

The Role of Volunteers

RUNNING Head: The Roles of Volunteers...

The Roles of Volunteers in Community Development: The Case of Volunteers who are
Working at LIVE-Addis Ethiopian Resident Charity in Addis Ababa

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Approval Sheet

The undersigned certify that they have read and hereby recommend to the Addis Ababa University School of Social Work to accept the thesis submitted by Abebanesh Asnake and entitled The Roles of Volunteers in Community Development: The Case of Volunteers who are Working at LIVE-Addis Ethiopian Resident Charity in Addis Ababa in partial fulfillment of the Degree of Masters of Social Work.

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This is to certify that the thesis prepared by Abebanesh Asnake, entitled: The Role of Volunteers in Community Development and submitted in partial fulfillment of the requirement of the Degree Master of Social Work compile with the regulation of the university and meets the accepted standards with respect to originality and quality.

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Dedication

Dedicated to my brother MuluadamAsnake . The rigorous procedures I passed through to finalize this paper reminded me of your invaluable advice that you had been giving me while you were alive. I would have done even more had your constructive guidance been with me at this very critical time. I will keep on loyal to your words throughout my life.

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Thank you all!!!

Acronyms

CU	Curriculum Vita
IAVE	Alliance for Citizen Participation, International Association for Volunteer Effort
IECA	International Erosion Control Association
LIVE	Livelihood Improvement Vulnerable Ethiopia
SNNPR	Southern Nation Nationalities People Region
UNV	United Nations Volunteers
USA	United State of America
VSO	Voluntary Service Oversees

Abstract

Volunteerism refers to helping groups, individuals and communities without financial gain. However, the contribution and motivation factor of Volunteers is not studied in the Ethiopia context in general and in the study area in particular. Thus, this cross sectional research is aimed at exploring the roles and significant contribution of Volunteers in community development and their motivational factors at Livelihood Improvement for Vulnerable Ethiopia (LIVE)-Addis Ethiopian Resident Charity. The study used qualitative method with case study design. Data were gathered through observation, document review and interview with Volunteers and staff members of LIVE-Addis Ethiopian Resident Charity. The study participants of this research were nine Volunteer and two key informants from LIVE -Addis. Findings of this study revealed that, Volunteers have significant roles in community development and they are playing pivotal roles to achieve organizational goals. They have big roles in terms of filling the resource gap by contributing through their knowledge and skill, finance and idea. The findings also indicate that motivational factors to engage in community development activities are a desire to help the organization and communities to enhance their capacities and potentials; and to ensue common wellbeing. This study forwarded implications for policy advocacy, social work education and social work practice. At the end, the role of media in promoting Volunteerism and challenges of Volunteerism is mentioned as implication for further study or area of other investigation.

Key Words: Volunteerism, Community, Volunteers, Development, LIVE-Addis, Ethiopia

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1. Chapter One: Introduction

1.1 Background

Volunteers play a key role in different spare of life hence; the Volunteering activity makes significant contribution to the social, economical and psychological wellbeing of human being all over the world. Until this time, the very prime concept of Volunteerism has been understood as a willing and free contribution of individuals, and professionals in an area of important socio-economic activities within a given society (Shani & Falu (n.d). Volunteers also serve as important reservoirs of knowledge for development programs. By free will and active participation of Volunteering, people can be empowered with the confidence, skills and knowledge necessary to effect change in their respective communities (Wu, 2011).

Voluntary organizations are key players in the economy as service providers, adding to the overall economic output of a country and reducing the burden on government spending. The sector also plays a key role for creating the conditions where the economy can grow by investing in people through training; enhancing skills and improving the employability of people on the margins of the labor market (Wu, 2011). Volunteer centers can help to expand the opportunities for engagement offered to the public. Investments in good volunteer management and the recognition of Volunteers can result in more impactful change. Government, civil society, the private sector and international agencies all have a role to play in fostering and enabling environment for people's participation.

According to LIVE-Addis Ethiopian Resident Charity, "volunteers are people who are prepared to give all forms of assistance for organizations with all expertise and time they have. Consequent to this, many volunteers are considered to be an important vehicle for the non-profit sector, for enhancing the delivery of services and increasing the effectiveness of the

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organizations they serve. In reply, Volunteers are believed to be rewarded with the acquisition of new skills, attitudes, relationships with the staff of the agencies and the beneficiaries” (2011, p.4).

A similar definition has stated that Volunteers are individuals and groups contribute to the process of community development by committing time and energy for the benefit of society and the community, the environment or individuals outside or in addition to ones immediate family. It is undertaken freely and without concern for financial gain (Development for social development, 2011 cited in Volunteer now, 2011).

The contribution of Volunteers is vital to the delivery of services to people in need. Institution alone cannot build communities and understood that Volunteers could underpin and respond to the social dimension of many of the issues faced by clients and those close to them. In addition by enhancing service provision, Volunteers in palliative care services can help by mobilizing local service provision, becoming involved in income generation, delivering cost effective response to need, ensuring a variety of community representation and normalizing death, dying and bereavement. When they return to the communities in which they live Volunteers can influence public attitudes and the skills they acquire can contribute to general community wellbeing and cohesion. There are key issues that must be considered to ensure the agencies are being effective as possible in Volunteering and developing volunteers. Successful Volunteer programs will attract positive and active engaged volunteers and enable the agency to achieve its mission with less stress and confusion (Scoty & Howlett, 2009).

Volunteers are not only wealthy people helping those with less capacity and economic impact. Many volunteers are in fact living in poverty themselves or face other challenges but are taking action to improve the conditions of their own lives and those of the communities in which

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they live (Alliance for Citizen Participation, International Association for Volunteer Effort (IAVE) and United Nations Volunteers –UNV (2008).

Volunteers are valuable human resources. Most charities could not get by without their Volunteers, and they certainly would be less productive and responsive without them. There are agencies that organize and mobilize Volunteer services which aim to solicit resources so as to address the needs of individuals and groups and ultimately solve poverty. (Hager and Brudeny, 2004), the main focus of those agencies that organize and mobilize voluntary services is to develop sustainable resource base in order to support their beneficiaries and benefit the society at large. In order to enhance mutual support and care at neighborhood and community levels, the organizations engaged in volunteer mobilization have strongly believed on such mobilization to have community base and local context. Currently, the Volunteer service has been supported and promoted by different sectors. Non-government organizations (NGOs), the businesses community and government agencies have played active and vital roles to stimulate and strengthen volunteerism in order to support citizens to become self-sustained and lead quality of life from the care by local resources. Additionally, (Hager and Brudeny, 2004), mentioned volunteerism is human centered in that the main role players are the people themselves. People from all walks of life including students, professionals, and elderly, young people women including housewives actively participate in Volunteer services. There is growing consensus that volunteer services can make a difference in the lives of many Ethiopians and lay the base for community development in Ethiopia.

Besides Volunteers have a great role in community development. Community development seeks to empower individuals and groups of people by providing them with the skills they need to effect change within their communities. These skills are often created through

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the formation of large social groups working for a common agenda. Community development involves changing the relationships between ordinary people and people in positions of power, so that everyone can take part in the issues that affect their lives. It starts from the principle that within any community there is a wealth of knowledge and experience which, if used in creative ways, can be channeled into collective action to achieve the communities' desired goals

Community development practitioners work alongside people in communities to help build relationships with key people and organizations and to identify common concerns. They create opportunities for the community to learn new skills and, by enabling people to act together, community development practitioners help to foster social inclusion and equality (Raji, 2009).

This study is trying to explore the significant roles and contributions of Volunteerism in community development. The study give emphasis to understand the roles of Volunteers in community development by taking LIVE-Addis as a case agency which is one of the agencies that involved in mobilizing both Diaspora and local people from all walks of life as Volunteers to provide services by soliciting their resources (skill, money, material, labor and opinion/idea).

1.2. Definitions of Terms and Concepts

Volunteer: There is no single definition of the term Volunteer. However, for the purpose of this study, Volunteer refers to person who has worked freely to support the service delivery of the organization and a diverse group of people engaged in a myriad of activities to provide services by soliciting their resources (skill, money, material, labor and opinion/idea).

Development: For this research purpose the term development is defined as multi-dimensional efforts/process to empower vulnerable group of people to alleviate poverty.

Community development: For the purpose of this study community development refers to the social and economic wellbeing of the target community.

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Motivation: for the purpose of this study the term motivation refers to the reason for engaging in Volunteering activities.

1.3. Statement of the Problem

Leventhal, Hustinx, Hands (2011), investigate the distinctive and multi dimensional impact of Volunteers. “Volunteer had a high direct and indirect impact on recipients, including on their attitudes towards Volunteering and their future behavior. Volunteers gained intrinsic and extrinsic benefits and as expected, their participation had a positive impact on the organization” (p.138).

Scoty and Howlett (2009) also assessed Volunteers in hospice and palliative care, and set a guiding principles and assumption as the role of palliative care Volunteer, in any place is to provide assistance, compaction and support to terminally ill patients and their care givers or families. The aim of their involvement is to enhance the quality of life of the patient or care giver by offering their time, practical support, commitment and compaction through the illness experience. They conclude Volunteers come to help in palliative care units for many reasons. They bring a wide range of skills, experiences, and personal qualities and come from all parties of the social spectrum. They give invaluable assistance to the staff and help to create the special environment of peace and comfort appreciated by so many patients and relatives.

Brock (2000) write on the relationship between the governments and voluntary sector at the federal, provincial, and territorial levels and to incorporate the perspective of government officials, third person representatives and academics in Canada. Finally conclude that the community cannot achieve its aims without the help of the government providing essential services, and back drop of security and the government cannot achieve its aims without the energy and commitment of others so government and community need each other. They need to

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act in tandem and most successful societies are those that harness the energies of Volunteer action, giving due recognition to the third sector of voluntary and community organizations.

Volunteer now (2011), in the investigation of role of Volunteering as an integral part of community development in Northern Ireland state that, Volunteers are integral to achieving the aims which the process of community development is seeking to realize. Volunteering is one of the main conduits through which the principles and values of community development can be implemented.

Moreover, Raji (2009) investigated the role of Non-Governmental organization in community development by focusing on Edo State Nigeria. The findings tell Non-Governmental organizations are set out to ameliorate the plight of the people in dire need of life sustaining facilities in the society. The role of NGOs towards the development of the societies in general is enormous and inexhaustible and its activities cut across all sphere of human endeavors.

To Volunteer means simply, to be motivated and give one's time or energies to work towards a project or cause that you are interested in. Voluntary work falls mainly in three broad categories: (a) long term, paid positions; (b) short, medium and long term, unpaid positions; and (c) short term expeditionary conservation projects where Volunteers are self-funding (VWIS & Working Abroad, 1998 – 2011).

Volunteerism is a way of life. Accordingly, Volunteers constitute part of the social capital in the community and the entire society. Volunteering not only benefit those who are in need but also those Volunteers in many aspects (Raji, 2009).

The above mentioned literatures shows Volunteerism and Volunteering role in the other countries, but there are only few studies in Ethiopia that tackle the impact of Volunteering activity in terms of community development and self-development. Since Volunteerism exists in

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every society in the forms distinctive to its social as well as cultural context, it is essential to expert how Volunteering activity enhances the personality or well-being of the Volunteers and community development. Although Volunteerism is an old phenomena where organized mobilization of Volunteers have been started is a question, the efforts of the agencies and Volunteers in relation to community development are not systematically studied. Hence, the major purpose of this study is geared towards investigating and answering the quest for Volunteers' contribution to community based development and, the drive behind for Volunteers' motivation in the practice of Volunteerism.

1.4. Study Objectives

The general objective of the research is to explore the contribution and motivating factors of Volunteers towards community based development at LIVE-Addis Ethiopian Resident Charity.

The specific objectives of this research include:

1. To identify the significant contribution of Volunteers to bring change in the lives of the community at LIVE-Addis Ethiopian Resident Charity
2. To examine the motivations that drive individuals and groups to participate in voluntary services at LIVE-Addis Ethiopian Resident Charity.
3. To examine and asses the challenge of volunteerism at LIVE-Addis Ethiopian Resident Charity.

1.5. Research Questions

1. What significant contributions can Volunteers' participation bring in the lives of the community?

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2. What are the factors that motivate individuals/groups to volunteer themselves to contribute for community development?
3. What are the challenges in volunteerism?

1.6. Significance of the Study

Since every research attempts to contribute something to the existing knowledge base either by adding new evidences or strengthening the existing ones, the result of this study attempt to identify the roles of Volunteers to community development and fill the gaps we have in understanding the levels of motivation and the actual contribution of Volunteerism to community development. Thus, it will provide in-depth information on the roles of Volunteers to community development and possible effects or impacts of Volunteer's activity in the lives of community development from which development agencies, educators and trainers can learn more about the subject matter. Besides, it would produce preliminary data and evidence to those who want to conduct further research in the area.

1.7. Scope of the study

The main purpose of this study is geared towards investigating and answering the question for Volunteers' contribution to community based development and, the drive behind for Volunteers' motivation in the practice of Volunteerism. Volunteers who are working/ supporting as a Volunteer at LIVE-Addis are the target of this study. I have interviewed Volunteers who are working/supporting LIVE-Addis. In order to triangulate the data, key informants from the staff have also participated.

2. Chapter Two: Literature Review

3.1.Introduction

This section briefly describes relevant related literature Volunteerism and the role of Volunteers to community development and their contributions. It begins with the discussion of requirement and selection. In the second part of this chapter motivation of Volunteers are discussed in order to get insight and understanding of the subject at hand and understand the motivational factors that Volunteers engaged in Volunteering activities. Subsequently, significance, value and contribution that Volunteering makes to community development are addressed and briefly described followed by management role of the voluntary service Manager/s. Besides, role and impacts of Volunteers to community development are described followed by the benefit of Volunteerism. Briefly described the challenges are also presented followed by concise synopsis of theories of Volunteerism.

3.2.Recruitment and Selection of Volunteers

Recruitment refers to the many faceted processes the organizations applies to attract its Volunteers. Recruitment is only the initial step in attracting new Volunteers to the agency. Selection process not only include ensuring the required checks are undertaken but also determine if the potential Volunteer has the right skills and experiences for the roles you have available (Scoty & Howlett, 2009). There may be a job requiring specific skills, qualifications, or experience. Before recruitment begins, you need to make a decision if any of these things are needed. Once identified, you can then recruit the best Volunteers for the required job (Wood & Freeman, 1987).

3.3.Motivation of Volunteers

According to Scoty and Howlett (2009) volunteers only continue to be active participants when they feel their individual contribution is valued. In order to Volunteers contribute effectively, high quality requirement, supervision, support and time wisely, obtain new skills, and meet new people. In addition, network with colleagues, amplify visibility to market themselves, gain experience to in using a specific skill or knowledge set, reveal leadership ability, strengthening the validity of their resume, share knowledge and experiences with colleagues, and help the organization or community are other reasons peoples are interested to volunteer. There are also various reasons why people want to volunteer. The reasons people want to Volunteer, are, A person may want to Volunteer in a hospital because a relative or a friend was ill, come from the individual's beliefs; one may view Volunteerism as a religious duty, another may see it as a social duty, the individual's desire to use all the organization gained benefits to be realized there must be purposeful and professional management, a person may just want to share, or have the ability to help others. (Version Foundation, 2006).

Moreover, volunteers provide their time and efforts for a wide variety of reasons. One historical way of understanding Volunteer motivations has been based on theories of altruism and selflessness (Rehberg, 2005), according to which primary motivation is that Volunteers want to help others. However, other motives should not be excluded in understanding Volunteers and utilizing them for effective event management practices such as financial motives. Contemporary notions of Volunteering often involve more project oriented and specific expectations in terms of form, time, and content of Volunteer involvement.

Moreover, youth and adults have identified a variety of motivators for Volunteering or becoming active in their communities. These are to meet school requirements; hopes of getting

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higher grades in a particular class; improving their chances of getting into college; or as an entry to a desired job; need to develop job contacts and enhance existing skills. In geographic areas where employment opportunities are limited, voluntary activities can offer a valuable alternative to paid employment (Journal of extensions, 2007).

3.4.The Significance, Value and Contribution that Volunteers Makes to Community Development

To build organizational strength and using Volunteers extends the resources of an association, which Volunteers provides extra hands that enable organizations to do tasks and activities are the reason organizations incorporate Volunteers in to their program (International Erosion Control Association (n.d).

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 encompasses a range of activities, including visiting to the sick, raising awareness about HIV/ AIDS, planting a tree or advocating for human rights. It 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

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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).

It has value for the community means voluntary service is at the heart of community building. It 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.

Volunteer is also community developer and bring development in community. Community development seeks to empower individuals and groups of people by providing them with the skills they need to effect change within their communities. These skills are often created through the formation of large social groups working for a common agenda. Community

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developers must understand both how to work with individuals and how to affect communities' positions within the context of larger social institutions.

Institution alone cannot build communities and understood that Volunteers could underpin and respond to the social dimension of many of the issues faced by patients and those close to them. In addition enhancing service provision, Volunteers in palliative care services can help by mobilizing local service provision, becoming involved in income generation, delivering cost effective response to need, ensuring a variety of community representation and normalizing death, dying, bereavement (Scoty & Howlett , 2009). Volunteers also can help to empower primarily caregivers encouraging them to take better care of themselves, seek medical attention take time for rest and relaxation and recreation. Beyond helping to meet the basic needs described above, Volunteers can help primarily care givers reduce stress reactions by assisting them addressing some practical needs and concerns. They strength problem solving ability, improve coping skills, manage the needs of the care recipient, manage the relationship with the care recipient, obtain useful and relevant information, to stay healthy, manage family issue, handle feelings, strengthen communication skill, and plan for future.

3.5.The Management Roles in Voluntary Services

Scoty and Howlett (2009) Volunteers serving as managers must ensure that Volunteers have an organizational voice and that their role is owned and valued by all paid staffs, the executive and the board. In the design of Volunteer management system, they build the foundation of new relationships. You don't know where those relationships will lead when they start: some Volunteers will drop out after a month, while others may become involved for years and could eventually become leaders in the organization. One of the first things to think about

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before recruiting Volunteers is what everyone involved needs from the relationship. Let's take a look at what your organization might need, versus what a potential Volunteer might need.

Giving volunteers recognition and letting them to see their impact is important. Most people need to feel recognized for what they do, especially if they are donating their time. You can do this by throwing a party to thank Volunteers, listing their names on your newsletter, annual report, or website, celebrating their anniversaries as Volunteers with the organization, and giving Volunteer awards. Informal recognition is important also: saying thank you, taking a Volunteer out for tea or coffee, giving them a good recommendation if they apply for a paying job, or just pointing out in a meeting what someone has accomplished (Hager & Brudney, 2004). Create opportunities for Volunteers to meet one another and work collaboratively. Find out what skills or knowledge would be interesting or useful for Volunteers, and create some opportunities for learning.

By clearly define the expectation, provide appropriate training and information, assure appropriate follow up, thank and recognize Volunteer is the sign of and important in managing (Volunteers International Erosion Control Association , (n.d).

3.6.Role and Impacts of Volunteers in Community Development

If we see Volunteering can enhance people's participation, we should see how does that actually happen and what impacts do Volunteer make? To briefly explain, Volunteering shows that Volunteering can help women and other marginalized groups gain the confidence and skills to advocate for their interests in the public domain such as strengthening women's influence on participatory decision-making processes at the local and international level. Volunteers can also serve as important reservoirs of knowledge that strengthen development programs. By gathering accurate information about on-the-ground conditions and feeding this into programs that aim to

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change socio-economic and health conditions, Volunteers contribute to shaping campaigns and development programs (Shani & Falu , (n.d)). Additionally, Volunteers can be instrumental in efforts related to agenda-setting and policy-making. Concerned about poverty and injustice, individuals around the globe are participating by engaging in a range of advocacy activities intended to effect positive social change and, even political change. For example, playing a strategic role, Volunteers organize meetings with key political figures and meet with government officials to discuss local development needs, the rights of marginalized populations and required policy changes. Moreover, Volunteers have impact in empowerment. An important strategy for human development and social change involves the empowerment of people to gain greater control over their lives. Volunteers help also to empower beneficiaries. Empowering women is beneficial for a community's social and economic development, in addition to having intrinsic value on its own (IAVE and UNV, 2008).

Similarly, research conducted on social impact of Volunteerism enlighten “Volunteering makes a significant contribution to the global economy, Volunteering enhances the social connections between different sectors, builds the bridges for governments, enterprises and employees, 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, delivers some part of public services, encouraging more people work in public section, helping raise the educational performance of youth, leading environmental movement and adapting to climate change risk, Volunteering also have positive effects on Volunteers as individuals, increase their self-esteem, enhance various skills and capacities, and expand career paths and be healthier physically and mentally” (Wu,2011, P.4).

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Moreover, Volunteers contributed to the social impact and their key role in social life we may not count as an economic development. They play a role in social connection that is Volunteering plays as the bridge of different parts in the society, which concerned of benefits and demands for different social sectors. Accordingly, they can also build strong, safe, cohesive communities. Through collaboration with government, enterprise, community, the voluntary sector is key partners in the renewal of disadvantaged communities. The service sector contributes to creating links and social networks in communities, giving people the opportunity to come together and increase social network (Pansieri, 2011). Volunteering helps to foster greater trust among citizens and developing norms of solidarity and reciprocity that are essential for stability. Furthermore, Volunteer have a role in enhancing civic engagement which is Volunteering is a form of civic engagement through which individuals can make significant contributions to their own visions of societal well-being. Volunteering enhancing people's confidence in ability to work with government to meet community needs and People also feel more civic obligations, and are more active in participating in various civic activities. In the other hand Volunteers also deliver public goods and services. They can 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. They have contributed to planning and designing of service delivery (Wu, 2011).

3.7. Volunteers Benefit

Perhaps the first and biggest benefits people get from Volunteering is the satisfactions of incorporating services in to their lives and making a difference in their community. According to Scoty and Howlett (2009) even if the Volunteers contribute more to the individuals and

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organization, they also gain in confidence and skills, new experience, federal tax deduction, academic credit, sense of achievement and harvest the benefits of social citizenship and also gain additional training and experience from their involvement.

In addition, not only does Volunteering help empower beneficiaries, but it is also a means for Volunteers themselves to be empowered through the experiences and insights they gain (Alliance for Citizen Participation, International Association for Volunteer Effort (IAVE) and United Nations Volunteers (UNV), 2008).

Moreover, World Volunteer Web (2005) mentioned the benefit of Volunteers, even if Volunteers have a significant impact on the community, they can have many benefit such as, they can learn and/or develop new skill and experience. Volunteers feel sense of achievement and motivation. They mainly articulate a sense of achievement and motivation, and this is ultimately generated from their desire and enthusiasm to help. They have also got a chance to find new interests and hobbies. Volunteering also offers an incredible networking opportunity and meeting a various variety of people.

3.8.Challenges

Scoty and Howlett (2009) stated that Volunteers need to be recognized and rewarded. Their role must be meaningful and voluntary services managers are likely to become increasingly involved in the development of learning opportunities and accredited qualifications for Volunteers. However, there are complexities for Volunteering as service managers which range from personal issues in Volunteers lives that make it complicated for them to meet commitments, to Volunteer who struggle to comply with agreed organizational protocols.

The other challenges in Volunteers management process is burn out. Burnout Volunteers in particular are likely to get very enthusiastic in the beginning, over-commit themselves, and

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then become tired and quit. Some of this is the nature of the work, but we should encourage people not to be martyrs for a cause. It can be avoided or at least, slowed down. So in order to avoid and minimize the problem, the quickest way to burn people out is by overloading them with tasks, or assigning them projects that are too large. Be sure that the manager are gathering input from Volunteers, especially in the beginning, about how long it takes them to do certain tasks. If it takes longer than they have committed to work for the organization, they need to adjust the task so that they can do it in the time they promised to spend. People who are really committed to the work may not be good at taking breaks. They may just work and work without even stopping to eat until they're exhausted. As a manager, try to have regularly scheduled breaks that everyone takes together. Help to set priorities, Volunteers may feel pressured to take on more than they can handle. While your organization may genuinely have a lot of work that needs to get done, as a manager need to be able to set priorities. And also before each Volunteer comes in, prepare with a list of things for them to do that are an effective use of their time. Ensure that they don't waste their time doing something unimportant. Moreover, give Volunteers a chance to express themselves, for instance, by designing posters or banners or t-shirts together, working on shared projects, or creating a public display that showcases your work and everyone's comments about it. This gives Volunteers something to remember their experience which hopefully was a positive one (Fuertes & Jimenez (n.d).

3.9.Theories, Models and Approaches of Volunteerism

There is no integrated theory on the issue of Volunteerism, but rather a set of partial theories and models that have been developed from different disciplinary viewpoints are discussed. Among the list of volunteering theories in different disciplines I have discussed functional motivation theory, voluntary participation and social identity theory, social capital

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theory, and the systems theory and ecological perspective. At the end the concept of multi-dimensional models is also highlighted.

Among the above list of Volunteerism theories functional motivation theories is derived from theories concerning attitude and persuasion. Individuals engaged in purposeful activities to fulfill a certain goal and individuals can perform the same activities to serve different psychological functions (Clary, Snyder, Ridge, Copeland, Stukas, Haugen, & Miene, 1998). Even though, all Volunteers involve in Volunteerism activities, they involve because they need to fulfill certain psychological functions. The functional approach seeks to determine the reasons and goals that motivate Volunteers, thus conceptualizing the Volunteer decision in terms of personal motivations (Synder, 1993). The theory implies that individuals will begin and continue to volunteer as long as the activity matches and fulfills the individuals' motivational concerns (Clary & Snyder, 1999). Thus, organizations can improve recruitment efforts by engaging to individuals' psychological functions.

Voluntary participation and social identity theory assumes that an individual's 'self-concept is formed by his / her sense of belonging to social organizations or the organizations they work for. Accordingly, if the individual has a positive association with members of their organization their self-concept will be improved. On the other hand, a negative association will reduce the confidence of employee in workplace. Within this theory, the employee's perception of voluntary social behavior and their motives for participating in such voluntary activities can be explained within the context of the organization and employees' participation in such activities will be increased when the ethical characteristics of their organizations are formed positively. In this sense, employees tend to develop their organizational identities by merging their individual identities with that obtained by being members of organizations. Hence, this

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paradigm, where a number of assumptions, concepts, values or practices were accepted in order to better allow a view of reality in relation to the onset of human group formation and of the appearance of discriminatory behaviors was originally planned to provide a baseline in order to test subsequently the necessary and sufficient conditions for in-group favoritism and out-group derogation. (Tajfe & Turner,1979).

In contrast of this theories, systems theory and ecological perspectives, human systems interact with one another and with their environments through constant and dynamic transactions of inputs and outputs. The ecological perspective is a theoretical framework used to describe the transactions between people and their environments. Goodness of fit is a key concept characterizing these transactions. As people and environments go through an adaptation process, the adaptation process can be positive or negative, depending on the nature of the transaction. When transactions are sufficient and reciprocal, a goodness of fit exists. Insufficient or excessively harmful transactions make life more stressful for both people and environments. Volunteerism is one way reciprocal transactions can occur between different systems. People who Volunteer learn new things and feel helpful and needed. People receiving assistance from Volunteers benefit from the services and from knowing they are important enough for others to care about. Agencies, businesses, and organizations providing opportunities for Volunteerism can generate positive public relations and have enough Volunteers to carry out their operations. From a community perspective, Volunteering can change how people think about others, bring different cultures together, and foster an overall feeling of participation and trust among community members. In other words, Volunteerism allows opportunities for a greater diversity of inputs and outputs, which is important for enhancing goodness of fit (Widjaja, 2010).

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Finally, I explained about models of motivation have been used to categorize and explain Volunteer motivation starting with one-dimensional models, followed by two-dimensional models, three-dimensional models, and lastly, multi-dimensional models According to (Widjaja, 2010).

One-dimensional models- This implies Volunteer motives can be lumped together into one category. Volunteers are motivated not by categories of motives but by one category, which consists of a combination of motives.

Two-dimensional models: Widjaja, 2010 cited in Finkelstien, 2009 “Individuals motivated by egoistic motives engage in Volunteer service for the amelioration of their own welfare. In contrast, individuals motivated by altruistic motives engage in Volunteerism with the purpose of augmenting the welfare of others. Two other possible categories are extrinsic and intrinsic motives. Intrinsically motivated behaviors are inherently satisfying and the individual engage in the activity because of the inherent satisfaction. Activities that are extrinsically motivated, however, are performed because of the external outcome that it yields” (P.11).

Three-dimensional models: motivations are divided into altruistic motives, material motives, and social motives. Altruistic motives emphasize the importance of concern for others while material motives are derived from the desire for material rewards. Social motives, on the other hand, appeal to social interactions as motivating factors (Widiaja, 2010).

Multi-dimensional models: forward the existence of multiple categories of motives. This used to discover the six general functions that may inspire an individual’s motivation to Volunteer: the values function which implies enables individuals to express deeply held values such as altruism and humanitarianism. Volunteers motivated by the values function engage in service because of the desire to help those less opportune than themselves. The second is

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understanding function which involves the desire to learn new skills and to utilize knowledge or abilities that might otherwise go unused. Additionally, Volunteers motivated by the understanding function also seek to explore their own strengths and expand their understanding of the cause, other Volunteers, and the organization. The social function, According to the social function, Volunteers engage in unpaid helping behavior as a means to increase social interactions, strengthen existing relationships, and to gain others' approval. The fourth is career function served by Volunteerism relates to the desire to gain career related experiences and to increase job prospects. Volunteers motivated by the career function regard Volunteer service as a means to help their career. The fifth is protective function which serves to defend the ego by reducing negative affect associated with guilt for being more fortunate than others or loneliness. Individuals motivated by the protective function view Volunteer service as a means to work for own personal problems. And the last is enhancement function which increases positive affect by providing a means to self-development and growth. Volunteers motivated by the enhancement function engage in Volunteer service to make they feel more important and needed (Clary et al., 1998).

2.10. Critical Evaluations on Previously Conducted Study

Most of the material reviewed on the issue of Volunteerism is not conducted in Ethiopia seething. So factors which explain the contribution and role as well as motivation of Volunteers of European Volunteers should not be taken for granted unless we conduct the study in our case taking the socio-economic and political differences into consideration. Nonetheless the above researches indicate that there is a need to conduct further study to understand the role of Volunteers in Ethiopia. There is little and shallow research conducted on Volunteerism in specific to Ethiopian context, it tells us the need to conduct more study in the Ethiopian context.

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In Addition, many articles, books written about the motivational factors of Volunteers to engage in Volunteerism activities are done which is relatively better than role of Volunteers.

The role of Volunteers to community development has got little research attention. The role of Volunteers in Ethiopia will have different experience of the issues and the study also give much emphasis on it.

4. Chapter Three: Method

This section presents the method the researcher choose for the study, research design, background of the study area, study participants, data collection tools and data analysis techniques. The overall procedure of the study is discussed in detail in this part of the thesis. This chapter further tells the process of data analysis, limitation of the study and ethical consideration.

4.1.Explanation of the Method

This research follows qualitative method with the belief that it provides the most appropriate way to respond to the proposed research questions. I believe that qualitative research method is more appropriate than quantitative method for this particular study due to various reasons. The first reason for employing a qualitative method is due to the nature of the issue to be investigated. There is only scant data from the existing literature that explain Volunteers' role in community development. Therefore, in order to explore the roles of Volunteers in community development, I should be able to gather detailed information using unstructured interview guide and other multiple data sources. In order to collect detailed information and understand the research problem or topic better, qualitative data is better than the quantitative one. Qualitative method also helps to have a holistic view of the phenomenon under study (Creswell, 2007). So in order to understand about the overall issue of Volunteerism, qualitative method helped me to gather detail information and understand Volunteers' contributions and their roles to community development.

Kruger and Neuman (2006) distinguished that qualitative research focuses on the practice that is taking place as well as the product or outcome and are interested in understanding how things occur. Therefore, in order to look at the experience that Volunteers work on and contribute for community development, I found qualitative research method more appropriate.

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Generally, qualitative method explores the feelings, experiences, understandings and knowledge of others through interviews, observation, discussions and rewards the researcher by offering an in-depth understanding of a particular topic, rather than presenting mere numerical representation of the fact. Depending on first hand information, the study aims to have the detailed understanding and description of the role and contribution of Volunteers to community development as well as the motivational factors.

4.2. Research Design

Amongst the qualitative research designs, case study design will be 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 will use a descriptive type of case study as it clearly describes an intervention phenomenon or the real life context in which it occurs (Yin, 2003).

A case study is an in-depth analysis of people, events, and relationships, bounded by some unifying factor. Case studies do not have to be people-focused, however, as a case study to look at a program might be conducted to see how it accomplishes its intended outcomes. The purpose why the research will employ a case study is to describe the experiences of the agency in general and Volunteers in particular. In relation to this, Yin (2003) states that “case study design allows investigators to retain the holistic and meaningful characteristics of real life events” (p.2). The idea of selecting case study design for this study is to get an in-depth and holistic understanding of the issues and also the idea. This design helped me to investigate the factors that motivate individuals to participate in Volunteerism.

4.3.Sampling Technique

The primary purpose of sampling in qualitative research is to identify Volunteers who can clarify and have deep understanding of the case under the study. I have used non-probability sampling procedure to select the participants of this study. Qualitative researchers' concern is to find cases that will enhance what other researchers learn about the processes of social life in a specific context (Kruger & Neuman, 2006).

For qualitative researchers, it is the participants relevance to the research topic rather than their representativeness which determines the way in which the people to be studied are selected (Krueger & Neuman, 2006). Similarly, the objective of this research is not to generalize the result for the larger population; it is rather to have detailed understanding of the role and their contribution of Volunteers to community development.

The researcher has used purposive sampling technique which is one type of non-probability sampling strategy and the aim is to get all possible cases. Purposive sampling depends on the judgment of the researcher in selecting cases. This sampling is appropriate in a situation when the researcher wants to identify particular types of cases for in-depth investigation. The purpose is less to generalize to a larger population than it is to gain a deeper understanding of the existing cases.

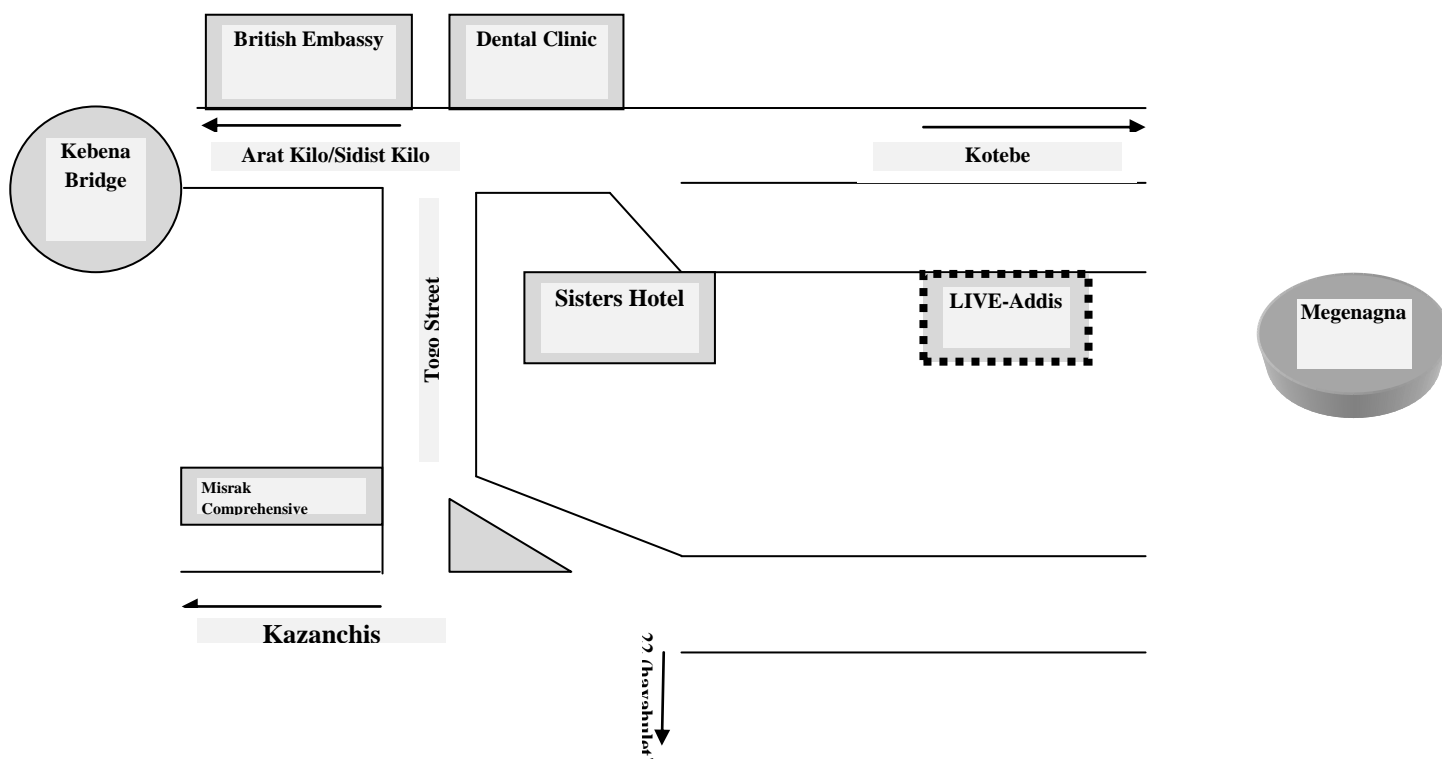
4.4.Background of the Study Area

LIVE-Addis Ethiopian Residents Charity, is a non-governmental, not-for-profit charitable organization devoted to enabling poor households improve their livelihood in its operational area. LIVE-Addis was established in May 2005 and in 2009 the charity was re-registered with the Charities and Societies Agency of the Ministry of Federal Affairs in accordance with the new proclamation No. 621/2009 under registration No. 0241. It is located at Addis Ababa, the capital

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city of Ethiopia. The organization is bordered by Kebena Bridge in the North, Kazanches in the south, Megenagna in the East, and Misrak comprehensive in the West. Promoting Volunteerism and allowing Volunteers to participate is one of the key values of the organization and consequently 100-150 Volunteer participate in a year (Source, interview with Founder and Executive Director of LIVE-Addis).

Picture1: Map of LIVE-Addis



Source: Organizational overview document, 2015

4.5. Study Participants

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, I interviewed totally nine individuals in the in-depth interview and two participants as key-informants. The researcher

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found comprehensive data on the issue from nine Volunteers and two staff of the organization. Among these nine Volunteers who participated in this interview five female and four male did participate an in-depth interview so that the study can incorporate the view point of both sexes. Besides, two staff (one male and one female) also participated in this study to triangulate with the data collected from Volunteers.

4.6.Data Collection Techniques

A number of authors agree on the use of ample data collection techniques while conducting case study (Yin 2003; Cruswell, 2007) rather than relying on a single data sources to get much data. In order to construct an in-depth picture of the case at hand, I have used different data collection techniques and the sources were purposely diversified. Data collection process of this study depends on primary data source. Primary data sources are those which are collected anew and for the first time, and thus happen to be original in character (Kotari, 2004). I have used three data collection techniques with the purpose to get as much data as possible for better analysis as well as interviews is important to generate participants' perspectives about ideas, opinions and experiences.

I have also used direct observation technique in order to gather contextual information. It is important to observe the working environment and seating to generate data on activities conducted by using social characteristics and physical working place checklist.

The other data collection technique that I have used to collect information from study participants is in-depth interviews. The in-depth interviews were conducted with Volunteers who are serving at LIVE-Addis as a Volunteer, and key informant interviews were also conducted from staff of the organization. The data was collected by using open ended interview questions. Creswel (2007) pointed out that, open ended questions would better allow the researcher to listen

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the perspective of participants than the closed ended one. In other words; in-depth interview were conducted with Volunteers and key informant interview with staffs of the agency to get detailed information. Open ended interview gave the chance for the participant to explain and clarify the questions. Besides, document analysis (content analysis of written data) such as, user web pages, different books and journals on the issue of Volunteering activity and other related issues were reviewed in order to use it as a secondary source of data.

In general, I have used the above three techniques to capture and get the necessary information. The use of observation, in-depth interview and document review techniques to enhance the trustworthiness of the findings.

4.7. Procedures of the study

Before the researcher started working on the proposal the researcher informally discussed with staff of LIVE-Addis about the trend of Volunteerism in that organization. Then once the topic was approved and assigned adviser by the school, I discussed the issue with my adviser started with reviewing different literatures regarding the study. Based on the identified gaps on the researchers research question and objective of the study are set. After the approval of research proposal checklists or interview guide are prepared based on the reviewed literature and the nature of the research question. Then the interview checklist was pre tested in order to check whether it is appropriate with the people's social and political situation. Pre-test was done by two Volunteers. Based on the feedback inappropriate part of the checklist was improved and rewritten. Then once the checklist was improved and ready for data collection, support letter that clarify the purpose and objectives of the study was handed over to organizations. In cooperation with these organizations the researcher tried to get information from study participants; during data gathering process the researcher introduce the objective of the study and instructions of

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checklist and request informed. After getting the informed consent of research participants, the researcher conducted the in-depth interview and administered semi structured and unstructured questions through open ended questionnaires. This was done based on the participant's agreement. In-depth interview were conducted in the place where it is convenient both for the researcher and the study participants and it was decided in mutual agreement. All the in-depth interviews result were transcribed latter key findings were identified in the data aggregation phase. Then the major finding of the study are presented under the major category and later discussed in relation to previously conducted study. Finally the major recommendation and Social Work implication are forwarded.

3.8. Data analysis technique

The data gathered from the study participant is analyzed by using qualitative data analysis method. The type of analysis engaged in depends on the type of case study (Baxter & Jack, 2008). And as any other qualitative study the data collection and analysis occur concurrently. In this research too, the data that the researcher collected were transcribed at the outset and narrate and the findings of the study presented under each category, while trying to present the findings from the in-depth interview, key informant interview, observational notes and document review. Once the data were collected, I transcribed it, means; I typed the text (from the in-depth interview, observation, and document review) in two word processing documents. It was this transcription that are latterly analyzed and aggregated with in different themes. Then the researcher had reputedly read data notes, reflect on it and made comparison based on logic. The researcher has also reflected on the participants' response and at the same time the researcher has tried to minimize her biases in the process. Throughout the entire process of qualitative data analysis, I was engaged in memoing (recording reflective notice about what

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the researcher is learning from her data). I wrote memos to myself when I have ideas and insights and included those memos as additional data to be analyzed.

Next to this the data were categorized according to similarity of ideas, detailed analysis is undertaking by coding the data. The code was assigned by each category that the researcher worked on. At the time of coding I wrote list of all codes that are developed and used in the research study so that the code can be reapplied to different point of discussion.

Moreover, the data collected through observation, in-depth interview and document review are thematically covered in the analysis process that handled in multiple case analyses techniques. Then the researcher created themes under each category depending on the similarities or differences of the information. Finally, detailed description of participants' view presented under the major category identified. In order to demonstrate some points direct quotations from the transcribed data are presented.

3.9. Trustworthiness

As a qualitative researcher, it is true the researcher will make interpretation the data collected which is a bit hard to the researcher to separate her/his background, history and prior understanding of the issue (Cruswell,2007). Even if, it is hard to separate oneself from the data the credibility of qualitative research is still in the effort and ability of the researcher (Golafshani, 2003). So to keep the trustworthiness of the data, I have tried to set aside her prior information so that the data would be free from personal bias. The trustworthiness of the information can also assured through using multiple data gathering methods (observation, in-depth interview with Volunteers and key informant interview as well as document review). This enhances the credibility of the data collected.

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In addition, verification of reliability was insured by posing many different questions as possible and raising similar or same question in different way. The interview guides were prepared in English but it was translated in Amharic. And in order to assure the reliability of the instrument it has been peer reviewed and pilot study was conducted with two Volunteers.

3.10. Ethical Consideration

Ethical issues are part of the research process. Ethics is one of the basic considerations in conducting any study. As Social Work researches require both understanding of research skills and sensitivity to ethical concerns in research and I considered ethical issues before and while designing a study and collecting data. 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, as a Social Worker I have established a proper rapport and secured informed consent from study participants. The informed consent was used to help the participants to understand the nature of the research which is volunteer, and that they have the right to withdraw at any time. Moreover, the purpose of the study was discussed with study participants. To ensure the confidentiality, name of the participants are not disclose in the final report of this study.

3.11. Limitation of the study

Despite the many strength of this study, some limitations encountered in the process are important to admit. First I found it challenging to interview some of the Volunteers who are serving the organization as part time (who works a limited hours of a day or limited days of a week based on a mutual agreement of the Volunteer and LIVE-Addis). Some of them are not easily available to be part in the in-depth interview. In this process I continuously communicate

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with them and postponed the date. Lack of comprehensive data on Volunteering activity in the organization was also one of the challenges that I encountered in the data collection process.

Beside this, some of the research participants were unable to memorize some of their performed activities in the organization which was an assignment on the researcher. However as a qualitative researcher who follows constrictive approach, I have used different techniques like giving time for the participant to think and using several probing question to get detailed information from the participants.

5. Chapter Four: Findings

This chapter presents the findings of data collected from in-depth interview, observation, key informant interview and document review which are 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 understand the role of Volunteers to community development and their motivational factors nine Volunteers involved as research participants and two staffs from LIVE Addis also participated in the key informant interviews, respectively. The discussion made during interviews helped the researcher to understand the role of Volunteers to community development and their understanding of Volunteerism. On the basis of data generated from the interviews, a number of topics were identified which are used as headings to be presented in the results.

5.1. Background Information of Participants

In qualitative research the background of the participants is very important to communicate from whom the data had been generated. It also informs the research participants' basic characteristics. Hence basic socio-demographic profiles of participants (Volunteers) are summarized in table one below.

Table1: Socio-demographic profiles

List of participants	Age	Sex	Educational level	Marital status
Participant 1	38	F	Diploma	Single
Participant 2	50	F	1 st Degree	Married
Participant 3	34	M	Grade 9	Married

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Participant 4	29	M	1 st Degree	Single
Participant 5	39	F	1 st Degree	Married
Participant 6	45	M	1 st Degree	Married
Participant 7	25	M	1 st Degree	Single
Participant 8	26	F	1 st Degree	Single
Participant 9	32	F	Diploma	Married

As table 1 above indicates five of the nine Volunteers participated in this study are females. Regarding their educational level six of them were holders of 1st degree, two are graduate of diploma training and the remaining one completed grade nine. Nine of the participants are in the younger and middle adult age ranges (25-40 years). Half of them are married and the remaining half are single. Overall, participants of the study are well educated, are in the most productive years and at least half of them are found to be with family responsibilities. The gender composition of the participants indicated that there is a narrow gender gap in terms of Volunteering for community development, although the researcher tried to make a gender balance in the process of recruiting participants.

Other set of profiles of participants including their religion, ethnic origin and occupation of their parents are summarized in Table 2 below.

Table 2: Participants religion, ethnic origin and their parents' occupation

List of participants	Religion	Ethnic origin	Parents' occupation
Participant 1	Orthodox	Gurage	Merchant

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Participant 2	Orthodox	Sodo	Merchant
Participant 3	Orthodox	Amhara	Farmer
Participant 4	-	Amhara	Civil servant
Participant 5	Muslim	Tigray	Civil servant
Participant 6	Orthodox	Oromo	Merchat
Participant 7	Protestant	Amhara	Civil servant
Participant 8	Orthodox	Amhara	Farmer
Participant 9	Orthodox	Oromo	Pensioner

The table above summarized that six participants were from Orthodox religion, one Protestant, another one Muslim and another one did not want to declare his religion. Participants are diverse in their ethnic origin. Four of the nine participants are from Amhara ethnic group, others are from Oromo (2), Tigray (1), one from sodo and one from Gurage. In addition, socio-economic background of the participants' families, two of them are farmers, two from civil servant, one from pensioner and the other three from merchant family.

As described in the method section, I have interviewed two key informants who are the staff of LIVE Addis. When we see the sex proportion of these key informants one is female and the other one is male who have Diploma and Masters level educational background respectively.

5.2. Recruitment and Selection of Volunteers

According to the views of participants (which is also supported by literature), recruitment refers to the many faceted process. LIVE-Addis applies such multi-faceted process to attract its Volunteers. For an effective recruitment LIVE-Addis adopt actions such as excellent marketing of programs to attract Volunteers, promotion of the organizational vision, mission and programs, availing of appropriate formats applicable for the requirement and selection process, develop

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strategies to select the most appropriate Volunteers, and check if the potential Volunteer has the skill and expertise (Key informants and document review).

In order to recruit and select Volunteers LIVE-Addis follow and apply four steps. These steps include the following:

Step 1 is *planning* for recruitment; clearly understand and plan what Volunteer can do and check whether the staff members are not able to do that planned activity. As one of the key informants stated the Organization recruits and accepts a Volunteer once it identified a capacity gap and thinking that such gap can be filled by the Volunteer's expertise.

Step 2: is the *process*. LIVE-Addis has documented process of recruitment and selection of Volunteers including descriptions of the position, application form in which the Volunteer fills basic data, information on screening process and Volunteer interview question.

Step 3 is *interviewing*. LIVE-Addis assigns designated person who can conduct interviews to potential Volunteers. The interviews can take place in a face-to-face session, written response or telephone interview. The interview type is determined based on the comfort and interest of the Volunteers. The last step is *selection*. The selection phase considers the skills, experiences, capacities, and attitudes of the Volunteers.

Some of the Volunteers interviewed stated that they got baseline information about LIVE-Addis from their friends, families and community members where they live. Others also mentioned that LIVE-Addis website and their own previous experience working in LIVE-Addis are the sources of information for them to decide to compete for future voluntary services in the Organization.

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Participants of the study pointed out, the selection and recruitment procedures of LIVE-Addis are clear and objective, which helped the Organization to be successful in Volunteers' recruitment and assignment. From the interview I conducted with the key informants (staff members of LIVE-Addis), there is a special criterion to recruit Diaspora Volunteers. To recruit Diaspora Volunteers, an agency called VSO-Ethiopia participated actively. VSO is an abbreviated term to represent Volunteer Service Overseas, an organization dedicated to support local agencies in recruiting and assigning Diaspora Volunteers. This data the researcher summarized from the Organization's document was supported by a Diaspora Volunteer participated in the study as well as key informants from LIVE-Addis staff members. One of the key informants reflected the existence of some challenge while recruiting Diaspora Volunteers. Some of the challenges include problems in reaching the right Diaspora person who fits in terms of qualification and interest to the correct demand by the recipient agency. Some Diaspora Volunteers require luxurious office facilities in order to pursue their placements. However, there are others from the Diaspora Volunteers, who are so dedicated to serve the under-served community under any challenging circumstances. One of the Diaspora Volunteers (participant five) with whom the researcher made an interview has the following to say.

I came from the USA to participate in a voluntary work at LIVE-Addis. Basically, the requirement was taking place in the USA by an organization called CUSO. CUSO conducted the recruitment process in collaboration with VSO-Ethiopia. So, jointly they recruited me and assessed my backgrounds to make sure my expertise and interest fits to the demands of LIVE-Addis.

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In contrary to the process of recruiting Diaspora Volunteers, all national Volunteers are recruited by LIVE-Addis staff. Explaining the national recruitments process, one of the participants (participant eight) said as follows.

I got the information about LIVE-Addis from other persons who provided voluntary services previously and I applied to be a Volunteer. The selection and recruitment process was very clear and transparent. I submitted my CV and I was also interviewed. On the basis of the interview and after a discussion I held with the management staff of LIVE-Addis about my qualification, skill, interest, expectation, my view about Volunteerism, and after assessing the organizational gap to check if it fits with my expertise, the Organization accepted my application and I started working as a Volunteer after getting the appropriate orientation about the work and the organization vision, mission and program direction, about the beneficiaries and stakeholders base and characteristics, about the organization working procedures, and facilities in the organization.

The interview that I conducted with the key informants also pointed out, about the duration of Volunteering and restriction from Volunteering. For national Volunteers the maximum duration to Volunteer at a time (on the base of one time agreement) shall be one year. This may include full time Volunteers and a part time Volunteer. The minimum duration should be three months. If a Volunteer should show interest to continue over a year a new agreement is required. But for international Volunteers, the maximum duration shall be one year. This maximum duration applies both for full and part time Volunteers. Here the minimum duration for international Volunteers shall be one month. In contract the key informants mentioned, those under the age of 18, who have unsettled legal cases, international Volunteers who do not have

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the necessary documents work permits to stay in Ethiopia and women found in the 8th month pregnancy are restricted from Volunteering (to work part or full time). This does not include those who extend their support from overseas without coming physically to work in the organization. Volunteers from the overseas continued their support interims of finance, material contribution and expertise and advice.

5.3. Volunteers' Definition of Volunteerism

In order to assess the views of Volunteers on the definition of Volunteerism, I asked the participants to tell me how they understand Volunteerism. Majority of the participants define Volunteerism as serving the community with available resources and with no payment. According to the participants' views, in voluntary services there should not any biased based on gender, religion and ethnicity. Every person should get equal services by Volunteers. Volunteerism is the contribution in every activity of the organization and supports the communities with time, skill, expertise and money to enhance the delivery of services and increase the reach and effectiveness of the organization and the beneficiaries. In line with this participant four said,

Volunteerism for me is serving the community with available material, skill, knowledge and money freely with no biased of religion, gender, and ethnicity. The contribution is also in finance/money, material/ kind, skill/expertise and time. It is an input for community development. Development and Volunteerism has direct relationship.

One participant from key informant qualify the meaning of Volunteering and define as “sharing what you have for others not only from your extra profits (ከተገረጸረጸህ) but from what

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you have (ክለህ) be it in knowledge, idea or financial terms. Volunteerism is helping people who have no blood ties with you or who are not relatives of any kind with you”.

However, there are still other Volunteers participated in this study and who claimed that Volunteerism does not benefit only the community. It also benefits the Volunteers as well. One of the participants (participant Eight) said that “Volunteerism for me is working for the benefit of others and oneself”.

Further to understand why individuals become Volunteers, I posed a question to participants saying what inputs are needed for peoples to participate in Volunteerism to contribute for community development? One of the participants (participant two) argued “to help people it is enough to be a human being”. It is a translation of an Amharic statement “ሰውን ለመርዳት ሰው መሆን በቂ ነው”. Apart from such general public voice some of the participants (participant one, four, six, five and nine) clearly pointed out that to be an effective and motivated Volunteer better working environment, motivated organization which is working for the success of others and clear and communicated personal motives of the Volunteer are needed for people to participate in Volunteerism services.

5.4.Motivation of Volunteers

The main issue presented under this topic is the motivational factors that encourage Volunteers to participate in voluntary activities. The response from participants to the question of motivation is more or less similar. I found two major issues considered as motivational factors in engage in community development activities than being active in any other voluntary services. The main motivational factors are to helping organizations and helping communities to enhance

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their capacities and potentials to ensue common wellbeing. Each of these motivational factors are further presented below

5.4.1. *Helping Community:*

Both in-depth and key-informant interview participants agreed that the need to help the community is one of the motivating factor that encourage Volunteers to involve in voluntary 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 in this study, can be assured by sharing their knowledge, experience and other resources such as money, time and idea/wisdom with community members who need such support from others. One of the participants (participant one) ascertained that:

My motives to participate in voluntary activities are influenced by my own experience. As someone coming from poor community, I have a moral obligation to serve this community with no payment. I know that lack of resource is not the only reason for the community to become poor. The community also lacks awareness in how to use available resources and do not have the capacity to identify their strengths. So, I feel that I can contribute to bring change in the community's way of life through provision of different life skill training and by sharing my personal experience and transferring knowledge.

5.4.2. In line with a Diaspora Volunteer (participant five) stated that from where when was living, I learned through different medias and literature that Ethiopia is one of the poorest countries in the world. I was discouraged by the information I came to know a too call myself an Ethiopian without contributing something to change such a bad

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name. At the end, I convinced myself to come to Ethiopia as a Volunteer to do something although minimal to contribute for the development of the country.

5.4.3. Organizational Vision, Mission and Programs as Motivation Factors

Majority of Volunteers participated in this study and all key informants believed that the organizational vision, mission and program activities are main motivating factors that Volunteers prefer to serve the LIVE-Addis on voluntary basis. LIVE-Addis aspire to see vulnerable women, children and youth in Ethiopia become socially and economically empowered, their lives improved and free from poverty. As part of its mission statement the Organization enhances the capacity of vulnerable women, children and youth in Ethiopia through community based interventions in collaboration with development actors; this is the interest of the Volunteers too.

LIVE-Addis's involvement to serve young people and their family members especially for women through facilitating access for formal and non-formal training arranging employment opportunities for those who successfully completed their training, provision of entrepreneurship skills, business planning and management training in order to make sure the target groups become successful in their business engagement Volunteers motivation to join the Organization.

One of the participants (participant two) clearly stated that “the aim of the Organization to help unemployed youth especially women to get employment opportunity encouraged me to participate as a Volunteer. Especially working with women is my interest area.” Similarly, the other participant (participant eight) said, “the reason why I participate as a Volunteer and I prefer to work on the community development sector is that the organization is a non-profit making and provides effective service for the beneficiaries.”

In line with this, participant six also confirmed that,

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“The reason why I participate in this organization as a Volunteer is the organizational activity that can support and enable poor households to improve their livelihood in the target area via the vulnerable and unemployed youth in the household by facilitating vocational and life skill trainings and facilitating employment opportunities; this idea is shared and my interest too, that is why I prefer to work here from the establishment of the organization. The staff commitment and motivation to work with and help the vulnerable group is also motivated me a lot”.

5.4.4. To enhance Own Capacity and Work Experience

To enhance own capacity and experience is another sub-category which motivate Volunteers to participate in voluntary activities. From the in-depth and key informant interview, I came to learn that some of the Volunteers participate in LIVE-Addis for the purpose of enhancing their own capacity, work experience, skill, and searching job opportunity. One of the staff members participated in the key informant interview stated that the motivation of majority Volunteers at the younger age and especially those new graduates is attached to the creation of networking opportunity and relationship, develop professional skill and experience and with the expectation to gain employment opportunities. One of the participants (participant seven) of the study from Volunteers expressed his opinion as follow. “Although I am graduate from a University, I could not get employment opportunity, so I prefer to participate in voluntary work to spend my time productively rather than hiding myself at home as a jobless.”

5.5.Roles and Significant Contributions of Volunteers in Community Development

The role and significant contribution of Volunteers to community development was one of the interesting topics addressed in this study. One of the key informants clearly stated the

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roles that Volunteers are playing to achieve organization goals. The key informants believe that as the organization is local, it has a resource scarcity. The roles of Volunteers are important interims of filling that resource gap by contributing through their knowledge/skill, finance and idea. As it was summarized by the Key informant (staff member) the organization has a minimum of 150 Volunteers annually. The Volunteers support LIVE-Addis in varieties of ways. Some Volunteers are fulltime workers, some are part-time, some help by contributing money, idea, etc.

The educational status of Volunteers, as I reviewed from their CVs, ranges from those with no education at all (unable to read and write) to those who are holders of a PhD and professors. I also learned from the interviews as well as document review that Volunteers are coming from different fields of study and are multi-professionals. As the result of such multi-disciplinary nature in their training and experience, the contribution of Volunteers to enhance the capacity of LIVE-Addis is immense. The roles that Volunteers play can be seen at four levels. The first is the role of Volunteers in promoting the organization. The second role of Volunteers is their contribution in capacity building. The third role of Volunteers is their contribution to stimulate links between community and the organization. The final role of Volunteers is the participation they make in fund raising and resource mobilization activities. The roles of Volunteers in each of the above category are summarized in the following paragraphs.

5.5.1. The Roles of Volunteers in Promoting the Organization

According to data gathered through in-depth and key informant interviews, Volunteers play a significant role in promoting LIVE-Addis's mission, vision and goals for their own relatives, families, friends, donors, government agencies, communities, and higher learning institutions. Key informants of the study pointed out that regarding to the promotion of the

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organization; we assume that a single Volunteer can introduce LIVE-Addis for a minimum of 5 individuals and to an equivalent number of organizations. One of the key informants further describes how important it is to use Volunteers to play the role of promoting organizational goals.

If you have a friend you have a resource. It should focus on raising friends rather than spend lots of time in fund raising if we anticipate bringing change in communities.

Through Volunteers' advocacy, promotion and connection roles it is easy to mobilize better fund for the organization than the funds solicited through writing project proposal.

The views stated by the key informants were also asserted by the participants of the in-depth interview claiming that through sharing LIVE-Addis experience to the other organizations; they try to link or integrate intervention with country development and funding partners. Participant three mentioned that,

By sharing and promoting LIVE-Addis activities and programs to different higher government officials and community members; the organization is now getting promotion and developing positive image by higher officials and community members. Every community members in my working area have build trust on LIVE-Addis and everybody wants to work with this organization.

5.5.2. The Roles of Volunteers in Capacity Building and Supporting Community

Volunteers are very keen to participate in community capacity building activities. Many of the participants reported during the interview that they help people to develop feeling of self reliance in solving their own problem. Volunteers pay attention to help community members to

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change their mental perception from being dependent to become productive. Volunteers also support persons/community members to bring about attitudinal change towards supporting each other and strive for local development. They also teach community members about the essence of self and promoting community belongingness.

Volunteers explore and exploit capacity building opportunities from consortiums, networks, partners, bilateral agencies, the private sector, and from government such opportunities to build community capacity. Volunteers also engaged in provision of trainings for staff of LIVE-Addis and beneficiaries. Specific trainings to beneficiaries include life skill training, business training, gender, communication trainings.etc. In line with this participant four said,

I gave different training for staffs and beneficiaries. The training that I gave on communication skill for staffs is helped them to enhance their skill of communication and business and life skill trainings for beneficiaries has a great role in leading their life.

5.5.3. The Role of Volunteers in Motivating Link between Community and the Organization

Regarding their role as motivating link between community and the organization, from the participant point of view, Volunteers especially those volunteering in the community are accepted by the community in which he/she is working. Often they serve as bridging agents to provide dialogies/support between community and organization. Community members can easily communicate with Volunteers to express their felt need than telling such needs to staff of the organization.

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As mentioned by key informants and in-depth-interview participants, many of the Volunteers conduct participatory needs/problem assessment in the community. They conduct a socio-economic assessment of the community through home to home visit. One of the Volunteers (participant two) who engaged in community needs assessment expressed her experience as follows.

At the beginning of the project, I enumerated the target groups, followed by assessment of the socio-economic status through home to home visit. Then I was also engaged in the follow up of project beneficiaries. Through this process I can strengthen the link between the organization and its beneficiaries.

In line with this, participant one expressed her view as follows “I have assessed the needs of the community which helps the organization to provide services based on the need of its beneficiaries. Based on this need assessment, the beneficiaries could get training on life skill, business skill and social accountability trainings”.

5.5.4. The Role of Volunteers in Resource Mobilization/fund Raising

In regard to fund raising activities, some Volunteers in LIVE-Addis have engaged in funding proposal writing, while others were motivated to establish resource center and assisted the organization to establish a system so that staff members and beneficiaries can access internet. They also train beneficiaries how to access and use internet. This helped beneficiaries to update their knowledge and skills. During the in-depth interview participant five stated that

I have prepared a proposal to get financial support for setting up an internet service center. I have also organized fund raising event through which the organization can get donations to support the community.

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In addition, other groups of Volunteers, in collaboration with LIVE-Addis, built school toilet and water facilities by mobilizing community. Finally talking about the general roles and significant contribution of Volunteers, the key informants from LIVE-Addis have pointed out that Volunteers provide services where there is a gaps that the staff members either have no the skills or the necessary resources to address. Volunteers have also involved in report writing, appraising reports and other documents, prepare newsletter, support in information technology, provision of guidance and counseling, developing database, etc and enhance the capacity of the Organization. In regard to this general remark by the key informants, one of the Volunteers participated (participant four) in this study has pointed out that “According to my knowledge, I give service to the Organization where I feel there is a gap. I provide training, recording documents, introducing the organization to other friends and agencies which I know and believe such friends and agencies can provide the necessary support to LIVE-Addis”.

5.6. Volunteers Benefit

During my interview with the Volunteers, majority of participants explained, the biggest benefit Volunteers get from the provision of voluntary services is mental satisfaction, by providing service and making a difference in their community.

Participants also added that from voluntary services they get additional trainings and experience, develop new interest, new relationship, network, professional skills, recognition, etc. In line with this participant seven said “being a Volunteer in LIVE Addis opens me an opportunity to get trained about techniques of resource mobilization and life skill”. Similarly participant three also pointed out that

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Volunteerism has enormous advantages for the Volunteer himself/herself. After I started volunteering for LIVE Addis, my view of helping the community is changed. I become very responsible person to handle any social problems. It also helped me to get acquainted with several individuals that helped me to develop my social network”. I have also got respect and recognition from the community as a reward.

Similarly participant six also adds the important benefit of Volunteerism as follows, “even if I can play important and intricate role to support agencies and beneficiaries, I rewarded by the relationships I make with the staff of the organization, and beneficiaries, the service I provide and additional skill I gain”.

The Key Informants from LIVE-Addis witnessed that Volunteers, upon successful completion of their voluntary services, are awarded with a letter of thanks and certificate of achievement during the occasions of annual general assembly meeting and during friends’ day event. In addition to these benefits, Volunteers are given priorities for employment opportunities based on competency and interest. Supporting this, one of the Key informants stated that “we have employed Volunteers as a staff for our organization considering their achievements and motivation during their stay as a Volunteer in the organization”.

Moreover, participant of the study also add being a Volunteer in LIVE-Addis would give the opportunities to understand the poverty level and challenge in Ethiopia, learn the meaning and benefit of team work, get skill on how to work with organizations, learn about resource mobilization, and get acquainted with other national and international Volunteers.

4.7. Challenges of Volunteerism

During in-depth interviews and key informant interviews, very few issues raised with regard to the challenges. The first challenge raised by key informants is the huge number of requests for Volunteers who are expecting job opportunity in the future. As there is no assigned supervisor for Volunteers, as well as limited finance and office space to entertain every request for Volunteers becomes a challenge. In addition, Lack of proper documentation of the contribution of Volunteers and lack of commitment in some Volunteers are also the challenges mentioned by the key informants.

One of challenge, raised from Volunteers participated in this study is time constraint. Especially full time Volunteers encountered lack of time to read job advertisements usually posted on public notice boards since some of them are job seekers. As participant eight said

Being a full time Volunteer restricts me from applying for job announcements. Though I have faced a challenge to make a living, working as a Volunteer has a mental satisfaction”. The other challenge expressed by participant five is economic development of Ethiopia. As Participant five said “working in a developing country as a Volunteer has several challenges. I found it hard to get transportation to go to my work place. In addition, electricity is recurrently off which I found hard to use my computer”. In the contrary to the above two Volunteer study participants, some Volunteers stated they have never faced any challenge in their Volunteering experience. As participant nine reported “I have never faced any challenge while volunteering in LIVE Addis. Rather I have got recognition and respect from the community for whom I am working for.

6. Chapter Five: Discussion

In this chapter major findings of the study are discussed in line with relevant theoretical explanations and research questions. Throughout the discussion, I have analyzed the key factors which motivate the Volunteers and their roles in community development.

Among the issues presented in the result chapter, roles of 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. Here I have discussed the major roles of Volunteers in community development. Therefore the major roles discussed are: the roles of Volunteers in promoting the organization, their contribution in capacity building, stimulate links between community and the organization, the participation they make in fund raising and resource mobilization activities. Moreover, major issued like motivational factors, recruitment and selections as well as challenges are discussed.

Various roles of Volunteers in community development are presented in the previous chapter. The first is the role of Volunteers in promoting the organization. Volunteers plays a significant role in promoting LIVE-Addis's mission, vision and goals for their own relatives, families, 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 flayers in the community and using other mechanisms. Promoting the vision, mission, programs and its activity of LIVE Addis through these Volunteers, supported this resident charity to develop trust on its donors' and other supporters which strengthen and sustain their contribution for the development of the local community. In addition promoting and sharing the idea of organizational mission, vision and its program, the organizational activities perform

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easily and enhance and improve the capacity of and empower vulnerable community in Ethiopia through different community based intervention.

The second role of Volunteers is their contribution in capacity building of the organization and its beneficiaries. As I understood from the findings, Volunteers are eager to participate in community capacity building activities. From the experience of LIVE-Addis that pointed out by key informants and Volunteers, it is possible to figure out that Volunteers are people who have put significant contribution in every activities of the organization that it has accomplished so far. Volunteers are people prepare to support organization 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 agencies and clients/beneficiaries in building their capacities. Many of the participants reported during the interview that they help people to develop feeling of self reliance in solving their own problem, enhance their knowledge interims of business and life skill, the issue of accountability and facilitate different vocational training and self and/or paid employment opportunities that decrease the problem of unemployment, which is directly contribute to development. As Council of the European Union (2011) wrote, Volunteer enhances and supporting the young people which can improve their opportunities on the labor market, by improving their skill, and they have also improve and enhance skill of vulnerable groups. From the in-depth interview of Volunteers and key informants, I learned that Volunteers as a community development practitioners pay attention to help community members to change their mental perception from being dependent to become productive. Leventhal, Hustinx, Hands (2011), Volunteer had a high direct and indirect impact on recipients, including on their attitudes towards Volunteering and their future behavior.

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Individuals and group of people can be empowered by providing them with the skill they need to effect change with their communities. By enhancing the capacities and attitude of the community, every community takes part in the issues that affect their live. It starts from the principle that within any community there is a wealth of knowledge and experience which, if used in creative ways, can be channeled into collective action to achieve the communities' desired goals they work alongside people in communities to help build relationships with key people and organizations and to identify common concerns. They create opportunities for the community to learn new skills and, by enabling people to act together, and help to foster social inclusion (Raji, 2009).

They also teach community members about the essence of self and promoting community belongingness. This finding is consistent with previous studies. For example, Wu (2011) states, Volunteering promotes people to be more active in civic engagement and concerned of citizenship, delivers some part of public services, encouraging more people work in public section, helping raise the educational performance of youth, leading environmental movement and adapting to climate change risk, volunteering also have positive effects on Volunteers as individuals, increase their self-esteem, enhance various skills and capacities, and expand career paths and be healthier physically and mentally. Wood and Freeman (1987) also describe that Volunteers extend the resources of an association, which volunteers provide extra hands that enable organizations to do tasks and activities. The more volunteers involved, the easier it becomes to get the community's support and completed the development plans. Volunteers can also play to contribute for bringing sustainable change and country poverty reduction. For instance, the researcher found, Volunteers can facilitate paid and /or self employment

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opportunities this has directly an impact on reducing the problem of that unemployed person and indirectly for their families and country development.

The third role of Volunteers is their contribution to stimulate links between community and the organization. Wu (2011) states Volunteers enhances the social connections between different sectors, builds the bridges for governments, enterprises and employees, and help build a more cohesive, safer, stronger community, increase the social network between communities and neighborhood. Regarding their role as motivating link between community and the organization, from the finding, Volunteers especially those Volunteering in the community are accepted by the community in which he/she is working. Having Volunteers strengthen ownership in the task leads to more community wide acceptance, understanding, and credibility of the development plan (Wood & Freeman, 1987). Often they serve as bridging agents to provide a support between community and organization. Volunteer now (2011), Volunteers are integral to achieving the aims which the process of community development is seeking to realize. Volunteering is one of the main conduits through which the principles and values of community development can be implemented. Community members can easily communicate with Volunteers to express their felt needs than telling such needs to staff of the organization. They have important role in recruiting, and need assessment of the beneficiaries based on the eligibility criteria of LIVE-Addis and then refer to the beneficiaries to the organization to get services. Shani & Falu (n.d) state, Volunteers also provide a vital link to the community, which support the capacity of the organization in recruiting their clients by speaking about the organizational program.

The final role of Volunteers is the participation they make in fund raising and resource mobilization activities. In regard to fund raising activities, the findings revealed that, some

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Volunteers in LIVE-Addis have engaged in funding proposal writing, motivated to establish resource center and assisted the organization to establish a system so that staff members and beneficiaries can access internet which is doing a time taking activities. These build the knowledge of the beneficiaries as well as staff members in the use of computer and also enhance the working system of the organization. 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 (Wood & Freeman, 1987). The support they get from the community can enhance the wellbeing of the beneficiaries. Scoty and Howlett (2009) reported that Volunteers are 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. These are some of the business benefits associated with supporting Volunteer activities and mobilized resources to enhance the capacity of the organizations. In the current study it was testified that some groups of Volunteers, in collaboration with LIVE-Addis, built school toilet and water facilities by mobilizing community which raises the standard of life of the school community. This activity carried out by Volunteers is consistent with the arguments made by Scoty and Howlett regarding the contribution of Volunteers' in capacity building. Shani & Falu (n.d), even if fundraising is a time constraint and difficult process, Volunteers can do a fund raising. They also can assist in organizing fund raising events.

Another finding of this study that calls for discussion is motivation. The main issue to be discussed under this topic is the motivational factors that encourage Volunteers to participate in voluntary activities. I found, the main motivational factors are the need to help organizations and communities to enhance their capacities and potentials to ensure common wellbeing. In line with

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this, Scoty and Howlett (2009) discussed Volunteers only continue to be active participants when they feel their individual contribution is treasured. From the findings of the current 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. Rehberg, (2005), primary motivation is that 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 community 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/wisdom with community members who need such support from others.

The other motivational factors stated by majority of the participant is, the organizational vision, mission and program activities are main motivating factors that Volunteers prefer to serve the LIVE-Addis on voluntary basis like enhancing the skill and capacity of vulnerable women, children and youth. LIVE-Addis's involvement to serve young people and their family members especially for women through facilitating access for formal and non-formal training arranging employment opportunities for those who successfully completed their training, provision of entrepreneurship skills, business planning and management training in order to make sure the target groups become successful in their business engagement Volunteers motivation to join the Organization.

Another motivational factors the reason why Volunteers participated in Volunteering activities is the desire to get additional skill, experience and job opportunities. Youth and adults have identified a variety of motivators for Volunteering or becoming active in their communities. Such factors include a desire for a new job; need to develop new contacts and enhance existing

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skills. In situations where employment opportunities are limited, voluntary activities can offer a valuable alternative to paid employment (Journal of extensions, 2007). So, enhance own capacity and experience is one of the reason for Volunteers to participate and involve in voluntary activities.

7. Chapter Six: Conclusion, Implications and Recommendations

7.1. Conclusion

The study was conducted with the objective to explore the contribution and motivating factors of Volunteers towards community based development. The study also identified two research questions which were addressed by the data gathered using a qualitative method using interview, document review and observation techniques of inquiry.

The study revealed pertinent contributing factors why individuals are Volunteering to participate in community development. Major motivational factors contributing for individuals involvement in voluntary services include; attraction by the organizational mission, vision, and goals; the interest to contribute in community capacity building ; and the motivation to link organizational goals with that of community needs. In doing so, Volunteers apply various techniques including participation in grant proposal writing, organize community level skill training, conducting/participating in socio-economic assessment/study, representing the Organization at various forums such as seminars/conferences, and friends' meetings, contributing their own money, and participating in organizational system establishment ,etc. The study also identified the presence of dual purpose in Volunteering. The first as listed above is to benefit the Organization and community. The second purpose of Volunteering is seeking for own benefit. Even though the primary outcomes of volunteering are to contribute for community development, Volunteers also benefit out of their participation in community development activities. Such benefit include the development of new interest in the areas of their profession/expertise, creation of networking opportunities, get recognition, get personal satisfaction, receive certificate of contribution and experience employment opportunities.

7.2.Implications

From the study a number of implications can be drawn. Such implications can be attributed to policy advocacy, Social Work education, Social Work practice and implication for research.

7.2.1. Implication to Policy Advocacy:

During the desk review, I identified no independent national level policy that guides the contribution of Volunteers in community development. On the other hand the case study reveals that there are a number of Volunteers willing to contribute. However such willingness should be guided by a national framework so that the resources available within the Volunteer community can be systematically organized and mobilized. For this purpose Ethiopia needs to have a Volunteerism policy. I say so because, voluntary service is not a new phenomena in the Country as there are many traditional based services such as Iddir, Mahber and the like that pay attention for mutual support and helping the helpless. What is lacking is comprehensive policy to guide both traditional and modern forms of voluntarism. Therefore, pursuing advocacy for the enactment of a Volunteerism policy is vital.

7.2.2. Implication for Social Work Education:

There is very little attention in Social Work curriculum given to teach Volunteerism as a course. Such important topic is addressed through other course which depends on the interest of instructors to convey less or more contents in the areas of volunteerism. The training provide for Social Work students need to incorporate the issue of volunteerism and the role of volunteers to community development. Social Work Schools can play greater role in injecting the idea of Volunteerism into the character of students both in practice and theory. To extending these ideas,

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Schools are the centers where goodness and righteousness are inculcated in the minds and life of people.

7.2.3. Implication for Social Work Practice:

Volunteer management is a very demanding job for organizations like LIVE-Addis. Employing Social Workers with the appropriate training in Volunteer management and coordination is a critical action to be taken by organizations who are motivated to gain benefit of Volunteers' participation in their development agenda.

7.2.4. Implication for Further Research:

Voluntary services are the less researched area. It was one of the constraints of the current study to find scientific inquiries conducted in Ethiopia in relation to Volunteerism. It is my suggestion more research is needed in the following areas: (1) the role of media in promoting Volunteerism. This research found that, all the participants' of the study have a view about the importance of promoting Volunteers contribution. So, media could be the catalyzing agents behind advocating Volunteerism and its good causes and both national and international media corporations could initiate people or organizations to involve in Volunteerism or contribute towards its success in one way or the other. In order to address this issue I suggest further research is needed and (2) the challenges of Volunteerism would also be another area of investigation.

7.3.Recommendations

The following are some of the recommendations forwarded on the bases of the findings of this study.

- 1 The findings of the study show that there is a challenge in some volunteers' commitments. I recommend the need to serious discussion on the issue of commitment

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and motivation with volunteers in order to ensure that both the Organization and Volunteers have an understanding of what is expected and would make for more effective work.

- 2 LIVE-Addis managed to establish strong bond with some volunteers by giving them certificates and recommendation letters. In this connection, I recommend to strengthen this good lesson.
- 3 The contributions of volunteers need to be systematically documented so that the Organization, other potential Volunteers and training institutions can learn out of such experiences.
- 4 A database of activities is required so that volunteers' engagement can be diversified as per their interest, skill and length of stay as volunteers. .

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Appendix I –Introduction**Addis Ababa University, School of Social Work, Graduate study****Study Title: The role of Volunteers to Community Development. The Case of LIVE-Addis Ethiopian Resident Charity in Addis Ababa.****Introducing the Nature and Purpose of the Research**

My name is Abebanesh Asnake who is Social Work masters student at Addis Ababa University. The School of Social Work requires every student to conduct academic research as the partial fulfillment of masters program. Based on my area of interest, I have chosen to work on the issue of the role of Volunteers to community development. The purpose of this study is to explore Volunteers contribution to community based development and level of motivation they have.

Explanation of Procedures

Participation in the study involves a face-to-face interview, which will last for approximately one hour. The interviews will be conducted by the researcher herself, audio-taped and later transcribed for the purpose of data analysis. The data which will be collected in the local language or in the interest of the participant and will later be translated into English language. Therefore as the researcher, I will spend some time with you at workplace to have an idea of your relationship with staff in your daily working condition. During the time I spend with you, I will also take notes of my observations for the purpose of analysis. Any information that I am going to take from you is based on your informed consent and will be kept confidential.

Appendix II- Informed Consent Form

This checklist is prepared to gather qualitative data from Volunteers and the staff with the objectives to learn the contribution and motivating factors of Volunteers towards community

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based development. Thank you in advance for giving me your precious time for the interview. 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. Your participation will be purely Volunteer. 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: _____ Name of the Researcher

Signature: _____ Signature

Date.....

Date.....

Appendix III- Observation Check list

This observation checklist is prepared with the idea to support the data collected through in-depth interview. It will further help the researcher to understand the activities conducted by them and, staff and Volunteer's relationship in their working place. This checklist has two main parts and different items under each part.

1. Physical Characteristics
 2. Volunteers and Staff relationships
- Office environment and working space where Volunteers are provided with.

Appendix IV- In-Depth Interview Guide for Volunteers**Socio/Demographic Data**

Age.....

Sex.....

Religion.....

Marital Status

Educational level.....

Ethnic background.....

Parents' occupation.....

1. What is your position in this organization?
2. How did you get selected and recruited?
3. What is Volunteerism for you?
4. What initiated you to participate in Volunteering?
5. When did you start your service as a Volunteer in this organization?
6. How many hours do you contribute weekly?
7. What activities did you perform in your stay?
8. What benefit did you get from your Volunteering activity?
9. What challenges did you encounter?
10. What is your significant contribution as a Volunteer for the organization?

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11. Why being Volunteerism is important?
12. Why do you prefer to Volunteer in the community development sector than any other places?
13. What are the challenges you encountered as a Volunteer?
14. Is there anything you would like to add?

Thank You So much!!!

Appendix V- In-depth Interview Guide for key informant

1. What is your position in this organization?
2. How do you define Volunteer and Volunteerism?
3. What are the selection and recruitment criteria to place Volunteers in your organization?
4. How many Volunteers do involved in this organization from the establishment of the organization? And what is/are their professional/academic profile in general?
5. How many Volunteers are currently working in the organization?
6. How does Volunteerism help to promote your community development goals?
7. Has the overall organization capacity increased due to Volunteers? If yes please explain which areas have been improved by Volunteers?
8. Has your organization increased its capacity to perform service delivery, training and support in the area of employment entrepreneurship and sustainable livelihoods to an increased number of beneficiaries due to Volunteers? Please explain Volunteers activities or projects that increased the organizations capacity?
9. How do you manage Volunteer? Is there any guideline in your organization? Please explain the contents in brief.
10. How do you describe the roles of Volunteers to community development?

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11. Do you experience a dropout from Volunteers? What is/are the reason/s?
12. How have Volunteers benefited? Is there any benefit which the organization provide for
Volunteers
13. What are the challenges?
14. Is there anything you would like to add?

Thank You So Much!!

Appendix VII: 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: Abebanesh Asnake

Signature: _____

Date: _____

Adviser: Dr. Ashenafi Hagos

Signature: _____

Date : _____