service management*. Second edition. Oxford University press.
- Snyder, M. (1993). Basic research and practical problems: The promise of a “functional” personality and social psychology. *Personality and Social Psychology Bulletin*, 19, 251-264.
- Suleyman Shikur (2011). *Compassion Stress among HIV Infected Peoples’ Volunteer Caregivers in Addis ketema*. MA Thesis (Unpublished), Department of Social Work, Addis Ababa University.
- Tadesse Amera (2007). *The Role of Voluntary Youth in HIV/AIDS prevention, Care and Support*. MA Thesis (Unpublished), Department of Community Health, Addis Ababa University.
- Tafetu Shiferaw (2007) *Factors influencing volunteers’ Helping Behavior*. MA Thesis (Unpublished), Department of Education, Addis Ababa University.

- Tsige Yadessa (2015). *Motivational Factors among Volunteers*. MA Thesis (Unpublished), Department of Psychology, Addis Ababa University.
- Volunteer Development Agency (2007) *'It's All About Time'*, Department of Social Development. Available from http://www.dsdni.gov.uk/print/index/voluntary_and_community/vcni-volunteeringstrategy/vcni-research-volunteerring-ni.htm
- Volunteer Now (2010:3) *Volunteer Impact Assessment Report: Belfast City Council Community Centres and Play Centres*, Belfast, Volunteer Now.
- Volunteer Now (2011) *To Be a Friend: Impact Assessment Report of Volunteer Now's Befriending Scheme*, available from <http://www.volunteernow.co.uk/publications/?category=12&type=20&Search.x=64&Search.y=17>
- Volunteering England (2008) *Volunteering and Health: What Impact does it really have?* University of Wales, Lampeter.
- Warburton J (2006) *Volunteering in later life: is it good for your health? Voluntary Action* 8:2 pp3-15
- Watts J H (2012). *The place of volunteering in palliative care*. In: Chang, E. and Johnson, A. eds. *Contemporary and Innovative Practice in Palliative Care*. InTech, pp. 83–102
- Widjaja, E. (2010). *Motivation behind Volunteerism*. Retrieved September, 2014, from http://scholarship.claremont.edu/cmc_theses/4.
- Wilson, J (2000). *Volunteering*. Department of Sociology. North Carolina p 215.
- Wilson, J. (2012). *Volunteerism research: A review essay*. *Nonprofit and Voluntary Sector Quarterly*, 41(2), 176–212.

Wilson, J., & Janoski, T. (1995). *The contribution of religion to volunteer work. Sociology of Religion*, 56(2), 137-153.

Wondwossen T/Selassie (2006). *Community Volunteers for People living with HIV/AIDS*. MA Thesis (Unpublished), Department of Public Health, Addis Ababa University.

Wood, M., & Freeman, A. (1987). *Oklahoma cooperative extension service AGEC-907*. Volunteer and community economic development.

Wu, H. (2011). *Social impact of Volunteerism*. Point of light institute inspires, equips, and mobilizes people to take action that changes the world.

Yeung, A. B. (2004). *The octagon model of volunteer motivation: Results of a phenomenological analysis. International Journal of Voluntary and Nonprofit Organizations*, 15(1), 21-46.

Yin, R. (2003). *Case study research: design and methods (3d Ed)*. Applied Social Research Method Series. Sage Publications, Inc.

Table 1: Background Characteristics of volunteer participants

No	Participant Code	Sex	Ag	Religion	Marital Status	Education Level	Occupation
1	VOL PART 1	F	18	Orthodox	Single	Grade 12	Student
2	VOL PART 2	M	19	Orthodox	Single	Diploma	Receptionist
3	VOL PART 3	M	36	Orthodox	Married	Grade 10	Driver
4	VOL PART 4	F	17	Orthodox	Single	Grade 10	Student
5	VOL PART 5	M	27	Orthodox	Single	BSc	Nurse
6	VOL PART 6	F	26	Orthodox	Single	Nurse	Nurse
7	VOL PART 7	M	28	Orthodox	Single	Social Worker	Officer

8	VOL PART 8	M	31	Orthodox	Single	BSc degree	Health Officer
9	VOL PART 9	F	25	Orthodox	Single	Diploma	-

Data generated from field work.

Key info 1 is social worker

Key info 2 is nurse

Appendix I- Informed Consent Form

My name is Ashenafi Kassaye, and I am a post graduate student of Addis Ababa University School of Social work. I am conducting a study for partial fulfillment of my Master’s degree in Social Work. The purpose of the study is to describe the ranges of volunteer activities that volunteers perform in Mekedonia Humanitarian Association.

Participation in this research is purely voluntary and you might not have any immediate benefit. However your response to each question is very essential for the study. The session of the interview will take a maximum of forty five minutes.

I would like to assure you that the information you provide will be kept confidential. I will not disclose your name to anyone else. I would, further, like you to know that the purpose of this research is purely for academic purpose. Your participation in the study will contribute for the completion of my study in the MSW program.

You can skip any question that you feel is not appropriate to discuss about. Furthermore, you have the right to withdraw from the interview session if participating in the study seems difficult for you. If you agree to participate in the study please sign to show your agreement.

Name/code of the interviewee:
Researcher:

Name of the

Signature

Signature

Date

Date

Appendix II- Observation Checklist

As an Additional instrument of data gathering observations will be employed in this study. Hence the researcher will observe:

- ✓ Physical environment of the association.
- ✓ Social interaction of volunteers.
- ✓ Activities that volunteers perform.
- ✓ Interviewee's expression and feelings.

Appendix III- In-depth Interview guide for volunteers

Socio/Demographic Data

Sex

Age

Religion

Marital Status

Educational level

Occupation

1. Tell me your life experience before you start volunteering in Makedonia humanitarian Association?

2. How did you get motivated to volunteer in Macedonian?
3. Tell me the various activities you perform?
4. Tell me the challenges you face while volunteering in Makedonia humanitarian Association?
5. How do you see your voluntary contribution in promoting care and support for the clients in the association?
6. Is there anything you would like to add?

Appendix IV- Interview Guide for key informant

1. What is your position in this association?
2. What is Volunteerism for you?
3. What are the selection and recruitment criteria to place Volunteers in your association?
4. How many Volunteers are currently working in the organization?
5. How does Volunteerism help to promote care and support for the clients?
6. What challenges does the association have that limit the involvement of volunteers?
7. What activities do volunteer perform to promote care and support for the clients in the association?
8. How do you explain volunteers' contribution to the development of the association?
9. Is there anything you would like to add?

Appendix V: Letter of Declaration

This thesis is my original work and has not been presented for a degree in any other University or institution and all source of material used for this thesis have been acknowledged.

Student name: Ashenafi Kassaye

Signature: _____

Date: _____

Adviser: Dr. Ashenafi Hagos

Signature: _____

Date : _____

Activities Performed by Volunteers