

Social Issues, Justice and Status

Volunteering

Attitudes, Social Influences
and Gender Differences



Eduard Balashov, Ph.D
Editor

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SOCIAL ISSUES, JUSTICE AND STATUS

VOLUNTEERING

ATTITUDES, SOCIAL INFLUENCES

AND GENDER DIFFERENCES

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AND GENDER DIFFERENCES

EDUARD BALASHOV
EDITOR



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CONTENTS

Preface		vii
Chapter 1	Why Is Community Service Beneficial for Adolescents' Development? A Review and Theoretical Model <i>Anne A. J. van Goethem, Anne van Hoof, Marcel A. G. van Aken and Bram Orobio de Castro</i>	1
Chapter 2	A Theoretical Approach to Researching the International Volunteering Movement <i>Eduard Balashov, Ihor Pasichnyk and Ruslana Kalamazh</i>	21
Chapter 3	Volunteering and Positive Youth Development: An Accumulative Approach <i>Jerf W. K. Yeung, Tae Yeun Kim and James S. L. Man</i>	41
Chapter 4	The Relationship between the Roles of Adolescent Volunteers and Their Levels of Volunteer Satisfaction: A Case Study of Hong Kong <i>Wai Hang Ling and Wing Hong Chui</i>	65

Chapter 5	Examining the Predictors of Prosocial Behavior in Chinese Adolescents Using a Social-Ecological Model <i>Frank H. Y. Lai, Andrew M. H. Siu and Daniel T. L. Shek</i>	85
Chapter 6	Exploring the Need to Strengthen the Legal Protection towards Volunteers: A Hong Kong Perspective <i>Alex Hoi Kit Fan and Wai Hang Ling</i>	115
Chapter 7	The Free Time of Children <i>Antoni Olak and Karolina Olak</i>	139
Chapter 8	Employee Volunteering in the Process of Shaping the Social Capital of the Region under the Conditions of Sustainable Development Strategy and Corporate Social Responsibility <i>Marta Dobrowolska-Wesołowska</i>	157
Chapter 9	Volunteer Movement in Ukraine During the Anti-Terrorist Operation: History, Conditions, and Problems <i>Leonid Ilchuk</i>	179
About the Editor		203
Index		205

PREFACE

Volunteering is one of the phenomena which, despite the limited amount of volunteers, is seen as highly important for the appropriate functioning of society. Volunteering and active participation in volunteer movements are considered to be the key components of civil society; they generate social self-regulation and strengthen political democracy by developing active individual citizenship. Such issues have become topical in recent years. The studies stress the importance of voluntary civic engagement for the sustainable development and maintenance of civilized societal cohesion and democracy. The researches address volunteering as just one form of social and political involvement of the citizens connected with participation in voluntary organizations and individual involvement in public discourse. However, most studies on volunteering have been prepared in the tradition more specifically focused at helping behavior and unpaid work. Many articles, book chapters and reports have disclosed volunteering in various fields such as religious organizations, schools, human services, sports, etc. Although volunteering as a topic is far from being new, the studies – specifically placing volunteering in a civil society perspective – are rarer. The aim of this book is to precisely further explore this perspective, using theoretical and empirical data from various sources all over the globe. The contribution of this book deals with a broad range of issues concerning social influences, gender differences and attitudes

towards volunteering. Some chapters give a general outline of the adolescents' development, international volunteer movement and positive youth development; describe the relationship between volunteering and volunteer satisfaction; emphasize the need to strengthen the legal protection of volunteers and examine the predictors of prosocial behavior of youth; characterize employee and youth volunteering under the conditions of sustainable community development; examine more closely the conditions and problems of volunteering under specific circumstances.

However, this book deals not only with the theoretical research of differences and similarities in volunteering in different societies and countries; other intriguing issues have also been examined, such as why people volunteer, how they relate to each other and to the beneficiaries, which ideas they wish to promote, etc. Qualitative and quantitative approaches to the research have produced better insight and deeper understanding of the volunteers' goals and motives, attitudes and differences. Some of the chapters in this book present the empirical results of in-depth interviews, discussions and participant observation.

The editor hopes that his contribution in this book will advance our understanding of variety in volunteering; the differences between the attitudes and genders; the impact of the social and political environment on volunteering; and the influence of social settings and individual characteristics on motivation of volunteers. He also hopes that this book will contribute to the recognition of volunteering as an interesting and important topic for further scientific research. The editor wishes to thank all those who have contributed to the preparation of this book. As editor, he has invited scholars from different disciplines and countries to prepare their contributions, in order to get the broadest possible overview of the current status of knowledge in the sphere of volunteering. The editor believes that the resulting variation has been properly reflected in this book. He thanks all the authors not only for their contributions, but also for their accuracy during the preparation of the appropriate chapters.

Eduard Balashov, PhD

Chapter 1

**WHY IS COMMUNITY SERVICE BENEFICIAL
FOR ADOLESCENTS' DEVELOPMENT?
A REVIEW AND THEORETICAL MODEL**

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ABSTRACT

The authors review current knowledge on adolescent community service and present a model explaining community service benefits. Community service combined with reflection predicts positive academic, personal, social, and civic outcomes. To explain this broad range of positive effects, the authors present the IMAR community service model.

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The model assumes that all community service includes a degree of interdependence (I), moral responsibility (M), and agency (A), and that community service effects are stronger the more adolescents' service activities and perceptions of these activities include these three elements. Reflection (R) plays a key role in establishing IMA perceptions and consequently reinforces community service outcomes. The authors present evidence for the model along with recommendations for future studies and educational practice.

Keywords: community service, reflection, adolescent, process, model, theory, interdependence, moral responsibility, agency

INTRODUCTION

The fabric of democratic societies consists to a large extent of voluntary participation by citizens in helping others or contributing to societal causes. Given the importance of such behaviors, these societies invest in promoting those behaviors in youth. However, these efforts hardly seem informed by the actual benefits community service may have on those who perform the service, or by how these benefits may be attained. In the present paper we summarize current knowledge on the benefits of community service for adolescent development and present “the IMAR community service model” to explain these community service benefits. Lastly, we sketch a research agenda to further knowledge on this model, give a general conclusion, and make recommendations for educational practice.

COMMUNITY SERVICE: FORM, PREVALENCE, AND BENEFITS

Also referred to as “volunteering,” community service is one of the most common forms by which young people express their civic engagement. For example, 34% of the 8th grade students in 38 countries

indicated having done community service (Schulz, Ainley, Fraillon, Kerr, & Losito, 2010). Community service is also a prevalent practice in middle schools and high schools around the world. For example, almost two-thirds of schools in the USA include community service (CIRCLE, n.d.).

Its most comprehensive definition is:

Organized behavior which is aimed at positively contributing to global-, communal-, or individual welfare, and is performed for causes or people other than or in addition to relatives and friends, that are assumed to desire or to depend on assistance, without necessarily expecting a reward in return (cf. National Centre for Social Research and the Institute for Volunteering Research, 2007; Snyder & Omoto, 2008; van Goethem et al., 2012).

Schools use community service to reach various academic (e.g., academic satisfaction, grades, school suspension), personal (e.g., identity, self-esteem), social (e.g., problem solving, attitudes toward other groups in society), and civic goals (e.g., civic attitudes; Greenberg et al., 2003). Three meta-analytic studies have confirmed that community service can be an effective way to reach these goals (Celio, Durlak, & Dymnicki, 2011; Conway, Amel, & Gerwien, 2009; van Goethem, van Hoof, Orobio de Castro, van Aken, & Hart, 2014). They found small to moderate positive effects for behaviors and attitudes in the academic, personal, social, and civic domain.

Characteristics of community service, including its intensity, content, form, standards, and organization, differ between adolescents, schools, states, and countries. For example, service activities vary from organizing (e.g., a charity-event), to caring (e.g., providing food), to recreational activities (e.g., coaching a sports team) for different causes like the environment, human rights, underprivileged people, and the local community (Schulz et al., 2010). Also some programs combine community service with structured *reflection*: the thoughtful consideration of the community service in light of learning objectives, such as the academic, personal, social, or civic meaning and larger context of these service experiences (Hatcher & Bringle, 1997; cf. Toole & Toole, 1995).

Some of these community service characteristics also influence service benefits. Especially reflection seems important. A recent meta-analysis (van Goethem et al., 2014) found that only community service including structured *reflection* benefited adolescents' overall development. Without reflection, studies found a negligible overall relation between community service and various outcomes.

WHY IS COMMUNITY SERVICE BENEFICIAL FOR ADOLESCENTS?

There are some theories that intend to explain why community service has beneficial effects (Hart, Matsuba, & Atkins, 2008). However, these theories mainly focus on specific outcomes of community service, such as the Theory of Planned Behavior which focuses on the prediction of civic behavior (Greenslade & White, 2005). Or these theories focus on specific types of service such as service that brings youth into contact with a diversity of opinions and values (e.g., Kiely, 2005). Although community service *can* have these kinds of characteristics, they are *not necessarily* part of all community service. The field thus lacks a comprehensive theory that explains why community service combined with reflection is generally beneficial and has such a wide variety of effects.

To fill this gap, we propose *the IMAR community service model*, with IMA short for: *Interdependence, Moral responsibility, and Agency*, and the R short for *Reflection*. This model explains the general developmental processes underlying all community service effects.

THE IMAR-COMMUNITY SERVICE MODEL

According to our IMAR-community service model, presented in Figure 1, the positive impact community service and reflection have on adolescents' ideas and behaviors are established through mediation

processes that are triggered by the three core characteristics of all community service: 1) interdependence: performing community service teaches that people and all living things are dependent on each other and need each other; 2) moral responsibility: community service has the aim to positively contribute to others' welfare; and 3) agency: community service is an agentic experience. Lastly, reflection moderates the effects of the perception of these three characteristics on service outcomes.

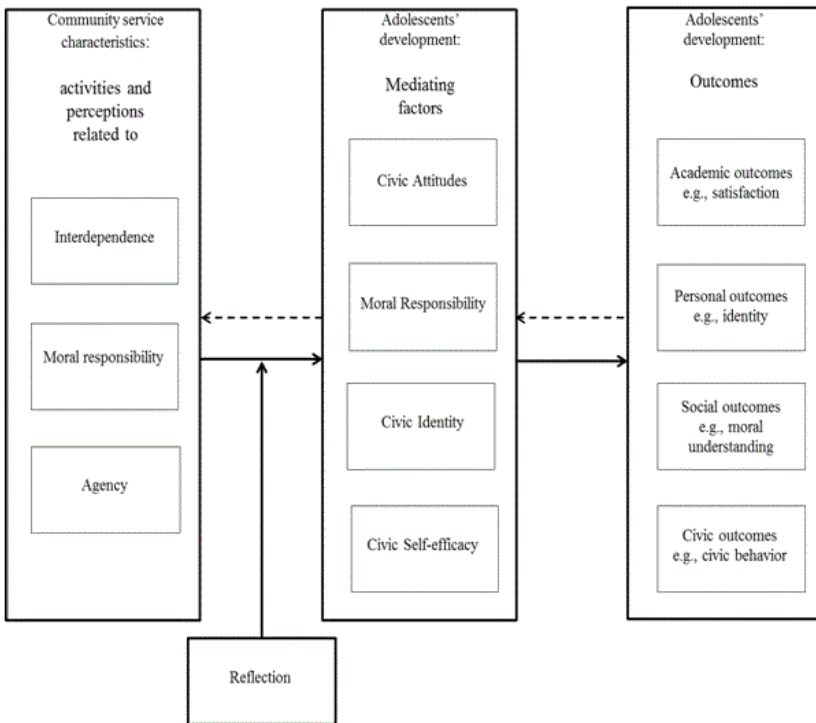


Figure 1. The IMAR-community service model describing adolescents' development as a result of the Interdependence -, Moral responsibility -, and Agency - (IMA) characteristics of adolescents' community service and community service perceptions, strengthened by Reflection (R).

These core community service characteristics positively affect adolescents' development by stimulating adolescents' ideas and behaviors. Some of these ideas and behaviors function as mediating factors: they are positively affected by these core community service characteristics and in

turn stimulate a wide variety of other academic, personal, social, and civic behaviors and ideas among adolescents. These mediating factors include adolescents' *civic attitudes* (ideas or feelings towards civic topics and civic behavioral intentions; van Goethem et al., 2014), personal *moral responsibility* (feeling personally responsible for moral issues) and collective moral responsibility (feeling the community and government are responsible for moral issues; van Goethem et al., 2012), *civic identity* (membership of the community and civic life; cf. Hart, Richardson, & Wilkenfeld, 2011), and *civic self-efficacy* (the belief that one can have an impact on others, the community, or society; Weber, Weber, Sleeper, Schneider, 2004).

In our model five assumptions are made. Our first assumption is that principally all community service includes to some extent the core community service characteristics interdependence, moral responsibility, and agency (IMA), which can be derived from the definition of community service. Our second assumption is that the extent to which adolescents' *particular community service activity* includes these characteristics varies in two ways. First, the extent to which a community service activity *objectively* has these characteristics can vary. At a minimum level IMA is only included in the activity by *principle*. At a high level the activity contains a lot of IMA. A highly agentic activity (A) is for example a highly responsible task which adolescents are able to complete successfully. Second, the extent to which adolescents *perceive* that their community service activity has IMA characteristics can vary.

Our third assumption is that community service effects on adolescents' development are stronger, the more adolescents' service includes IMA, and the more adolescents perceive IMA in their community service. Thus, the dosage of IMA in community service is a moderator of service outcomes. Our fourth assumption is that reflection helps to make adolescents perceive these core characteristics and to process and learn from these characteristics. Reflection therefore plays a highly important moderating role in establishing community service benefits.

Fifth, in accordance with developmental systems approaches (e.g., Oyama, Griffiths, & Gray, 2001), service experiences and outcomes

can be affected by multiple personal and social factors that interact with each other. Although we focus on one direction of the paths in the IMAR model, our model is essentially multidirectional, as indicated by the dotted arrows in Figure 1. For example, performing moral responsible service activities (M) can strengthen adolescents' moral responsibility (as presented in Figure 1), and adolescents with a stronger moral responsibility may be more likely to choose morally responsible service activities such as when taking care of others (e.g., van Goethem et al., 2012).

In the following subsections we delve into the theoretical ideas and empirical evidence for the IMAR-community service model.

THE RELATION BETWEEN IMAR AND MEDIATING COMMUNITY SERVICE FACTORS

Interdependence

During community service, adolescents are principally part of a dependent relationship in the sense that they perform activities which are intended to help causes or people who are assumed to directly or indirectly desire or depend on this help without necessarily expecting a reward in return. This realization of dependence can also “transcend” to a broader idea of interdependence in society: that all people and living things, including themselves, are connected and dependent on each other and can need each other's help (Hironimus-Wendt & Wallace, 2009; Yates & Youniss, 1996).

According to the IMAR model, the interdependence aspect of the community service can stimulate adolescents' development by stimulating the mediating factors in our model. These mediating factors are more strongly stimulated when the community service objectively teaches more about dependence or interdependence and when adolescents perceive that their service involves a dependent relationship.

There are a few studies supporting our hypothesis on the link between interdependence and the mediating factors in our model. Metz, McLellan, and Youniss (2003) found that community service which more explicitly teaches about interdependence, as it involves activities for fragile people that depend on the community service, is positively related to adolescents' civic intentions, such as demonstrating for a cause. Other available evidence is mainly indirect: adolescents' realization of interdependence is positively related to a more interconnected sense of self, more solidarity towards others, and a stronger sense of community (Komter, Burgers, & Engbersen, 2000; Yates & Youniss, 1998). These outcomes are in turn thought to mediate the positive relation between community service and adolescents' civic attitudes (intention to help others), personal and collective moral responsibility, and civic identity (e.g., Furco, 2002; Taylor, Losciuto, Fox, Hilbert, & Sonkowsky, 1999; Steinke, Fitch, Johnson, & Waldstein, 2002; Youniss & Yates, 1997).

Moral Responsibility

Community service is morally responsible civic behavior because it is principally aimed to positively contribute to others' welfare (Yau & Smetana, 2003), irrespective of adolescents' personal motivations to perform the community service. Metzger and Smetana (2009) also found that adolescents are to some degree aware of the moral character of community service.

According to the IMAR model, the morally responsible aspect of the community service can stimulate adolescents' development by stimulating the mediating factors in our model. These mediating factors are more strongly stimulated when the community service is characterized by more morally responsible activities (actually contribute to others' welfare) and is more strongly perceived as being morally responsible. In accordance with role identity theory, we posit that moral self-attributions based on their recurrent community service, can stimulate adolescents' internalization and identification with this behavior which can result in a stronger moral and

civic responsibility and identity (Grube & Piliavin, 2000). In turn, these outcomes can stimulate corresponding civic attitudes and behaviors among adolescents (Marta & Pozzi, 2008).

There is some correlation evidence supporting our hypothesis on the link between morally responsible community service and the mediating factors in our model. Adolescents develop a stronger civic identity and personal moral responsibility when they perform morally responsible service activities (e.g., working in a soup kitchen) compared to less morally responsible activities (e.g., cleaning the school; Hironimus-Wendt & Wallace, 2009; Metz, McLellan, & Youniss, 2003). Further, adolescents' civic attitudes (intention to continue volunteering) become stronger when they perceive that their activities are more morally responsible (Taylor & Pancer, 2007).

Agency

Agency includes an element of autonomy and efficacy: being in control over one's behavior and feeling capable to exert influence with one's behavior (cf. Bandura, 2009). With regard to this efficacy element, community service is principally a type of agentic behavior.

The first reason community service is agentic can be derived from the fact that it involves an organized activity. Institutions such as schools and welfare organizations facilitate and approve adolescents' community service, which implies that adolescents are trusted with their service task by these institutions. Being trusted with this task can be an agentic experience. Second, adolescents are more efficacious than the recipients of the community service with regard to this service, which can be an agentic experience. Being more efficacious is implied by the fact that principally, adolescents serve others who are assumed to need or want this service without necessarily expecting anything in return.

According to the IMAR model, agency experiences during community service can influence adolescents' development by stimulating the mediating factors in our model. These mediating factors are more strongly

stimulated when the community service contains more agentic activities and is more strongly perceived as agentic. We posit that these agency experiences can transcend to feeling efficacious in continuing community service or performing similar civic behavior and can lead to a stronger intention to perform these behaviors (civic attitudes) among adolescents'. The latter is in accordance with the Theory of Planned Behavior in which perceived ability is an important determinant of behavioral initiation and engagement (Ajzen, 1991). We also posit that the experience of agency during community can indirectly contribute to a stronger moral responsibility and civic identity among adolescents. Agency is an important element of the personal meaningfulness of the community service which stimulates adolescents' interest and engagement in the community service and in turn intensifies the learning experiences of other service characteristics (Billig & Northup, 2008), such as its moral characteristics.

There are several studies supporting our hypothesis on the link between agentic community service and the mediating factors in our model. There is at least one study showing that objective agency characteristics of the community service, such as being involved in planning one's service, are positively related to personal moral responsibility (Blyth, Saito, & Berkas, 1997). There also is correlative and experimental evidence linking agentic service tasks (e.g., implementing and planning the community service) and perceived agency to civic attitudes and civic self-efficacy (e.g., Bradley et al., 2007; Furco, 2002; Morgan & Streb, 2001; Stukas, Snyder, & Clary, 1999).

THE ROLE OF R (REFLECTION) IN THE RELATION BETWEEN IMA AND MEDIATING COMMUNITY SERVICE FACTORS

In the IMAR model we assume that stronger IMA perceptions can be established by actively and deeply processing the IMA characteristics of

the community service through R: reflection. The key role of reflection is nicely illustrated in the theoretical model of Kolb (1984), which describes a cyclic process of experiential learning in which changes in a person's cognitions (attitudes and ideas) due to experiences such as community service are established by creating awareness of its' characteristics (e.g., IMA characteristics) and processing these characteristics through high quality reflection. This involves deep and complex information processing such as critical thinking. These cognitive changes consequently create behavioral changes, such as changes in adolescents' community service behavior, and in turn create new experiences.

In accordance with the IMAR model and the model of Kolb, there are some empirical indications that reflection on IMA moderates the relation between IMA and the mediating factors: civic attitudes and moral responsibility. Adolescents' reflection on people's interdependence is related to more experienced interrelatedness (Yates & Youniss, 1996) and, consequently, stronger intentions to help others (Youniss & Yates, 1997). An experimental study showed that reflection on moral responsibility and moral issues compared to reflection on the practical planning of the community service increases moral responsibility and awareness (Leming, 2001). Moreover, one quasi-experimental study found that reflection providing a wider and deeper perspective on (amongst others) IMA compensated for the negative effects of service activities with low perceived levels of IMA, such as activities which were perceived to have few benefits for others (van Goethem, van Hoof, Orobio de Castro, & van Aken, 2014).

THE RELATION BETWEEN MEDIATING COMMUNITY SERVICE FACTORS AND OTHER ACADEMIC, PERSONAL, SOCIAL, AND CIVIC OUTCOMES

In our model we propose that adolescents benefit from their community service as a result of the developmental processes that are

triggered by IMA and R (Figure 1). This means that the IMA characteristics of the community service and reflection on these characteristics (R) stimulates adolescents' civic attitudes, morality, identity, and self-efficacy, which function as mediating factors. These mediating factors in turn positively affect other academic, personal, social, and civic behaviors and ideas among adolescents.

There is also correlation evidence for the proposed relations between the mediating factors and these outcomes, including for academic outcomes. Positive civic attitudes (intention for civic action, social justice attitudes, diversity attitudes, and stronger civic self-efficacy) are related to more academic satisfaction and motivation in adolescents (Furco, 2002) and young adults (Moely, Mercer, Illustre, & McFarland, 2002). One possible explanation is that feeling more strongly interested, responsible and efficacious in real life societal issues by performing community service, increases the interest and effort put into academic subjects that are similar or connected to these issues (e.g., van Goethem et al., 2014). There are also a number of correlation studies linking the mediating factors in our model, especially moral responsibility, to personal and identity outcomes. A stronger collective moral responsibility is related to a better understanding of moral issues, such as equality, and a higher level of moral reasoning (van Goethem et al., 2012). Together with civic self-efficacy, collective moral responsibility is positively related to adolescents' identity development (in depth exploration and commitment; Crocetti, Jahromi, & Meeus, 2012), and a stronger personal moral responsibility is positively related to the identification with a broader range of societal contexts (van Goethem et al., 2012).

Lastly, there is ample correlation evidence that all mediating factors are positively related to adolescents' civic behavior. For example, adolescents who find it more important to help others in the community, are more likely to volunteer 8 years later (e.g., Hart, Donnelly, Youniss, & Atkins, 2007; Metzger & Smetana, 2009).

FUTURE RESEARCH

Based on our IMAR-community service model and the evidence presented on the effective ingredients and processes involved in community service, we present three main ideas for future studies. First, more studies, especially experimental and longitudinal studies, are needed to examine the assumed causal relations in our IMAR community service model. For some relations in the model, such as the relations between interdependence and the mediating factors, the evidence is mainly correlation or indirect. Stronger evidence for these relations could be obtained by using experimental, long-term research designs in which specific elements of the model are manipulated and studied. The core community service characteristics (IMA) could be experimentally manipulated by randomly assigning adolescents to service activities and reflection assignments in which these characteristics are not salient versus those in which they are made salient, such as choosing one's service activities for the agency characteristic (A). Additionally, more long-term longitudinal research is needed to examine the sustainability of community service effects and the proposed developmental processes described in our community service model over time (e.g., Celio et al., 2011).

Second, to increase the validity of future community service, research on community service could benefit from using improved measurements. More objective measures of the examined concepts are needed to complement the evidence that is usually based on adolescents' self-reports. These measures, for example, could involve behavioral measures such as counts of signing up for volunteering activities, observations, and multiple informants of adolescents' behaviors.

Third, in accordance with developmental systems approaches (Oyama et al., 2001), personal and social factors could be studied in relation to the IMAR model, such as in relation to adolescents' perceptions of IMA (Kiely, 2005; Scales, Blyth, Berkas, & Kielsmeier, 2000). For example, whether adolescents are initially motivated to perform community service has shown to impact their agency experiences during service and

consequently their motivation to continue performing this service (Stukas et al., 1999).

CONCLUSION: EDUCATIONAL PRACTICE AND POLICY

In this paper we have shown that community service can benefit adolescents' development in various domains. To explain these findings we proposed the theoretical IMAR-community service model, along with initial empirical evidence for this model. According to our model, the starting point of community service benefits is the learning process initiated by the core characteristics of all community service: it principally teaches about interdependence (I) and is a type of morally responsible (M) and agentic behavior (A). Moreover, adolescents' will learn more from performing community service, when adolescents' service activities contain more IMA, and when adolescents perceive IMA in their community service. To perceive IMA, Reflection (R) is highly important.

Our paper can also inform educational policy and practice. It indicates that adolescents would benefit if community service were to be a standard element in the school curriculum. In this way, every adolescent receives the opportunity to come in contact with experiences that can change their future competencies and behavior. Also proper attention and time can be paid to designing the community service program within the school to guarantee high quality programs. In accordance with our model, these high quality programs would contain community service with a high dosage of IMA and frequent reflection on IMA (R). For example, interdependence could be made salient in these programs by providing adolescents with service activities in which the need of these activities is obvious (e.g., serving fragile people in need) and by emphasizing their need in reflection assignments. Moral responsibility could be made salient by providing service opportunities that explicitly contribute to others' welfare (e.g., working in a soup kitchen) and by making adolescents reflect on ways in which they can contribute to other's welfare with their service activities. Agency could be made salient by giving adolescents service

activities that are feasible and support autonomy (e.g., choosing their own service activities; Horn, 2012; Stukas et al., 1999) and assignments in which adolescents reflect on their autonomy and efficacy within their community service (e.g., reflect on which activities they could successfully complete).

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Chapter 2

**A THEORETICAL APPROACH
TO RESEARCHING THE INTERNATIONAL
VOLUNTEERING MOVEMENT**

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ABSTRACT

The article is devoted to the research of the historical development of the international volunteer movement. Different approaches to determination of the term “volunteer” are presented in the article. It is emphasized that volunteer movements are increasing rapidly and play an important role at the present stage of the development of society. The importance of volunteering for the development of a democratic society has been underlined.

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Keywords: international volunteer movement, social services, volunteer project, volunteering, social work

INTRODUCTION

Volunteering is considered a socially useful activity free of charge, which is a leader of spiritual, moral, ethical, cultural, social, political and economic values and can take any form of traditional institutions for mutual assistance to mobilized socially useful work during crises or natural disasters, from manifestations of altruism to the structured organization of volunteerism at the international scale (Smith 1994).

The Declaration of Independence of Ukraine has contributed to the transformation of all spheres of Ukrainian society, which gave a new impetus to the research of the existence of realities of society. The decline or partial transformation of old and new forms of social relations, including, in particular, volunteering, was caused by changing of the social order, the reorientation of the principles of market economy, and socio-political and economic instability.

The current situation in Ukraine is characterized by socio-psychological and economic instability, the decline of living standards of most people, rising crime and violence. Social and psychological problems in Ukraine are reflected on the psychological well-being of sections of the population. The categories of people more tangibly defined are those who need social and psychological help (young people without occupation, the unemployed, children who do not receive the necessary attention from parents or don't have parents at all, pensioners and the disabled). There is a necessity to improve and extend the methods of social and psychological work in order to find a solution to this problem. Indisputable is also the fact that the needs of the population in social assistance, psychological support and protection are increasing. Therefore there is a necessity to

attract voluntary helpers – volunteers, to socio-psychological work with different sections of the population.

The article is devoted to the historical development of the international volunteer movement. The author determines the stages of the international volunteer movement: 1) 1750–1913 (formation) – the involvement of the middle and upper classes of Western society in social work to the fight against poverty, 2) 1914–1971 (institutionalization) – the expansion of government structures fully provided social services, the implementation of the first large-scale volunteer projects, 3) 1972–1991 (integration) – the beginning of the system infrastructure that supports volunteering, 4) 1991 – present (globalization) – volunteerism as a very important element of democracy, whereby citizens take responsibility for the public (Youniss et al., 2002).

Thus, the international volunteer movement has experienced its own long historical development and is a powerful tool to address various social issues. The main areas of activity are: the struggle for the liberation of slaves, for the obtaining of equal rights of women; environmental protection, the rights of consumers; promotion of the policy of nonviolence, and international understanding.

The end of the twentieth century was marked by the fact that volunteering in the social development was officially recognized by the international community as well. For the last decade the topic of volunteering has been repeatedly discussed at the meetings of the UN General Assembly. According to scientists, volunteering is a socially useful activity free of charge, which is a leader of spiritual, moral, ethical, cultural, social, political and economic values and can take any form of traditional institutions for mutual assistance to mobilized socially useful work during crises or natural disasters, from manifestations of altruism to the structured organization of volunteerism on an international scale.

Volunteering is a way to accumulate social capital, a powerful instrument of social, cultural and economic development of society and public authorities to address a number of social problems; the basic premise and basis of the activity of most public organizations (Chystiakova 2015).

ANALYSIS OF CURRENT RESEARCH

In a general sense, volunteerism is the contribution made by individuals on the basis of non-profit activities, without wages, without promotion, for the welfare and prosperity of communities and society as a whole. Volunteerism is also the basis of non-governmental, public and professional organizations and trade unions. The term “volunteer” means “a person who freely offers to take part in an enterprise or undertake a task.” A volunteer is a person who voluntarily engages in activities for the benefit of society, doesn’t pursue personal advantage and doesn’t receive monetary reward (Pasichnyk et al., 2014).

The main features of volunteering as a social phenomenon of our time have been the subject of much research by scientists. In particular, the trends and prospects of volunteering in Europe, the problems of management of volunteer programs and management of volunteers have been defined by E. Cicognani, J. D. Smith, C. Rochester, M. Harris, R. Hadley (Cicognani et al., 2008; Harris & Rochester 2001; Smith 2004; Smith et al., 1995).

The peculiarities of civic engagement and youth’s volunteering have been studied by S. Bales, V. Christmas-Best, L. N. Hewitt, R. Lynch, S. McCurley, M. McLaughlin, R. Silbereisen, K. Southby, J. South, P. A. Thoits, B. Voicu, M. Voicu, Youniss and others (McCurley & Lynch 1996; Southby & South 2016; Thoits & Hewitt 2001; Voicu & Voicu 2009; Youniss et al., 2002).

The research of the volunteer movement in Ukraine can be found in the scientific works of E. Balashov, A. Bezpalko, R. Vaynola, I. Zvereva, R. Kalamazh, A. Kapska, A. Karaman, O. Karpenko, N. Komarova, V. Kratinova, G. Laktionova, N. Larionova, T. Lyakh, I. Pasichnyk, A. Pesotska, S. Gorenko, S. Kharchenko, Y. Yurkiv and others. The international experience of volunteer activity is highlighted by a number of national researchers such as E. Balashov, B. Bondarenko, R. Vaynola, R. Kalamazh, A. Kapska, N. Komarova, T. Lyakh, I. Pasichnyk, I. Zvereva and others (Balashov et al., 2016; Kapska 2005; Pasichnyk et al., 2014; Yants 2009; Zvereva 2006).

RESEARCH METHODS

General theoretical methods of scientific research have been used in the article. Among them are analysis, synthesis, comparison, generalization, comparing and contrasting different views, and the method of periodization for analyzing the problem in its genesis and defining the historical periods of the development of international and national volunteer movement.

CONCEPTUAL THEORIES AND THEORETICAL MODELS OF VOLUNTEERING

The phenomenon of “volunteering” has been researched within different scientific fields, such as Social Science, Social Psychology, Educational and Developmental Psychology, and Social Work. Scientists have conducted many empirical studies and theoretical researches. The levels of informal and formal volunteering in any society have long been important to politicians in their activities. Volunteering is vital to charities and civil society, helps to strengthen local communities, and improves the wellbeing of individuals who participate in social life. It is not therefore surprising that its importance is understood at all levels in order to strengthen civil society by increasing social action, delivering power to communities and opening up public services to a plurality of providers, including the voluntary and community sector (Balashov et al., 2016).

Volunteering is generally considered as voluntary giving of time and talents to deliver services or perform tasks with no direct financial compensation expected. Volunteer services include participation of citizens in the direct delivery of services to others; citizens’ action groups; advocacy for causes, groups or individuals; participation in the governance of both private and public agencies; self-help and mutual aid endeavours; and a broad range of informal helping activities (Thoits & Hewitt 2001).

A synthesis of different theoretical approaches to volunteering differentiates two main categories of volunteering. The first category focuses on explaining the different kinds of resources and characteristics (social capital, human capital, income, gender, age, urban/rural environment etc.) and their impact on the volunteering type of behaviour. Having identified these sociocultural characteristics and resources, it is possible to determine a volunteer's profile in every given culture. The second category focuses on the volunteers' value and motivation sphere, and argues that the sociocultural dimension of volunteering is much more important than a particular resource (Voicu & Voicu 2003).

Volunteering activities include participation and cooperation of volunteers, and therefore social capital is extremely valuable. People in sociocultural networks have a higher possibility for contacts and participation in joint volunteering events. According to the "dominant status model" of volunteering (Smith 1994) volunteers are people with high-level features related to human capital. The income level of potential volunteers has a significant impact on the frequency of volunteer deeds, whereas the economic development of society increases volunteer activities.

Great attention has been devoted to investigating the nature and significance of different forms of social participation (including volunteering) during the period of adolescence and young adulthood, and determining their correlates (e.g., family background, peer group influences, school education, mass media influences) (Eccles & Barber 1999; Da Silva et al., 2004; Youniss et al., 2002; Smetana et al., 2006; Cicognani et al., 2008).

Volunteer activities have an important function for the individual and this can be expressed in the person's values and motivation system. Volunteering seems to be generated by personal motivation and has much in common with altruism. However, excluding the purely altruistic factors, the determinants of volunteering can be reduced to a set of resources or socio-economic indicators of status (Voicu & Voicu 2003).

Some theoretical studies show that it is more likely to describe a volunteer as a middle-aged, middle-class, married woman from an urban

area, having more than a high-school education and with dependent school-age children (Hettman & Jenkins 1990) which might be partly explained by the presence of social networks and non-profit organizations in the communities. Based on the two major theoretical models of volunteering, a portrait of the volunteer from Eastern Europe, similar to the one from Western Europe, has been created. A volunteer is “a well-educated person with an extensive social network that has a good financial situation and seeks to fulfil necessities of higher order. Furthermore, it is expected that young people with a high level of religious practice and residing in urban areas show higher levels of volunteering” (Voicu & Voicu 2003). Although volunteer work is widely believed to be beneficial for both the community and the individuals executing it, not enough attention has been paid to the actual consequences of volunteering for the individual’s psychological, emotional and social wellbeing. However, scientists have recently conducted a number of studies and five models of volunteering have been determined (Thoits & Hewitt 2001; Pasichnyk et al., 2014; Balashov et al., 2016).

However, these scientific studies are mainly based on practical implementation of the summarized experience of volunteer projects in the sphere of social work with their detailed, often phased, description. Therefore, in assessing the level of the development of the problem of volunteering and the volunteer movement in Ukraine, it is worth mentioning the lack of comprehensive research of international volunteer networks, including their historical development. The aim of the chapter is an analytical evaluation of the historical development of the international volunteer movement.

ORIGIN AND DEVELOPMENT OF VOLUNTEERING IN THE WORLD AND IN UKRAINE

In American history, volunteering has a long and widespread tradition. Now it is one of the most common types of activity in American society.

The research of volunteering conducted by the Gallup organization for the third sector, indicates that:

- volunteers contribute an average of 4.2 hours per week
- In 2003 the importance of volunteer time was valued at 182 billion U.S. dollars, if the average wage of worker is considered.
- 45% of involved volunteers are people 18-24 years.
- Male volunteers are 44%, female volunteers 56%.
- The vast majority of volunteers are doing part-time work because of their occupation status.

A survey conducted in Canada in 1995 by the Fund Goldfarb Communications showed that volunteer activities involved about 40% of the population, and there has been a tendency to increasing in recent years. The greatest interest in volunteering was observed among 25 - year old individuals (McCurley & Lynch 1996; Smetana et al., 2006).

According to the Danish Committee of volunteer initiatives, every second Dane is engaged in volunteer work regularly or from time to time, and in the social field, 10% of the population is involved in volunteer work (7% regularly 3% occasionally). On the average, a Danish volunteer works 14 hours a week.

The research conducted by the Laboratory of Social Economics of the University of Paris in 1996 showed that 23, 4% (10.4 million citizens) of the French population aged over 18 were engaged in volunteer activities, spending on average 23 hours per month, which is the equivalent of 116 000 employees working full time, or 5% of the official paid labor in France.

According to the study conducted in the Czech Republic in 2000, in which 693 residents and 359 Czech volunteers were surveyed, 22% of respondents pointed out that they performed some work on a volunteer basis. 16% of Czechs have been involved in volunteer activities since 1989, and only 8% of the population after 1999.

According to the research of Warsaw Centre (1997), people were involved in volunteer activity for many reasons: they want to help those

who need it (61%), develop new skills (46%), engage in something (41%), for their own satisfaction (31%), make new friends (29%) in order to return their “debt” to others (11%) (Voicu & Voicu 2003).

As for Ukraine, the work for benefits to society has always been available, and its origins and dissemination indissolubly are connected to the origin and the nature of people. There were also found many references to the social and useful work during the time of Kievan Rus, Prince Volodymyr the Great, Yaroslav the Wise, Volodymyr Monomakh. In his work “Instructions for Children” V. Monomakh advised not to forget about the poor, orphans and care for widows.

According to the Lithuanian and Polish age, a new stage of charity work has appeared as a necessary condition for the revival of the nation state. The Orthodox Brotherhood was not only dedicated to teaching children, helping the poor, orphans and the sick, but also was creating schools, orphanages, printing, hospitals, and restoring churches with their own money. Ostrozkys and Vyshnevetskys Princes cared about public affairs. The Cossacks always helped the offended Ukrainian population.

The golden age of social and helpful work came in the nineteenth century. An excellent example is the activities of Ukrainian businessmen such as Symyrenko, Tereschenko, and Kharytonenko, who not only donated funds for social needs, but were also directly involved, completely free of charge, in solving social and national issues in the activities of various public agencies. It is impossible even to mention everyone who was engaged in volunteering. Nowadays, we see a revival of various forms of social and useful activity in modern Ukraine (Stezhenska & Verzhkhovska 2001).

Returning to the current situation of volunteerism in Ukraine, it is worth pointing out that the main motivating factors are satisfaction in the results (40%), feeling the necessity for people (37%), and the opportunity to change things for the better (14%), according to the survey, which was conducted by the Ukrainian State Centre of Social Services and the Ukrainian Institute of Social Research (Kapska 2005).

The development of volunteering has a long history not only in the world but also in Ukraine. There are sources of information and research

on this topic, which are confirmed. Volunteers are unique people. We need to understand a volunteer better, avoiding assumptions, generalizations and stereotypes to create and implement appropriate recognition.

THEORETICAL ANALYSIS AND DISCUSSION

Volunteering has always existed in every civilization and society. According to the local researcher N. Yants, volunteering in the general sense is the contribution made by individuals on the basis of non-profit activities, no wages, no promotion, for the welfare and prosperity of communities and society as a whole. This activity can take many forms: from everyday forms of mutual assistance to joint action during a crisis. This concept includes volunteer actions at the local, national and international levels. Volunteers play a wide-ranging role in the development and welfare of the country. Within national programs and UN programs they contribute to the development of humanitarian assistance, technical cooperation, and the promotion of human rights, democracy and peace (Yants 2009).

The Universal Declaration of Volunteers, adopted at the 11th Congress of the International Association of Volunteers on September 14, 1990 in Paris, states that volunteerism is a voluntary, active, personal participation of a common citizen in the life of human communities to implement its basic human needs and improve the quality of life, economic and social development (UN Volunteers...). The document has indicated that such activity improves the quality of life, personal prosperity and strengthening of solidarity, the implementation of the basic needs to the creation of a just and peaceful society, more balanced economic and social development, and job creation.

In modern society the phenomenon of volunteering is understood as a form of civic participation in public benefit cases, the method of a collective interaction and effective mechanism for resolving urgent social and educational issues (Bezpalcko et. al 2001); as “an activity which is non-binding; based on the desire to help; as the case made without prior

opinion on the financial reward; as work, not play” (McCurley & Lynch 1996); as a voluntary choice of activity which reflects personal views and positions; an active citizen participation in public life, which is typically expressed in joint activity within various associations, improving the quality of life, deepening personal prosperity and solidarity, leading to the realization of basic needs towards establishing a more just and peaceful society, more balanced economic and social development, creating new jobs and occupations, as well as the national idea – the idea of mercy and charity (Chystiakova 2015), a resource philanthropy – “humanity, charity, social support, patronage and protection of disadvantaged citizens through mercy” (Kapska 2005).

Adequate understanding of the current state of scientific and reasonable determination of the future prospects of international volunteer networks provides analytical consideration of the historical development of the volunteer movement.

Volunteering as a social service idea is almost as old as the concept of “society.” Human history does not remember such a society which would be alien to the idea of voluntary and selfless assistance. In a society there have always been people for whom the way of self-improvement, communication and communication with other people was the work for the public. Selfless help to others has always existed. So, in Greece there were the physicians-travelers who treated poor people and carried out the preventive measures against epidemics of cholera and plague; in ancient Rome there was a popular charity for the disadvantaged; in the East there was the early development of philanthropy. All this, in our opinion, is the prototype of volunteering. In some countries the system of volunteerism before the introduction of universal military service was the main method of recruitment to the army. A remarkable example is the United Kingdom before the First World War of 1914–1918.

In the eighteenth and the first half of the nineteenth century in Austria-Hungary, France and Italy there were volunteer regiments and battalions that were a part of the regular army. The male population voluntarily recorded in the ranks of the defenders of the motherland. It was then that the word “volunteer” came into use.

The youth volunteer movement originated in Europe in the 1920s after the First World War. The volunteers did not receive any money for their work, but they were supplied with a place of residence, food and health insurance, and this principle of organizing volunteer work has survived until today. The idea spread throughout the world. In the 1960s-1980s dozens of volunteer programs appeared. In 1998 about 2000 projects in 84 countries were organized. International volunteer programs are a form of mutual international opportunity to put your citizenship into practice by providing all possible assistance to those who need it. The idea of «be heaped up the world» against the resolution of any problem has numerous supporters and works efficiently.

In this study, we have used the method of periodization as it sets the program of the research, contributes to finding new ways to solve the problems and allows analyzing the problem in its genesis; we have reviewed the history of the formation of volunteering in the European Region (Table 1) (Chystiakova 2015).

Thus, the volunteer movement has existed for many centuries. In different countries, this phenomenon has various names, but it is a universal social phenomenon that occurs in all cultures at all levels of economic development among both sexes and all ages.

It should be noted that at present the volunteer movement has spread around the world and plays an increasingly important role in the social processes of developed countries. Scientists A. Salomon and H. Anhayer (1999) believe that currently the world is a “global social revolution” that is an “explosion” of organized private voluntary activity associated with the growth of self-identity in modern society, in which the available information revolution and the crisis of the state act.

Today volunteer networks exist in many countries. The governments of the countries support the volunteer movement, which becomes global. There are international volunteer networks, which we define as the organizational structures that represent a set of voluntary organizations, united by a common idea and activities aimed at providing free social services, as well as sharing the experience within the volunteer network and beyond.

Table 1. The stages of volunteer movement development

Stages	Main content and characteristics of the stage
1750–1913 – Formation	<p>Involvement of the middle and upper classes of Western society in social work for reducing poverty:</p> <ul style="list-style-type: none"> – volunteer work of students who lived alongside poor working-class neighborhoods, in order to improve the living conditions of the local residents, neighborhood interclass self and mutual assistance; – educational courses for adults, holidays for children in rural areas and support of immigrants; – 1859 – the year of occurrence of volunteerism (French writer-journalist Henry Dunant offered the idea of creating the Red Cross)
1914-1971 - Institutionalization	<p>The expansion of government agencies that provide full social services:</p> <ul style="list-style-type: none"> – displacement of volunteering to social services; – consideration of volunteers as assistants, which if possible should be replaced by the professional workforce. Implementation of the first large-scale volunteer projects (projects to restore farms damaged by the World War I in the areas of the most fierce battles between German and French troops). Creation of the first volunteer organizations (Coordinating Committee for International Voluntary Service (CCIVS) under the auspices of the UNESCO headquarters in Paris). – 1920 – opening of the first international volunteer camp Service Civil International –International Civil Help. The 1960s - the emergence of dozens of volunteer programs with peacekeeping missions to establish friendly relations between Eastern and Western Europe

Table 1. (Continued)

Stages	Main content and characteristics of the stage
1972-1991 - Integration	<p>The beginning of system infrastructure that supports voluntary activities:</p> <ul style="list-style-type: none"> – the scope of targeted social services largely transferred to public organizations that have years of experience in social work; – cover the deficit of public organizations and bureaucratic structures through citizen participation and targeted local communities; – appearing of numerous community groups and organizations that are involved in voluntary youth work; – creation of a network of national volunteer programs
1991 – present - globalization	<p>September 14th, 1990 the Universal Declaration of volunteers was adopted, which defined the nature, objectives and basic principles of the volunteer movement in the world:</p> <ul style="list-style-type: none"> – volunteering as a very important element of democracy through which citizens take responsibility for the public; – the involvement of marginalized groups such as ethnic minorities, the disabled and retired; – the integration of volunteer work in education and creating opportunities for participation of young people; – the creation of the conditions for teacher training to coordinate voluntary movement

The most common in the current development of volunteerism are international volunteer networks:

1. The United Nations Volunteers (UNV – United Nations Volunteers) – a network that is directly under the supervision of the UN. This network supports the sustainable global development on the planet by promoting the ideas of volunteerism and mobilization of volunteers to solve specific practical problems on our planet. The volunteers of this network assist refugees, HIV-infected children, disabled people; work in the sphere of child and adult education, healthpreserving, urban development, electoral law and the protection of the voters’ rights, gender equality and women’s rights (UNVolunteers ...).
2. “International Public Service” (SCI – Service Civil International), the leading objectives of which are to promote the ideas of peace, international understanding and solidarity, social justice and environmental protection. The main focus is on organizing international volunteer projects; seminars; volunteer programs of various validity; educational training and international exchanges (Service ...)
3. “Youth for Peace” (YAP – Youth Action for Peace). The main purpose of its activity is to support the idea of peace and cooperation between countries and to resolve issues without military conflicts. The key directions of the international youth organization are: the organization of anti-war volunteer projects; of pacifist seminars; the development of methods of non-violent resolution of military conflicts; work with refugees, vulnerable groups of the population; lobbying of anti-war and peace ideas among political parties and organizations (Youth ...)
4. Federation “International Cultural Youth Exchange” (ICYE – International Cultural Youth Exchange). The key objective of this volunteer network is to establish youth volunteer activity for international understanding and peace. The main objectives of ICYE are the following: providing intercultural learning

- experiences for young people; promotion of their social and personal development through the international volunteer programs; establishing of cross-cultural understanding; providing equal opportunities for all; formation of tolerance and maintaining of peace among the people in the world (International ...).
5. European Alliance volunteer organization (Alliance of European Voluntary Service Organization) specializes in organizing volunteer camps of different duration, supporting the idea of international cooperation, peace and mutual understanding. (Alliance ...).
 6. Coordination Committee of International Volunteer Organizations (CCIVS – Coordinating Committee for International Voluntary Service). The research of programs and projects organized by the Committee has allowed to distinguish the following objectives: promoting volunteer activity worldwide; combating the danger of war, social and racial discrimination, inadequate economic development and illiteracy; promoting international understanding, friendship and solidarity as a basic premise of lasting and stable peace; an increase of social and national development; an establishment of a just international economic and social order (Coordinating ...).
 7. Association of volunteer organizations (AVSO – Association of Voluntary Service Organization) coordinates the activity of European voluntary organizations and promotes the interests of volunteers at the level of governments, social institutions and public organization. The basis of the Association of volunteer organizations is an active communication and interaction with other members (Association ...)
 8. Canada World Youth (CWY) is a world leader in developing international educational programs for young people aged 15 to 29. A non-profit organisation, CWY is dedicated to enriching the lives of young people that have a desire to become informed and active global citizens. CWY programs are designed to help youth experience the world. Canada World Youth's mission is to increase

the ability of people, and especially youth, to participate actively in the development of just, harmonious, and sustainable societies (Canada World Youth...)

CONCLUSION AND FURTHER RESEARCH PERSPECTIVES

Having analyzed the available theoretical information concerning the global experience of volunteering and the history of volunteerism in Ukraine, we can make a conclusion that volunteering as a phenomenon occurred from the need to involve highly motivated people in the activity, which is quite simple at first glance, but still must be carried out. The achievements of the research results regarding the basic motives of volunteers are undoubtedly significant: consideration of the results gives an opportunity to improve the motivation system, reporting, attracting and making conditions for the further actions and remuneration of the volunteers. However, this experience didn't become exhaustive. Attraction of volunteers by organizations that make very mixed activities is a quite extensive and complex process that involves the creation and realization of a thorough recruitment program, organization and further cooperation with volunteers. This program should include not only a list of jobs intended to attract more people, but also should take into consideration the resources of the organization that would allow it to do so. Despite the fact that volunteering is unpaid, it requires resources of a different character: a person or group of people that will organize volunteers and their activities, creating conditions for increasing the skills of volunteers and proper consideration of the motives that lead people to engage in such activity. Thus, the process of involving volunteers is rather long and requires many resources, but the effective use of the resources will not be spent without purpose.

Thus, the international volunteer network has experienced its own long historical development and is a powerful tool to address various social issues. The main areas of activity are: struggle for the liberation of slaves, for women's equal rights with men; environmental protection, rights of

consumers; promotion of the policy of nonviolence, international understanding etc. The study does not cover all aspects of the outlined problem. In perspective the problems of the foreign experience of volunteering in different countries, the development of the mechanisms for attracting those wishing to volunteer will be investigated.

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Chapter 3

**VOLUNTEERING AND POSITIVE
YOUTH DEVELOPMENT:
AN ACCUMULATIVE APPROACH**

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ABSTRACT

The positive effects of volunteering on various psychological and health outcomes have well been empirically established, especially in the elderly population. However, research on how volunteering contributes to multiple positive outcomes concurrently in youths, a population at a critical life course stage of exploring positive development, is uncharted. The present study, based on a sample of 1028 community youth participants recruited by a NGO and use of multivariate linear regression modeling as analytical strategy, found that engagement in volunteering more was significantly related to higher life satisfaction, positive self-esteem, life purpose and social responsibility simultaneously, but log-

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transformed ratios showed that the likelihood of engagement in volunteering in contribution to these positive youth outcomes varied, supporting the social constructivist nature and public selfhood of youth development. Implications and limitations of the study are also discussed.

Keywords: volunteering, role accumulation perspective, scarcity principle, youth development

INTRODUCTION

The well-being of almost all civic societies prevalently depends on philanthropic and prosocial behaviors of its citizens, in which volunteering manifests most of contributions derived from the spirit of philanthropy and prosociality (Carpenter & Myers, 2010; Eckstein, 2001; Jones, 2006). Although it is commonly thought that volunteering is a genuine “giving” behavior that involves at least a service provider and a recipient in an unidirectional approach of no financial exchange, recent empirical research proved that volunteering is a helping process of mutuality and reciprocity, in which the helper, that’s the volunteer, can reap better psychological and health outcomes than their non-volunteer or less volunteering counterparts (Greenfield & Marks, 2004; Tanskanen & Danielsbacka, 2016). However, findings of prior research studies supporting the relationship between volunteering and positive development were predominantly based on samples of adults and elderly, leaving the relationship less explored in the youth population (Greenfield & Marks, 2004; Kim & Pai, 2010; McDougle & Handy, 2014; Stukas, Hoye, Nicholson, Brown, & Aisbett; 2016). Furthermore, most empirical studies treated the predictor of volunteering as a simple dummy variable (e.g., 1= volunteer and 0= non-volunteer), which casts aside the cumulative nature of volunteering behaviors in contribution to positive psychological and health outcomes (Prouteau & Sardinha, 2015; Van Tienen, Scheeper, Reitsma, & Schilderman, 2011). Furthermore, paucity of research has investigated the effects of volunteering on multiple positive developmental outcomes in a single

analytic model to take into account the interrelated nature of the outcomes that is under scrutiny (Greenfield & Marks, 2004; Mollidor, Hancock, & Pepper, 2015; Tanskanen & Danielsbacka, 2016). Taken together, the present study, based on a larger sample of youths, aimed to study the effects of volunteering on multiple aspects of positive psychosocial well-being, e.g., life satisfaction, self-esteem, life purpose and social responsibility, in a single statistical model.

Regarding the relationship between volunteering and positive development, prior research has accumulatively supported the salutary effects of volunteering on various psychological and health outcomes. Manifestly, results of pertinent empirical studies have commonly pointed out that volunteering was significantly predictive of positive affect, better mental and physical health, happiness, life satisfaction, self-esteem, sense of mastery, and fewer depressive symptoms (Greenfield & Marks, 2004; Tanskanen & Danielsbacka, 2016; Kim & Pai, 2010; Konrath & Brown 2012; McDougle et al., 2014; Piliavin & Siegl, 2007; Thoits & Hewitt, 2001). For example, Tanskanen and Danielsbacka (2016) employed a national representative sample of two adult generations and found that volunteering did predict higher happiness and self-rated health. In addition, Thoits and Hewitt (2001) reported that volunteering was significantly and positively related to various positive psychosocial outcomes in a multistage stratified probability adult sample. Moreover, Piliavin and Siegl (2007) also supported that volunteering was significantly predictive of better psychological well-being and self-rated health in a representative sample of older people longitudinally. Recently, Mollidor and colleagues (2015) gave support to the significant mediating effect of volunteering on the relationship between religiosity and life satisfaction in a large sample of church goers with data based on the 2011 Australian National Church Life Survey. Moreover, Lederer, Autry, Day, & Oswalt (2015) investigated the effects of work and volunteer hours on four psychosocial outcomes, namely depression, feelings of being overwhelmed, sleep, and physical activity, with a large sample of 70,068 college students in the United States and found that higher work hours were significantly related to negative sleep and increased feelings of being overwhelmed and, inversely, higher

volunteer hours significantly predictive of adequate physical activity and less depression.

The theoretical underpinnings for the relationship between volunteering and positive development are thought to hinge on the social integration hypothesis and interactional role theory (Greenfield & Marks, 2004; Morrow-Howell, Hong, & Tang, 2009; Thoits & Hewitt, 2001). Indicated by these two theoretical perspectives, volunteers through volunteering can obtain more social recognition and status, role-related privileges, supportive network, emotional gratification, and even tangible resources, which taken together can effectively avoid social anomie and gain a feeling of self-worth and mattering, which hence enhance psychological and health outcomes. Specifically, volunteering participation is an effective form of social integration, through which meaningful and health-promoting social interactions and relationships can be forged by a volunteer's active engagement in voluntary services and collaborations with other volunteer counterparts as well as the process of providing services to those of need (Becker & Dhingra, 2001; McDougle et al., 2014; Thoits & Hewitt, 2001). Although some scholars have attempted to propose the reverse causation for the relationship between volunteering and positive development and suggested that individuals who are feeling good psychologically and physically would be generally more active in volunteering participation, recent longitudinal research did not support the claim of this reverse causation (Piliavin & Siegl, 2007). Taken together, the first hypothesis suggested in this study is:

- **H1:** Higher volunteering participation would be positively related to better psychosocial development of life satisfaction, life purpose, self-esteem and social responsibility simultaneously in youths.

Moreover, as the outcomes of positive development examined in this study are life satisfaction, life purpose, self-esteem and social responsibility, which are believed to be mutually related but conceptually

different in nature (Anderson, Damianakis, Kroger, Wagner, Dawson et al., 2014; Ardel, 2016; Awang-Hashim, Kaur, & Noman, 2015; Greenfield & Marks, 2004; McDougle et al., 2014). Specifically, life satisfaction and life purpose are the consciousness related to the cognitive sphere of self-cognizance and self-awareness in nature (Ardelt, 2016; Awang-Hashim et al., 2015; Steger & Kashdan, 2013). However, self-esteem and social responsibility are the perceptual concept referred to the cognitive sphere of being socially constructed and publicly related (Klein, 2017; Youniss & Yates, 1997). For the consciousness of life satisfaction and life purpose, it is believed that one's growth of such consciousness is mainly derived from one's own self-reflection and pursuit of life values in a meta-physical way through his/her life and social experiences and knowledge (Awang-Hashim et al., 2015; Steger & Kashdan, 2013). For the concept of self-esteem and social responsibility, it is socially constructed and reframed by one's experiences and public selfhood through one's learning and interactions with others in different public situations and spheres openly (Klein, 2017; Youniss & Yates, 1997). As such, it is plausible that self-esteem and life purpose are more influential by volunteering that can provide social experiences and public selfhood by the altruistic process of helping others in need (Mollitor et al., 2016; Morrow-Howell et al., 2009), and life satisfaction and life purpose are less attained through such a process because the growth of this consciousness needs more the "selfhood" in the process of reflecting and contemplating experiences, values, beliefs and various environmental systems concomitantly (Ardelt, 2016; Steger & Kashdan, 2013). The above review is consistent with the social constructivist and symbolic interactionist perspectives, in which human development, especially for the public selfhood like self-esteem and social responsibility, is socially molded and publicly shaped through the process of interpersonal exchanges, interactions and experiences (Badia, 2016; Segre, 2016). In summary, it is believed that volunteering would be more strongly related to the psychosocial well-being of self-esteem and social responsibility than do life satisfaction and life purpose. Hence, another hypothesis made in this study is:

- **H2:** Higher volunteering participation would be more strongly related to better psychosocial development of self-esteem and social responsibility than those of life satisfaction and life purpose in youths.

Furthermore, volunteering participation is a continuing and cumulating process, in which a volunteer who once committed to voluntary services would maintain his/ her services in long run. However, prior research did not pay enough attention to the possibility that volunteering participation would cumulatively contribute to various positive developmental outcomes (Greenfield & Marks, 2004; Kim & Pai, 2010; McDougale et al., 2014). With regard to the role accumulation perspective, higher and continuing participation in volunteering can better contribute to positive development of volunteers (Greenfield & Marks, 2004; Morrow-Howell, Hinterlong, Rozario, & Tang, 2003; Piliavin & Siegl, 2007). This is because role-related social privileges, resources, supportive network, coping skills, life meaning and gratitude can accumulate through more in-depth and long-term participation, which in turn are directly conducive to various positive developmental outcomes (Greenfield & Marks, 2004; McDougale et al., 2014). To examine whether higher volunteering participation can cumulatively contribute to better positive development is important as volunteerism has been viewed declining in recent years and a new appeal for volunteering participation is needed (Carpenter & Myers, 2010; Johnston, 2013; Lim & MacGregor, 2012; Prouteau & Sardinha, 2015). Hence, if volunteering participation can cumulatively contribute to better positive outcomes, new potential volunteers may be fonder of showing their volunteering commitment and engagement. Taken together, the third hypothesis is made below:

- **H3:** Higher volunteering participation would be cumulatively related better psychosocial development of life satisfaction, life purpose, self-esteem and social responsibility simultaneously in youths.

In addition, youth participants' background characteristics that are thought influential of both volunteering and psychosocial development are also incorporated in the analysis. These background characteristics include gender, age, educational attainment, current status, personal income, family socio-economic status, and religious beliefs. Past research pointed out that being female gender, of older ages, higher education and family status, as well as belief in religion had higher volunteering participation (Carpenter & Myers, 2010; Johnston, 2013; Kim & Pai, 2010; Lim & MacGregor, 2012; McDougale et al., 2014; Prouteau & Sardinha, 2015; Van Tienen et al., 2011). In addition, being female gender, of older ages, lower education and family status, and not belief in religion are shown to have poorer psychosocial development (Maras et al., 2011; Park & Jeong, 2015; Sarriera et al., 2015; Steger & Kashdan, 2013). Hence, these pertinent socio-demographic variables are controlled as covariates to preclude confounding in the relationship between volunteering and positive psychosocial development in the study.

RESEARCH METHOD

The study was based on data collected from 1028 youths who were members or service users of a large and long-history social service organization that is financially funded the Hong Kong government. Service units within this social service organization that helped to invite youths include school social work, youth outreaching, and integrated youth centers. Of a total of 1039 potential youths who were approached and invited to take part in the study 1028 of them gave consent and completed the questionnaires. For increasing the variance in the relationship between volunteering and youth positive development, youth participants of diverse volunteering backgrounds were invited to take part in the study, which include general youths who did or did not participate in any voluntary services in the past, prior members of youth volunteering teams, and current members of youth volunteering teams in the organizations. Once a

youth who consented and agreed to take part in the study, a questionnaire containing items of psychosocial indicators, volunteering participation and socio-demographic questions was presented to him/her to fill it.

The age range of the youth participants was 14 to 29 years old, and 55.5% of the total participants were youth females ($n=571$). For education, 31.2% of the youth participants were studying junior high school ($n=321$), 46.7% were studying senior high school ($n=480$), and 12.9% were studying or graduates of sixth form or associate degree education ($n=132$), as well as 9.2% were doing their undergraduate study or undergraduate degree holders ($n=95$). For personal income, 462 participants indicated they did not have any income (44.9%), 358 participants expressed they were of monthly income at or below HKD 4,999 (34.8%), and the remaining 209 participants revealed a monthly income at or above HKD5,000 (20.3%). For the education levels of their parents, participants' fathers who were of junior high school education or below shared 41.8% ($n=430$), of senior high school education had 37.8% ($n=398$), of sixth form or sub-degree education were 9.9% ($n=105$), and of undergraduate degree or above had 7.6% ($n=78$). For the education of participants' mothers, participants' mothers who were of junior high school education or below shared 42.4% ($n=436$), of senior high school education had 39.8% ($n=409$), of sixth form or sub-degree education were 9% ($n=92$), and of undergraduate degree or above had 6.2% ($n=67$). With regard to their religious beliefs, 288 youth participants believed in Christianity, including protestant and Catholic (28%), 45 were believed in other religions, including Buddhism and Islam (4.4%), and the remaining 683 participants were atheists (66.4%).

MEASURES

Life satisfaction was measured by the Satisfaction with Life Index (SWLI), which contains 5 items rated on a 7-point scale from strongly disagree (1) to strongly agree (7) (Diener, Emmons, Larsen, & Griffin, 1985). SWLI is widely used measure to tap on levels of life satisfaction in

the general public (Gana, Bailly, Saada, Joulain, & Alaphilippe, 2013; Park & Jeong, 2015). Example items include “In most ways my life is close to my ideal” and “So far I have gotten the important things I want in life,” the Cronbach’s alpha is $\alpha = .899$, indicative of excellent internal consistency.

Self-esteem was measured by Rosenberg’s Self-Esteem Scale (RSES) that is composed of 10 items rated on 4-point scale from strongly disagree (1) to strongly agree (4) (Rosenberg, 1965). RSES is also a commonly used scale to measure one’s positive self-concept (Maras, Dukic, Markovic, & Biro, 2011; Michaelides, Koutsogiorgi, & Panayiotou, 2016). Example items have “At times, I think I am no good at all” and “I feel that I have a number of good qualities,” and internal consistency in this study was $\alpha = .784$, showing highly adequate.

Life purpose was measured by the Life Engagement Test (LET), which contains 6 items rated on a 5-point scale from strongly disagree (1) to strongly agree (5) (Miciuk, Jankowski, Oles, 2016; Pearson, Windsor, Crisp, Butterworth, & Pilkington, 2013). LET has been corroborated to be a useful scale to tap on one’s meaning and purpose of existence (Miciuk et al., 2016; Pearson et al., 2013). Example items include “There is not enough purpose in my life” and “I don’t care very much about the things I do” Internal reliability was $\alpha = .634$, that’s acceptable but a little bit lower than adequacy.

Social responsibility was measured by 6 items that were referential to pertinent research (Martin & Rimm-Kaufman, 2015; Morrow-Howell, Lee, McCrary, & McBride, 2014; van den Wijngaard, Beusaert, Segers, & Gijsselaers, 2015). Example items include “each youth member in the society should have a contributory role to make his/her society better” and “Youth members as a civic individual should know more about things happening in their society.” The items were rated in an 8-point scale ranging from strongly disagree (1) to strongly agree (8). Cronbach alpha was $\alpha = .748$, meaning good internal consistency.

Volunteering participation was measured by a multidimensional approach that was composed of involvement of volunteering, commitment of volunteering and engagement of volunteering (Eckstein, 2001; Jones, 2006; Morrow-Howell et al., 2014; Stukas et al., 2016; Tanskanen &

Danielsbacka, 2016). Involvement of volunteering consisting of 3 dichotomous items (0=no and 1=yes) to ask about participants' in-depth of engaging in voluntary services. Example items have "Right up to now have you joined any volunteering team for half a year or more?" and "Have you taken part in the strategic planning, promotion and review of voluntary services?" Commitment of volunteering was measured by 7 items rated on a 5-point scale (1= strongly disagree and 5= strongly agree). Example items include "I will encourage people around me to take part in volunteering" and "To me participation in volunteering is an important thing." Participation of volunteering refers to the actual volunteering time and frequency that the participants had spent in the past year, which include the items "In the past year how frequent did you participate in volunteering?" and "In the past year how many hours did you spend in volunteering?" As the items in the three volunteering dimensions were measured on different scales, hence all the items were transformed to z-scores first and then summed to form a measure of volunteering participation. The correlation coefficients of the three volunteering dimensions were between $r=.280$ to $.446$, $ps < .001$, showing their adequate interrelated nature. Cronbach alpha was $\alpha=.864$, indicating excellent internal consistency.

The socio-demographic variables of youth participants' gender, age, education, personal income, family socio-economic status, and religious beliefs were adjusted as covariates. Gender was a dummy variable (1= male, 2= female), and age was a categorical variable (1= 14 to 17 years old, 2= 18 to 21 years old, 3= 22 to 25 years old, 4= 26 to 29 years old). Participants' education was a categorical variable (1= junior high school, 2= senior high school, 3= sixth form education, 4= sub-degree education, 5= undergraduate degree education). Current status was a dummy variable (1= student, 2= other), and personal income was a categorical variable (1= no income, 2= \$ 4,999 or below, 3=\$5,000 to \$9,999, 4= \$10,000 to \$14,999, 5=\$15,000 to \$19,999, 6= \$20,000 to \$29,999, 7= \$30,000 to \$39,999, 8= \$40,000 or above) and re-grouped to three categories finally (1= no income, 2= \$ 4,999 or below, 3=\$5,000 or above) as many participants were students and without any income at the time of

conducting this research. Family socio-economic status was a composite of youth participants' paternal and maternal education levels, which were a categorical variable (1= junior high school, 2= senior high school, 3= sixth form education, 4= sub-degree education, 5= undergraduate degree education). Youth participants' religious beliefs consisted of two dummy variables, in which believers of Christianity and other religions were coded 1 and the reference was atheists who were coded 0.

STATISTICAL PROCEDURES

In this study we mainly employed multivariate linear regression, MLR, to analyze the effects of volunteering on the positive psychosocial outcomes of life satisfaction, self-esteem, life purpose and social responsibility in youth participants while controlling for the socio-demographic covariates mentioned above. Use of MLR can take the advantages of putting all the outcomes that are assumed to be interrelated in a single model, and calculating the expected likelihood ratios with a unit change in the predictor of volunteering participation, $\beta_{\text{volunteering}}$, by taking log of the outcome scores, $\log(Y_i)$, in which the equation of multiple linear regression with log-transformed outcome is

$$\log(Y_i) = \beta_0 + \beta_1 X_{1i} + \dots + \beta_k X_{ki} + \varepsilon_i$$

In this equation, β_0 is the intercept of the log-transformed outcome $\log(Y_i)$ for i^{th} participant, X_i is the predictor variable for the i^{th} participant, β_i is the slope coefficient for the predictor variable X_i , X_{ki} connotes K predictor variables in the equation, and ε_i is the random variance. However, for investigating the likelihood of the predictor of volunteering participation, $\beta_{\text{volunteering}}$, in relation to a specific outcome, Y_i , we must take the exponential expression of the parameter of $\beta_{\text{volunteering}}$, hence, we have the following form.

$$\hat{P} = e^{\beta_{volunteering}} - 1$$

Nevertheless, in multivariate linear regression there are more than one outcome variable, $Y_i \in Y_{ik}$, that is

$$Y_{ik} = \beta_{0k} + \sum_{j=1}^p \beta_{jk} X_{ij} + e_{ik}$$

in which, $i \in \{1, \dots, n\}$ and $K \in \{1, \dots, n\}$ where $Y_{ik} \in \mathbb{R}$ is the k^{th} real valued response for the i^{th} observation, $\beta_{0k} \in \mathbb{R}$ is the regression intercept for k^{th} response, $\beta_{jk} \in \mathbb{R}$ is the j^{th} predictor's regression slope for the k^{th} response, $X_{ij} \in \mathbb{R}$ is the j^{th} predictor for the i^{th} observation, and $e_{ik} = (e_{i1}, \dots, e_{im}) \stackrel{iid}{\sim} N(0_m, \Sigma)$ is a multivariate Gaussian error vector. The matrix form denotes for all nm points simultaneously in a multivariate linear regression model is

$$\begin{bmatrix} y_{11} & \dots & y_{1m} \\ y_{21} & \dots & y_{2m} \\ y_{31} & \dots & y_{3m} \\ \vdots & \ddots & \vdots \\ y_{n1} & \dots & y_{nm} \end{bmatrix} = \begin{bmatrix} 1 & X_{11} & X_{12} & \dots & X_{1p} \\ 1 & X_{21} & X_{22} & \dots & X_{2p} \\ 1 & X_{31} & X_{32} & \dots & X_{3p} \\ \vdots & \vdots & \vdots & \ddots & \vdots \\ 1 & X_{n1} & X_{n2} & \dots & X_{np} \end{bmatrix} \begin{bmatrix} \beta_{01} & \dots & \beta_{0m} \\ \beta_{11} & \dots & \beta_{1m} \\ \beta_{21} & \dots & \beta_{2m} \\ \vdots & \ddots & \vdots \\ \beta_{p1} & \dots & \beta_{pm} \end{bmatrix} + \begin{bmatrix} e_{01} & \dots & e_{0m} \\ e_{11} & \dots & e_{1m} \\ e_{21} & \dots & e_{2m} \\ \vdots & \ddots & \vdots \\ e_{p1} & \dots & e_{pm} \end{bmatrix}$$

Accordingly, we can have a scalar form of fitted values and residuals as following:

$$\begin{aligned} \hat{Y}_{ik} &= \hat{\beta}_{0k} + \sum_{j=1}^p \hat{\beta}_{jk} X_{ij} \\ \hat{e}_{ik} &= \hat{Y}_{ik} - \hat{Y}_{ik} \end{aligned}$$

The outcome variables investigated in the multivariate linear regression model include youths' life satisfaction, $\hat{Y}_{life\ satisfaction}$, self-esteem, $\hat{Y}_{self-esteem}$, life purpose, $\hat{Y}_{life\ purpose}$, and social responsibility, $\hat{Y}_{social\ responsibility}$, and the main predictor is volunteering participation, $\hat{\beta}_{volunteering}$, while

adjusting for youth participants' gender, age, education, personal income, family socio-economic status, and religious beliefs.

RESULTS

Table 1 presents the correlation coefficients of the study variables. As we can see that the four psychosocial outcomes of life satisfaction, self-esteem, life purpose, and social responsibility were substantially significantly and positively correlated with each other, $r_s = .278$ to $.545$, $p < .01$. In addition, the predictor of volunteering participation was significantly correlated with the four psychosocial outcomes, in which volunteering participation was most strongly correlated with social responsibility, $r = .221$, $p < .01$, and self-esteem, $r = .202$, $p < .01$, compared to life satisfaction, $r = .152$, $p < .01$, and life purpose, $r = .147$, $p < .01$.

Table 1. Correlations of study variables

	1	2	3	4	5
1 Life Satisfaction	-				
2 Self-Esteem	.492**				
3 Life Purpose	.278**	.545**			
4 Social Responsibility	.298**	.361**	.398**		
5 Volunteering Engagement	.152**	.202**	.147**	.221**	-

⁺ $p < .1$; * $p < .05$; ** $p < .01$.

Table 2 is the results of multivariate linear regression, in which the all four psychosocial outcomes of life satisfaction, self-esteem, life purpose, and social responsibility simultaneously regressed on the predictor of volunteering participation and the covariates of youths' gender, age, education levels, current status of studying or working, income, family socio-economic status, and religious beliefs. The model fit X^2 and its degree of freedom gave proof of the data-model fit in prediction of the four psychosocial outcomes, $X^2(df) = 1101.567(42)$, $p < .01$.

Table 2. Multivariate linear regression of life satisfaction, self-esteem, life purpose and social responsibility on volunteering engagement

	Life Satisfaction		Self-Esteem		Life Purpose		Social Responsibility	
	β	t-value	β	t-value	β	t-value	β	t-value
Volunteering Engagement	.133	4.417**	.178	5.882**	.116	3.762**	.187	6.257**
Gender	.053	1.734 ⁺	.022	.703	.131	4.240**	.087	2.879**
Age	.107	2.216*	.123	2.525*	.021	.422	.061	1.262
Education	-.044	-1.070	.057	1.361	.081	1.908 ⁺	.112	2.712**
Current Status	-.238	-6.832**	-.151	-4.243**	-.051	-1.414	-.125	-3.523**
Income	-.005	-0.110	-.027	-.606	.021	.473	-.026	-.584
Family SES	.135	4.016**	.043	1.267	.036	1.046	.013	.391
Religion Affiliation								
Christianity	-.037	-1.216	-.056	-1.814 ⁺	-.031	-.992	.081	2.652**
Other Beliefs	.001	.020	.052	1.707 ⁺	.009	.284	-.011	-.377
R^2	.088		.075		.052		.089	
Model Fit $X^2(df)$	1101.567(42)**							

⁺ $p < .1$; * $p < .05$; ** $p < .01$.

In the model, volunteering participation was significantly and positively predictive of life satisfaction, self-esteem, life purpose and social responsibility. The standardized regression coefficients showed that volunteering participation had the strongest effect on social responsibility, $\beta = .187$, $p < .01$, and second strongest effect on self-esteem, $\beta = .178$, $p < .01$. On the other hand, volunteering participation had the weakest effect on life purpose, $\beta = .116$, $p < .01$, and the second weakest effect on life satisfaction, $\beta = .133$, $p < .01$.

Moreover, the effects of youth participants' socio-demographic variables on the four psychosocial outcomes were varying. Being female gender significantly had higher life purpose and social responsibility than their male counterparts, $\beta = .131$ and $.087$, $ps < .01$, and had marginally significant higher life satisfaction, $\beta = .053$, $p < .1$. Older aged youths had significant higher self-esteem, $\beta = .123$, $p < .01$. In addition, youths with higher education were also had significant higher social responsibility, $\beta = .112$, $p < .01$, and marginally significant higher life purpose, $\beta = .081$, $p < .1$. However, compared to the studying status of youths, the working youths had significant lower life satisfaction, $\beta = -.238$, $p < .01$, self-esteem, $\beta = -.151$, $p < .01$, and social responsibility, $\beta = -.125$, $p < .01$. Youths of higher family socio-economic status also had significant higher life satisfaction, $\beta = .135$, $p < .01$. For religious beliefs, being Christians had significant higher social responsibility, $\beta = .081$, $p < .01$, but were also with marginally significant lower self-esteem, $\beta = -.056$, $p < .1$, as compared to their atheist counterparts. Youths of belief in other religions had marginally significant higher self-esteem, $\beta = .052$, $p < .1$, when compared to their atheist counterparts.

Table 3 shows that the logged effects of volunteering participation on the four psychosocial outcomes, in which one unit increase in volunteering participation resulted in 14.2% increase in life satisfaction, 19.2% increase in self-esteem, 12.2% increase in life purpose and 20.5% increase in social responsibility among the youth participants. These results revealed that volunteering participation incurred the higher likelihood of

increased social responsibility and self-esteem than those of life satisfaction and life purpose.

Table 3. Likelihood of volunteering participation in relation to life satisfaction, self-esteem, life purpose and social responsibility

Psychosocial Outcomes	Life Satisfaction	Self-Esteem	Life Purpose	Social Responsibility
Logged Effect ($e^{\hat{\beta}_{volunteering}}$)	1.142	1.192	1.122	1.205

Note. In the log-linear model, the estimated coefficient, $\hat{\beta}$, expresses a one-unit increase in the predictor, that's $\beta_{volunteering}$, will produce an expected increase in $\log(Y)$ of $\hat{\beta}$ units, meaning that the expected value of Y is multiplied by $e^{\hat{\beta}}$.

DISCUSSION

Volunteering is a philanthropic action that not only can benefit the public society as a whole, but also give advantages to the service providers, that's volunteers themselves (Klein, 2017; Lim & MacGregor, 2012; Mollidor et al., 2015; Tanskanen & Danielsbacka, 2016). The present study confirmed that participation in volunteering can enhance youths' life satisfaction, self-esteem, life purpose, and social responsibility as well. These enhancements are important to young people as they are in the formative period of developing and establishing their healthy and prosocial ways of life (Woodman & Wyn, 2015; Youniss & Yates, 1997). Hence, volunteering behaviors should be encouraged and propagandized by government and public service units. In fact, development of life satisfaction, self-esteem, life purpose, and social responsibility is crucial for young people's long-term well-being. For young people, if they can cultivate higher levels of life satisfaction, this connotes that they can get the fringe benefits of improving their mental health and appreciation of their lives and work, which, in fact, are important to their positive psychological outlook and optimism in long run (Kong, Ding, & Zhao,

2015; Sarriera, Bedin, Abs, Calza, & Casas, 2015; Youniss & Yates, 1997). In addition, development of positive self-esteem is also an important task for youths. Higher and more positive self-esteem in young people can give them confidence to handle difficulties and adversities in a constructive way, and also can have a mental capability to appreciate themselves and people around them in a reciprocal way (Kong et al., 2015; Park & Jeong, 2015). These are critical of youths to lead a self-sustaining life and positive growth as they are in a transforming life cycle, which would inevitably accompany with problems and difficulties that need their courage and self-assurance to overcome (Woodman & Wyn, 2015). Moreover, life purpose is another notable concern that educators, policy makers, and social service practitioners want young people to develop and establish. It is important for young people to lead a life of purpose and meaning, as which can implicate them with values, missions and contributions to society (Kim, Lee, Yu, Lee, & Puig, 2005). In fact, youths who can lead their ways of life purposely in a constructive way can also avoid many developmental troubles and delinquency (Wilchek-Aviad & Ne'eman-Haviv, 2016). Therefore, it is a contributory part of volunteering participation that enhances life purpose in young people. Another finding is that volunteering participation increased social responsibility among youths, which is crucial for helping them to develop a civic life and civic engagement (van den Wijngaard et al., 2015; Youniss & Yates, 1997). Concretely, social responsibility is critical of cultivating a salubrious society of mutual helps and public goods, which will benefit different populations and parties in that society as a return.

Moving forward, the present study found that youths' volunteering participation had larger effects on self-esteem and social responsibility than those of life satisfaction and life purpose. These findings are corresponding to the social constructivist and symbolic interaction perspectives, in which self-esteem and social responsibility are related to the public selfhood that is more influential by social experiences and construction through the process of social learning and interpersonal reinforcement (Russo, Vernam, & Wolbert, 2006; Segre, 2016;). However, life satisfaction and life purpose are the cognitive concepts that may

involve more personal values, reflections and judgments or even political orientations, which are less susceptible to the immediate and direct impacts of the social process of volunteering participation (Park & Jeong, 2015; Wilchek-Aviad & Ne'eman-Haviv, 2016). Hence, it is postulated that positive developmental outcomes of youths that are related to the public selfhood would be more easily shaped and enhanced by collective civic actions, like volunteering, than those involved of dialectical and value orientations (Bhuiyan & Szulga, 2017). In fact, future study should put more attention to the effects of volunteering on various developmental outcomes of youths with different nature.

On the other hand, although the present study found the significant direct effects of volunteering participation on youths' life satisfaction, self-esteem, life purpose, and social responsibility, the possible mediating and moderating effects have been not been investigated. Apparently, recent research pointed out that volunteering could uplift one's sense of mattering, which was then found to mediate the effects of volunteering on elderly people's psychological well-being (Piliavin & Siegl, 2007). Some other research also indicated that the beneficial effects of volunteering are more prominent in people of limited social support and network (Anderson, Damianakis, Kroger, Wagner, Dawson, et al., 2014; Pilkington, Windsor, & Crisp, 2012). Specifically, we should put more research efforts on the mediating processes, through which volunteering can emanate its positive effects. For the moderating effects of volunteering, it is important to know why and by what the beneficial effects of volunteering are more salient in some populations than others, which can enhance our understandings of how people of different socio-demographic backgrounds are susceptible to the influence of volunteering dissimilarly.

Finally, this study contains certain limitations that are needed to tackle in future relevant research. First, although the youth sample size is large (N=1028), the participants were mainly restricted to members and service users of a local NGO, which may hamper the heterogeneity and variance of sample data. Therefore, youths of diverse backgrounds and coming from different sources should be recruited in future research. Second, the cross-sectional data used in the current study manifestly compromise the causal

validity of the findings. Hence, it is suggested to have a longitudinal design to trace the transitional changes of young people in positive outcomes when investigating their volunteering participation temporally. Third, as aforementioned, pertinent mediators and moderators should be incorporated in future research to enhance our knowledge on the processes and conditionality that volunteering generates its positive effects differently, as by which the research findings will bear fruitful service implications for the fields of social welfare, education, policy and governance, and other human-related services. Taken together, research on volunteering and other philanthropic actions is an important scholarly topic, which should come across different populations.

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Chapter 4

**THE RELATIONSHIP BETWEEN THE ROLES
OF ADOLESCENT VOLUNTEERS AND THEIR
LEVELS OF VOLUNTEER SATISFACTION:
A CASE STUDY OF HONG KONG**

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ABSTRACT

Empirical evidence shows that volunteering is beneficial for society and explanations for different levels of volunteer satisfaction are many. However, no studies have been conducted to examine various roles volunteers can play in explaining volunteer satisfaction. More specifically, this study explores the relationship between the various roles of adolescent volunteers and their reported level of satisfaction using the

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Chinese version of the Volunteer Satisfaction Index (VSI-C). A total of 1,046 Form 5 to 6 students (referring to Secondary 5 to 6, equivalent to Grades 11 and 12 in the American education system) were successfully recruited via convenience sampling from seven secondary schools in Hong Kong to self-administer the structured questionnaires. The results indicated that students who took on the role of organizer reported the highest level of satisfaction compared to students who took on other roles. In addition, regression analyses showed that the roles of organizer and assistant were associated with higher levels of volunteer satisfaction.

Keywords: volunteer satisfaction; roles of volunteers; community services; secondary school students; mandatory service; Hong Kong

INTRODUCTION

Undoubtedly, there are several advantages of volunteering (Pancer & Cameron, 1994; Chelladurai & Madella, 2006; Clary, 2004; Cravens, 2006; Ling & Chui, 2016; Taylor & Pancer, 2007). People with volunteering experience have better subjective well-being, higher life satisfaction, and a stronger intrinsic motivation to participate in volunteering (Kwok, Chui, & Wong, 2013) and positive attitudes toward deprived groups such as prisoners (Chui & Kwok, 2012). In Hong Kong, students under the new senior secondary school curriculum can either perform community service under the other learning experiences (OLE) organized by individual school personnel or participate in voluntary work in their leisure time. In this regard, school principals, teachers, and social workers are concerned about how to facilitate young people to volunteer and maintain their interest in volunteering. But how can we sustain adolescents' interest in volunteering? What are the roles young people can play during the volunteer opportunities? How can we increase the level of volunteer satisfaction? This chapter examines a wide range of volunteering roles secondary school students can play, and investigates how these roles may have an impact on levels of volunteer satisfaction with reference to a group of young students in Hong Kong.

ROLES OF VOLUNTEERS

It is important to study the roles of volunteers, but very few studies related to this are found. A national study in Australia that interviewed 601 volunteers pointed out that 42% of volunteers do not have a clear, written job description for their volunteer roles. The study suggested that written volunteer job descriptions could enhance the effectiveness of volunteers and empower them to measure their performance against their responsibilities specified in their job description (Volunteering Australia, 2006). Community Sector Council Newfoundland and Labrador (2010) also confirmed the importance of volunteer job descriptions, stating that volunteers would be satisfied if they perceived their work contributing to the overarching goals of the organization because people are more likely to contribute their time when they have well-defined tasks.

Some previous studies have examined the roles of volunteers. One study examined the process of role making (e.g., family friend role; ephemeral role) for volunteers who worked with teenage mothers (Wharton, 1991). Another study on the roles of volunteers distinguished between general role identity (items such as “I would feel a loss if I were forced to give up volunteer work”) and specific role identity (items such as “For me, being a volunteer means more than just doing volunteer work”); Grube and Pilliavin (2000) concluded that volunteers may experience conflicts between the demands of their general and specific role identities. In 2001, the Social Welfare Department of the Hong Kong Government launched the Hong Kong Outstanding Youth Volunteers Scheme. This scheme aims at recognizing the contribution of outstanding youth volunteers and expanding their horizons. Outstanding youth volunteers are invited to assist in a territory-wide promotion of youth volunteering. On this scheme’s application form, interested youth volunteers need to report their previous service record. The form identifies four roles that student volunteers perform, namely founder, organizer, assistant, and participant (Social Welfare Department, 2011), and a Steering Committee assesses the level of contribution of each nominated youth volunteer. The roles involve

different tasks being completed or different posts being held during community service experiences. Volunteers who have no specific role are assigned the role of participant, while those who involve themselves in preparing services are assigned the role of assistant. Those who are involved in organizing services, such as planning programs and communicating with service partners, are assigned the role of organizer, while those who set up an organization or group are assigned the role of founder. Compared with participants and assistants, students who undertake organizer and founder roles normally devote more time on participating in community service. Furthermore, the roles of organizer and founder require more skills and knowledge, such as organizing programs, liaising with services partners, and recruiting volunteers.

VOLUNTEER SATISFACTION

Compared with non-volunteers, volunteers report greater satisfaction with their lives and fewer symptoms of psychological distress (Hunter & Linn, 1981; Wheeler, Gorey, & Greenblatt, 1998). Ewert (1989) suggests that an individual's past experience and life satisfaction can influence his/her attitudes and behaviors and finally the outcomes of his/her participation in voluntary work. The Volunteer Satisfaction Index developed by Galindo-Kuhn and Guzley (2001) has been used in studies generally to measure volunteers' level of satisfaction. As it is a psychometrically sound instrument, it is used to assess the satisfaction people gain from volunteering. The four factors of the Volunteer Satisfaction Index are ("Organizational support"), ("Participation efficacy"), ("Empowerment") and ("Group integration") (Galindo-Kuhn & Guzley, 2001). The Chinese version of the Volunteer Satisfaction Index (VSI-C) was developed by Wong, Chui, and Kwok (2011). Clary and colleagues (1998) interviewed 61 older volunteers (M: 70 years old) and found a positive association between satisfaction and intention to continue volunteering. The volunteers who gained satisfaction and fulfillment from their volunteering activity received functionally relevant benefits; the

benefits included volunteers' motivational goals and the fulfillment of those goals. In addition, Vecina, Chacon, Sueiro, and Borron (2011) showed that different levels of engagement in volunteering could predict the degree of satisfaction.

THE CURRENT STUDY

The present study is the first of its kind in Hong Kong to investigate the relationship between the volunteering roles a student undertakes and volunteer satisfaction. In this exploratory study, we expect that the nature of the volunteering role undertaken (including founder, organizer, assistant, and participant) would predict the level of student volunteers' satisfaction.

METHOD

Participants and Procedures

A cross-sectional research design was used in this study. The data were collected from the secondary school students in the form of questionnaires. Prior to the commencement of the survey, ethical approval was obtained through the Human Research Ethics Committee for Non-Clinical Faculties at the University of Hong Kong. In addition, school consent forms signed by school personnel, such as school principals, school vice-principals, teachers, or social workers, were obtained. A parent passive consent form was prepared for participants who were below the age of 18.

The detailed procedures of the survey were as follows. Structured questionnaires were distributed to students in seven secondary schools, and 1,046 returned questionnaires were found to be valid. The response rate was 96.1%. The high response rate was probably due to the administrating teachers or social workers helping to monitor and supervise the students while they filled in the questionnaires during class. Based on the first

author's personal networks, students were recruited using the convenience sampling method. They completed the questionnaire in classrooms during class time, lasting between 20 and 30 minutes. Students were reminded that their participation was voluntary and that they could choose to withdraw from completing the questionnaires. All the data were imputed and calculated using SPSS version 19.

MEASURES

Demographics

The students self-reported their gender, age in years, and level of education attainment.

Volunteer Satisfaction

The Volunteer Satisfaction Index - Chinese (VSI-C) (Wong, Chui, & Kwok, 2011) was used to measure the volunteering experiences of students in Hong Kong. The VSI, originally developed by Galindo-Kuhn and Guzley (2001), consists of 26 items with four dimensions: ("Empowerment"), ("Organizational support"), ("Group integration"), and ("Participation efficacy"). In this study, the alpha coefficients for all subscales were satisfactory, ranging from 0.75 to 0.91. A 7-point Likert scale ranging from 1 (*strongly dissatisfied*) to 7 (*strongly satisfied*) was used. Example items included "the support I receive from people in the organization" ("Organizational support"); "how worthwhile my contribution is" ("Participation efficacy"); "my relationship with other volunteers in the organization" ("Group integration"); and "the progress that I have seen in the clientele served by my organization" ("Empowerment"). The VSI-C was validated by Wong, Chui, and Kwok (2011). They proposed a three-factor structure for the VSI-C. In their study, the Cronbach's alpha of the VSI-C was 0.93 and 24 items were confirmed. The VSI-C had excellent reliability in the current study, with a

Cronbach's alpha of 0.96. The first factor in the VSI-C is ("Relationship with organization"), and it consists of 10 items. It is related to the satisfaction that participants derive from interactions with members of the volunteering organization. Sample items include "The difference my volunteer work is making," "The chance I have to utilize my knowledge and skills in my volunteer work," and "The freedom I have in deciding how to carry out my volunteer assignment." In the present study, the Cronbach's alpha for ("Relationship with organization") was 0.91. The second factor in the VSI-C is ("Personal gain"), and it consists of 10 items. It is related to the personal gain of participants that involves personal growth, autonomy, and the sense of satisfaction gained through making contributions. Sample items include "The amount of information I receive about what the organization is doing," "The amount of permission I need to get to do the things I need to do on this job," and "The degree of cohesiveness I experience within the organization." In the current study, the Cronbach's alpha for ("Personal gain") was 0.93. The final factor in the VSI-C is ("Relationship with peers"). This factor consists of four items which measure the satisfaction gained from having relationships with peers in the voluntary services. Sample items include "The amount of interaction I have with other volunteers in the organization" and "The friendships I have made while volunteering here." The Cronbach's alpha for ("Relationship with peers") in the present study was 0.89. In the current study, items were scored on 7-point Likert scales ranging from 1 (*strongly disagree*) to 7 (*strongly agree*).

Volunteering Roles

This study also explored the volunteering roles of the participants. These roles included founder, organizer, assistant, and participant. For each role, the participants had to choose yes or no to indicate whether they had served in different roles in the previous 12 months. They could choose more than one option: for instance, participants could choose yes for organizer and participant simultaneously.

DATA ANALYSIS

Descriptive statistics (means, standard deviations, frequencies, and percentages) were calculated to describe the demographics of the sample. Bivariate analyses were conducted to explore the relationship between volunteer satisfaction and volunteering roles. Finally, multiple regression analyses on volunteer satisfaction for the different volunteering roles were performed.

RESULTS

Descriptive Analysis of the Sample

The respondents completed the survey during their lessons. The samples were combined for analysis.

Table 1. Descriptive characteristics of the sample (N = 1,046)

Variable	Number of cases	Total percent (100%)
Gender	(N = 1010)	
Male	627	60.6
Female	408	39.4
Age	(N = 1010)	
15 or below	5	0.5
16	275	27.2
17	635	62.9
18	78	7.7
19 or above	17	1.7
Education	(N = 1026)	
Form 5	595	58.0
Form 6	431	42.0

Table 1 shows that the mean age of the students was 16.8 years (*SD*: 0.67). About 62.9% of the students were aged 17, and 27.2% were aged 16. In terms of gender, 627 (60.6%) were males and 408 (39.4%) were

females. The sample consisted of 595 (58.0%) Form 5 students (equivalent to Grade 11 of the US education system) and 431 (42.0%) Form 6 students.

Roles Performed by Students during Their Voluntary Service

Table 2 shows that the students played the role as participants (N = 741), organizers (N = 219), assistants (N = 182), and founders (N = 60) in the previous 12 months.

Table 2. Volunteering roles (N = 1,028 – N = 1,029)

	Founder		Organizer		Assistant		Participant	
	N	%	N	%	N	%	N	%
Yes	64	6.2	227	22.1	192	18.7	786	76.4
No	965	93.8	802	77.9	836	81.3	243	23.6
Total	1029	100.0	1029	100.0	1028	100.0	1029	100.0

Note: - Multiple responses were allowed. - Number of missing data items for “Founder,” “Organizer,” and “Participant” was 17. - Number of missing data items for “Assistant” was 18.

Table 3. Mean scores and SD for participants with different volunteering roles

		Founder		Organizer		Assistant		Participant	
		Yes	No	Yes	No	Yes	No	Yes	No
Personal Gain	<i>M</i>	45.35	43.26	46.50	42.49	45.92	42.81	43.49	43.17
	<i>SD</i>	9.12	8.58	8.63	8.42	8.12	8.64	8.55	8.87
	N	62	938	224	776	187	813	765	235
Relationship within Organization	<i>M</i>	46.52	45.47	48.38	44.71	47.86	45.01	45.71	45.02
	<i>SD</i>	8.44	8.19	7.56	8.20	7.62	8.24	8.13	8.42
	N	63	934	225	772	185	812	761	236
Relationship with Peers	<i>M</i>	18.13	17.80	18.98	17.49	19.16	17.51	17.89	17.64
	<i>SD</i>	4.62	3.84	4.13	3.76	3.67	3.88	3.82	4.09
	N	63	954	224	793	191	826	778	239
Volunteer Satisfaction Index – Chinese	<i>M</i>	109.82	106.46	113.68	104.62	112.70	105.27	106.95	105.90
	<i>SD</i>	18.97	18.62	17.62	18.45	17.38	18.66	18.40	19.45
	N	60	910	219	751	182	788	741	229

Note: All of the above items were significant (2-tailed) $p < 0.001$.

Mean Differences VSI-C and Community Service

A one-sample *t* test was performed to examine the mean differences among the participants who undertook different roles during their voluntary service. Compared with the participants who had acted as founders, assistants, and participants, the participants who had acted as organizers had the highest means on the subscales, including “Personal gain” ($M = 46.5$, $SD = 8.63$) and “Relationship within organization” ($M = 48.38$, $SD = 7.56$), and overall scale of the VSI-C ($M = 113.68$, $SD = 17.62$). Compared with the other three groups, the participants who had acted as assistants had the highest means on “Relationship with peers” ($M = 19.16$, $SD = 3.67$) (see Table 3).

Bivariate Analysis of Predictor and Outcome Variables

Table 4 illustrates the correlations of the variables of the VSI-C. It shows that “Personal gain” was significantly related to “Relationship within organization” ($r = 0.75^{**}$, $p < 0.01$). Both “Personal gain” and “Relationship within organization” were closely related to “Relationship with peers” ($r = 0.66^{**}$, $p < 0.01$). The roles of organizer and assistant were significantly related to the three subscales of the VSI-C.

Multiple Regression Analyses Predicting Volunteer Satisfaction

In this model, in order to examine the suitability of utilizing the volunteering roles to predict volunteer satisfaction, three sets of linear regressions were performed (see Table 5). The VSI-C total was entered into each set as a dependent variable, while the volunteering roles (founder, organizer, assistant, and participant) were all used as independent variables. The results revealed that two out of the four volunteering roles (i.e., Organizer ($p < 0.001$) and Assistant ($p < 0.001$)) were statistically

significant predictors of the VSI-C. Founder ($p < 0.001$) was significantly related to “Relationship within organization.”

Table 4. Correlations matrix of the variables of VSI-C and volunteering roles

	M	SD	N	1	2	3	4	5	6	7
VSI-C										
Personal Gain	43.39	8.59	1012	---	0.75 ***	0.66 ***	0.04	0.19 ***	0.14 ***	0.02
Relationship within Organization	45.52	8.17	1007	0.75 ***	---	0.66 ***	0.03	0.19 ***	0.14 ***	0.04
Relationship with Peers	17.81	3.88	1028	0.66 ***	0.66 ***	---	0.02	0.16 ***	0.17 ***	0.03
Volunteering Roles										
Founder	0.06	0.24	1029	0.06	0.19 ***	0.02	---	0.20 ***	0.11 ***	0.13 ***
Organizer	0.22	0.41	1029	0.19 ***	0.19 ***	0.16 ***	0.20 ***	---	0.18 ***	0.13 ***
Assistant	0.19	0.39	1029	0.14 ***	0.14 ***	0.17 ***	0.11 ***	0.18 ***	---	0.16 ***
Participant	0.76	0.42	1029	0.02	0.04	0.03	0.13 ***	0.13 ***	0.16 ***	---

Note: *** = $p < 0.001$.

Table 5. Results of linear regression with volunteering roles as the predictor of volunteer satisfaction

Criterion	B	SE of b	Beta	Tolerance	t	p
Founder	3.36	2.49	0.04	1	1.35	0.18
Organizer	9.07	1.40	0.20	1	6.46	0.00
Assistant	7.43	1.52	0.16	1	4.90	0.00
Participant	1.06	1.41	0.02	1	0.75	0.45

Note: *** = $p < 0.001$.

DISCUSSION

The present study demonstrates the efficacy of applying an integrated theoretical approach to enable a better understanding of the determinants of

volunteer satisfaction. Hence, a dynamic model of volunteer satisfaction and volunteering roles was supported.

Theoretical Implications

On the basis of the results of the current study, we propose a volunteering role and volunteer satisfaction model for further testing and refinement in volunteering contexts. Specifically, the model builds on the available volunteering theory (i.e., Volunteer Satisfaction Model). The model may serve as a framework for future empirical prospective tests to identify pathways to volunteer satisfaction based on volunteering roles.

In addition, this study is among the few but essential studies in the Chinese context examining the volunteer satisfaction of secondary school students with backgrounds in different volunteering roles. The study showed that the students who had worked as organizers in the previous 12 months had the highest scores on volunteer satisfaction. In addition, the results from the regression highlighted that students with experience of being organizers and assistants will have higher scores on volunteer satisfaction. Thus, social workers should encourage students to serve others in different roles. The descriptive results showed that there are differences in terms of volunteer roles and volunteer satisfaction. The participants who served as organizers had the highest mean scores in the subscales of “Personal gain” and “Relationship within organization” and the total scores of the VSI-C. The participants who served as assistants had the highest mean scores in the “Relationship with peers” subscale. The regression results highlighted that the students who volunteered as organizers and/or assistants could have a higher level of satisfaction.

Practical Implications

As the results showed the importance of participants’ roles and volunteer satisfaction, social workers should encourage students to gain

exposure to a diverse range of voluntary service roles. This study highlights the volunteering roles undertaken by students during their voluntary service. The majority of the students surveyed in this study merely served as participants (N = 786, 76.4%), while fewer students performed assistant (N = 192, 18.7%), organizer (N = 227, 21.1%), or founder (N = 64, 6.2%) roles. Thus, for the benefit of students' development and to sustain their interest in volunteering, school personnel and social workers should provide more opportunities for students to take on different volunteering roles. Students, in one way or another, can acquire and practice different skills when they take up different positions: for example, organizers possess organizing skills; founders must possess the vision to form a service group or organization along with other leadership skills. Training programs to prepare students for different roles and positions should be developed and provided for students to learn different skills. Future studies should focus on how the different roles in volunteering can affect student volunteers.

In addition, even volunteers have specific roles to play in their voluntary work. Referring to the roles of volunteers, Community Sector Council Newfoundland and Labrador (2010) highlighted the importance of volunteer job/position descriptions. They proposed that organizations should make draft volunteer job descriptions available to their volunteers for them to complete and discuss. Volunteers would then know how they were going to serve by volunteering, and this would be beneficial for aspects of volunteer management such as recruitment, execution, and evaluation.

Social workers could also plan services related to the elements of personal gain, relationship within organization, and relationship with peers. They could evaluate their service programs by using the VSI-C. After students have undertaken voluntary service, social workers could also assess the student volunteers' satisfaction level. If the students' satisfaction was low in some aspects, social workers could enhance their satisfaction by various means: for instance, they could try to (a) arrange training to enhance volunteers' personal gain, (b) invite students to work with an organization closely, and (c) arrange gatherings to improve students'

relationship with peers. Also, they could review and design service programs according to students' needs and satisfaction.

LIMITATIONS

While this is one of the few studies to measure volunteering roles and volunteer satisfaction in the Chinese context, its limitations must be acknowledged. Firstly, although we tried to measure the volunteering roles of the participants, there is insufficient literature support for the categorization of volunteering roles. Our categorization is only adequate at the practical level as it is based on the categorization of roles designed for the Outstanding Youth Volunteers Scheme organized by the Social Welfare Department of the Hong Kong Government (Social Welfare Department, 2011). Furthermore, the volunteering roles reported by students may vary as different people may have different perceptions of their roles. The volunteering roles reported in this study should be interpreted cautiously because of the study's methodological limitations. Thus, future research on volunteering roles with different core skills and tasks is suggested. Secondly, a cross-sectional research design was used in this study, and it can only be interpreted in correlation terms. Future research efforts may consider investigating the satisfaction and skills acquired by secondary school students from different volunteering roles, including pre-service, during service, and post-service. With a longitudinal research design, an in-depth understanding of the issues can be acquired. Thirdly, given the limitations on time and resources, this study's data were collected by convenience sampling. The researcher collected the data through personal networks. Undoubtedly, random sampling is more reliable in terms of reflecting the situation of the whole population.

CONCLUSION

The present exploratory study represents one of the few empirical studies with a satisfactory sample size and using a theoretically driven approach to identify volunteering roles and volunteer satisfaction. It indicates the relationship between participants' different volunteering roles and their satisfaction. Volunteering roles are strong predictors of volunteer satisfaction. It is necessary for social workers to design, execute, and evaluate service programs with reference to the importance of volunteering roles and volunteer satisfaction.

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Chapter 5

**EXAMINING THE PREDICTORS OF
PROSOCIAL BEHAVIOR IN CHINESE
ADOLESCENTS USING A SOCIAL-
ECOLOGICAL MODEL**

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ABSTRACT

Why do some young people help others, while others do not? What are the driving force in motivating them in helping others and volunteering? Are the mechanisms that shape prosocial behavior in

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Chinese adolescents in Hong Kong similar as in western and developed countries? To answer these questions, this study analyzed the development of prosocial behavior and helping intention using a social-ecological perspective. We would present research findings which identify cognitive and social predictors of prosocial behavior and helping intention in two studies with Chinese population in Hong Kong.

Based on the social-ecological model, this study hypothesized that several variables in individual competence and social influence are good predictors of prosocial behavior and helping intention among Chinese adolescents in Hong Kong. At the individual level, empathy and moral reasoning have long been identified as key individual areas of competence shaping the development of prosocial behavior in adolescents. At the social level, three aspects of social influence are expected to be associated with prosocial behavior, including peers' relationships, role modeling by parents, and the influence of school socialization.

In the first phase of study, we recruited a convenient sample of 518 high school students, whom were from Secondary 4 to 6, from a major inter-school event. Gender differences were found in prosocial norms, pragmatic values, prosocial reasoning and empathy-related constructs. Correlation analyses showed that parental education, prosocial norms, pragmatic values, moral reasoning and empathy were related to prosocial behavior. Regression analyses showed that prosocial norms, pragmatic values and two aspects of empathy (personal distress and empathy) were key predictors of prosocial behavior. Other than the negative relationship between personal distress and prosocial behavior, other findings are largely consistent with theoretical predictions and previous research findings in western countries. This part of study in general population underscored the importance of values and norms in predicting prosocial behavior, which has been largely neglected in previous studies.

In the second phase of study, we studied subjects with prosocial characteristics – those who participated in at least one volunteer activity regularly outside school hours for the past two years. Results showed that social influence factors, including peers influence, school influence and parents influence, were strong predictors of prosocial behavior, while cognitive factors like empathy and prosocial moral reasoning were not. Unlike the findings from the convenient sample in first phase of study, gender differences in prosocial subjects were not found. The only exception is that males showed a significant difference from females regarding parents influence. These findings indicated that social influence is more strongly linked to prosocial behavior. The study implied that modeling, socialization and social support for prosocial norms and behavior could exert a powerful influence on the prosocial behavior of young people in a Chinese population.

Keywords: prosocial behavior, Chinese adolescents, social-ecological model

INTRODUCTION

Prosocial behavior is a collective term covering all activities that are advantageous to other person or to the society in general (Pillivain, Dovidio, Gaertner & Clark, 1981). There are three categories of prosocial behavior, including altruism, helping, and cooperation. This chapter focuses on examining helping intention and behavior, and the social and cognitive factors predicting such behavior.

Volunteering in adolescence is strongly linked to prosocial development. It could be considered as a major expression of their helping behavior (Dovidio, Pillivain, Schroeder & Penner, 2006; Wilson, 2000). There is abundant evidence demonstrating the positive benefits of volunteering for young people (Lerner & Benson, 2003; Catalano, Berglund, Ryan, Lonczak, & Hawkins, 2004; Shek, 2007). Engaging in prosocial tasks empower volunteers to build social relationships (Shek, 2007), acquiring new knowledge and skills (Liu, Holosko, & Lo, 2009; Lo, Su & Jiang, 2009), and result in various psychological (Lo, Su, & Jiang, 2009) and social gains in personal development (Wilson, 2000). Therefore, it is important for us to understand how young people develop their helping behavior and what motivate their participation in volunteer activities (Rioux & Penner, 2001). However, there are observations suggesting that the participation in volunteering has been decreasing over decades of years in Hong Kong (Association for Volunteer Service, 1981; Central Committee on Youth, 1988; Agency for Volunteer Service, 1994; Hong Kong Federation of Youth Groups, 2010, 2013). The nature of help we provided to other is very often through monetary donations rather than direct participation in volunteering or helping (Law, 2008).

The current literature shows that a number of individual, social, and cultural factors may influence the development of helping behavior

(Dovidio & Penner, 2001). Using a social ecological model, this project hypothesized that layers of influence in the individual, social, and societal level could shape helping intention and behavior. These factors include: 1) Individual competence, like empathy and moral reasoning, 2) Social influence from peers, school and parents, 3) Social and cultural norms, especially prosocial norms. This paper will start with introduction of the social ecological model of prosocial behavior, followed by the presentation of two studies on the various factors shaping prosocial behavior among adolescents in Hong Kong.

SOCIAL ECOLOGICAL MODEL OF PROSOCIAL BEHAVIOR

Based upon Bronfenbrenner's ecological model on 1995, Kulik (2007) adopted social-ecological model to examine the relationships among the ontogenic system (gender, age, education and economic situation) and personality characteristics (self-esteem and empowerment), the microsystem (family context and volunteer context), and the macro system (cultural norms), and how these influences shape volunteering behavior in adolescents. She applied the social-ecological model to explain the helping behavior that develops through a continuing process of mutual interactions between individuals and their environment over a prolonged period of time. These mutual interactions shared the same focus as we planned in our study. The socio-ecological model had been used extensively in adolescent research (Cicchetti & Toth, 1997), such as in areas on health literacy, bullying behavior and volunteering. It offers a framework for examining inter-relationships among the individual, family (Barnett, Manly, & Cicchetti, 1993), peers group (Dodge, Petit, & Bates, 1994), school (Swearer & Hymel, 2015), community (Cicchetti & Toth, 1997), cultural factors (Chao, 2001), as well as their influences on human behavior (Senge, 1990).

Based on the social-ecological model, we focused on three levels of the social-ecological system: a) The ontogenic system, e.g., gender, individual cognitive and emotional competence, b) The microsystem,

e.g., peers influence and parents influence, and c) The exosystem, e.g., recognition of prosocial behavior and prosocial norms in their school. The mesosystem and the macrosystem are not included in the present study, as the study could not obtain the information from the participants that would be needed for these two systems.

This study hypothesized that several variables in individual competence and social influence are predictors of prosocial behavior and helping intention among Chinese adolescents in Hong Kong. In individual competence, empathy (Davis, 1983; Davis, Hall, & Meyer, 2003) and moral reasoning (Eisenberg, 1991; Carlo, Eisenberg & Knight, 1992) have long been identified as one of the key competence of individual in shaping the development of helping intention and prosocial behavior in adolescents. Through intensive literature search, types of social influence we expect to shape helping intention and prosocial behavior include, peer influence (Birch & Ladd, 1998), parental influence (Franz, McClelland, & Weinberger, 1991) and school influence (Rutter, 1987; Chen & Li, 2000; Law, 2008). The goal of the present study is to examine the relationship between each of these research variables in the different ecological systems and use these variables to predict prosocial behavior and their intention in helping others.

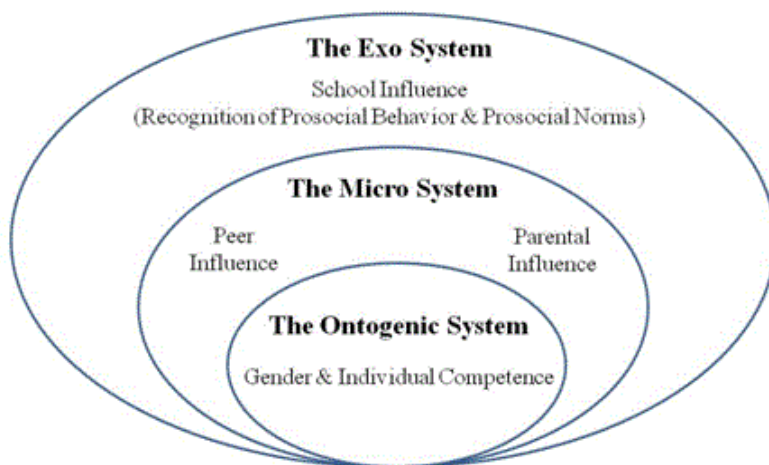


Figure 1. The Social-Ecological Model of Prosocial Behavior.

The study has two phases, in which, the first phase aims to describe the nature of prosocial behavior and to examine its correlates. The second phase aims to explore if cognitive and social predictors could predict the prosocial behavior and helping intention of Chinese adolescents in Hong Kong.

FIRST PHASE: INDIVIDUAL COMPETENCE, VALUE AND NORMS AS PREDICTORS OF PROSOCIAL BEHAVIOR

In this first phase of study, we surveyed a group of high school students (Secondary 4 to 6) who represented their school to attend an annual joint-school mass event called “The Teen Talk,” which was organized by the Hong Kong Law Society. This annual event aimed to provide a forum for young people to discuss their own core values as well as those of society in a one-day seminar. The questionnaire survey assessed how far subjects agree with prosocial norms, pragmatic values, their level of moral reasoning and empathy, and their helping behavior.

This questionnaire had 83 items, and these were combined together to form a questionnaire with five sections, and with an additional section about subjects’ demographic information. The Adolescent Behavior Questionnaire (ABQ) by Ma (2008) was used to measure the prosocial and antisocial behavior of adolescents. The Chinese Prosocial Reasoning Objective Measure (Chinese PROM) by Lai, Siu, Shek, and Chan (2013) was used to assess prosocial moral reasoning in young people. The Chinese Youth Positive Development Scale (CYPDS) by Shek, Siu, and Lee (2007) was used to measure how far young people are willing to provide help to the needy, to participate in volunteer work, to follow school rules, and impact of prosocial norms. The Chinese Interpersonal Reactivity Index (C-IRI) by Siu and Shek (2005) was used to assess their fantasy, empathy, and personal distress. Moreover, items which assessed their intention of abiding to the law and on values reflecting a materialistic and “smart” mentality which were identified in a youth opinion poll titled “Young

People's Outlook on Life" were used in this study to indicate how far a young person agrees with pragmatic values (The Hong Kong Federation of Youth Groups, 2000).

All the participants ($N = 518$) are full-time Chinese high school students aged from 14 to 18 ($M = 16.2$, $SD = 1.1$), and the response rate was 35.5%. There are more females ($n = 360$, 69.6%) than males ($n = 158$, 30.4%) in the sample. They were recruited from 36 secondary schools and they were studying Secondary 4 ($n = 279$, 54%), Secondary 5 ($n = 209$, 40.2%), or Secondary 6 ($n = 30$, 5.8%).

The results of multivariate analysis of variance (MANOVA) showed that there was a significant gender difference (Wilk's $\lambda = 9.59$, $p < .001$) but no significant differences in prosocial behavior (as measured by Adolescent Behavior Questionnaire; ABQ) among age groups (Wilk's $\lambda = 1.58$, $p > .05$) as shown in Table 1.

Further analyses using univariate ANOVAs showed that males reported more antisocial behavior than females ($F = 20.64$, $p < .001$), but there were no significant gender differences in prosocial behavior ($F = .49$, $p > .05$). However, using the overall (ABQ) scores as the outcome indicator, females were significantly more prosocial than males ($F = 23.77$, $p < .001$). The effect size was partial $\eta^2 = .04$, which indicated a moderate difference.

We further examined gender differences in the predictors of prosocial behavior, females had higher levels of prosocial norms ($F = 12.79$, $p < .001$), more pragmatic values ($F = 6.67$, $p < .05$) and higher prosocial reasoning ($F = 20.47$, $p < .001$) than males. On the individual level, as shown in Table 1, females had higher scores than males in several empathy-related constructs, including personal distress ($F = 20.03$, $p < .001$), fantasy ($F = 11.01$, $p < .01$), and empathetic concern ($F = 10.92$, $p < .01$).

We further conducted a regression analysis to identify which factors significant predict prosocial behavior in adolescents. The predictors include prosocial reasoning, prosocial norms, pragmatic values, empathetic concern and personal distress, as shown in Table 2.

Table 1. Gender difference in prosocial behavior and its correlates

Variables	Gender		F	η^2
	Male (n=360) M (SD)	Female (n=158) M (SD)		
Antisocial Behavior	3.46 (.22)	2.25 (.15)	20.64 ***	.04
Prosocial Behavior	3.31 (.14)	3.43(.14)	.49	.00
Adolescent Behavioral Questionnaire	-.15 (.22)	1.18(.16)	23.77 ***	.03
Prosocial Norms	4.65(.05)	4.88 (.04)	12.79 ***	.03
Pragmatic values	2.72 (.04)	2.86 (.03)	6.67 *	.01
Prosocial Reasoning Overall Weighted	6.46 (.08)	6.88 (.05)	20.47 ***	.04
Personal Distress	1.98 (.05)	2.28 (.03)	20.03 ***	.06
Fantasy Scale	2.07 (.06)	2.32 (.04)	11.01 **	.02
Empathy	2.45 (.04)	2.60 (.03)	10.92 **	.02

Note. ^a Estimated marginal means were shown. * $p < .05$, ** $p < .01$, *** $p < .001$.

Table 2. Regression analysis for the prediction of the prosocial behavior among adolescents (N = 516)

Predictors	b	SE	B	T	p	Collinearity Statistics	
						Tolerance	VIF
Pragmatic Values	-.90	.20	-.19	-4.52	<.001	.81	1.23
Prosocial Norms	1.28	.17	.32	7.53	<.001	.75	1.33
Prosocial Reasoning (Overall Weighted PROM)	.13	.11	.05	1.17	.24	.84	1.19
Empathy	.98	.25	.18	3.97	<.001	.68	1.46
Personal Distress	-.63	.17	-.14	-3.59	<.001	.92	1.08

Note. $R^2 = .31$, adjusted $R^2 = .30$.

The chosen predictors were able to predict a significant proportion of the variance in the ABQ score ($R^2 = .31$, adjusted $R^2 = .30$). All the variables, except the prosocial reasoning ($p > .05$), were found to be significant predictors of the ABQ score. Comparing the sizes of the β 's, the relative importance of the predictors is as follows: prosocial norms ($\beta = .32$, $p < .05$), pragmatic values ($\beta = -.19$, $p < .05$), empathetic concern ($\beta = .18$, $p < .05$), and personal distress ($\beta = -.14$, $p < .05$).

The results showed that increased scores in prosocial norms and empathy, and a decrease in pragmatic values and personal distress, are associated with increases in prosocial behavior. A preliminary collinearity analysis using tolerance and VIF revealed no major concerns as shown in Table 2. However, an analysis using the condition index showed that the prosocial reasoning score (measured by Prosocial Reasoning Objective Measures; PROM) shared a significant proportion of the variances with both empathy and prosocial norms in two dimensions. The multicollinearity among these three variables may therefore force the prosocial reasoning score to become an insignificant predictor. Nevertheless, removing the prosocial reasoning score did not result in a significant reduction in the accuracy of the prediction ($R^2 = .30$, adjusted $R^2 = .29$) with the effect size of Cohen's $f = .16$, which indicated a moderate difference.

A regression analysis was conducted to analyse the difference between genders. There were some differences in the results of the regression analyses conducted for the male ($n = 155$) and the female ($n = 355$) subsamples as shown in Table 3. The accuracy prediction was slightly stronger for girls, ($R^2 = .34$, adjusted $R^2 = .33$) with an effect size of Cohen's $f = .16$, which indicated a moderate difference, than for boys ($R^2 = .29$, adjusted $R^2 = .27$) with an effect size of Cohen's $f = .11$, which also indicated a moderate difference. The significant predictors for females were in general the same as those for the whole sample, but only personal distress, empathetic concern, and prosocial norms were significant for the male subsample.

Table 3. Regression analysis for the prediction of prosocial behavior (ABQ score) among males (n = 155) and females (n = 355)

Variables		B	SE	β	t	p
Males ^a	Personal Distress	-1.45	.35	-.29	-4.12	< .001
	Empathy	1.05	.46	.17	2.27	.02
	Prosocial Norms	1.15	.27	.31	4.30	< .001
	Overall Weighted PROM	.19	.19	.07	1.00	.32
	Pragmatic values	-.60	.34	-.13	-1.77	.08
Females ^b	Personal Distress	-.48	.20	-.11	-2.37	.02
	Empathy	.82	.29	.16	2.81	.01
	Prosocial Norms	1.48	.22	.35	6.77	<.001
	Overall Weighted PROM	.04	.14	.01	.26	.80
	Pragmatic values	-1.02	.24	-.21	-4.25	<.001

Note. For the male subsample, $R^2 = .29$, adjusted $R^2 = .27$; For the female subsample, $R^2 = .34$, adjusted $R^2 = .33$.

Other than the negative relationship between personal distress and prosocial behavior, the findings are largely consistent with theoretical predictions and previous research findings in western countries. This study also underscores the importance of pragmatic values and prosocial norms in predicting helping of Chinese subjects, which has been largely unreported in previous studies.

SECOND PHASE: INDIVIDUAL COMPETENCE AND SOCIAL INFLUENCE AS PREDICTORS

In the second phase of the study, we include both individual competence and social influence variables in predicting helping intention and prosocial behavior. There are two purposes in this second phase of study. First, it addresses the scarcity of research on prosocial development

in Chinese population. Second, it addresses the potential impact of social influence on prosocial behavior, which was highlighted in previous studies by Ma and his associates (Ma & Leung, 1995; Ma, Shek, Cheung & Lee, 1996). In current literature, there are also only a few studies comparing the relative importance of cognitive factors and social influence on prosocial behavior (Law, 2008; Siu, Shek & Lai, 2013). Traditional Chinese culture emphasizes teaching of prosocial norms and modeling of prosocial behavior from parents (Wu, 1996; Fung, 1999). Early childhood disciplines are also expected to teach children to pay attention to integrity, helping attitude, and moral reasoning (Chao, 2001). It is believed that in a society with collectivist culture like the Chinese, social influence could have a more significant impact on prosocial behavior than individual choice (Lai, Siu & Shek, 2015; Law, 2008).

Therefore, in this study we postulated that cognitive factors (empathy, moral reasoning) as part of individual interpersonal competence, and social influence from peers, parents, and school, could contribute to the development of prosocial behavior and helping intention (Law & Shek 2009). We also recruited subject with prosocial characteristics, i.e., adolescents who participate in volunteer activities or social service regularly in past two years. This recruitment of a “prosocial sample” can address the common methodology issue of low frequency and a highly skewed distribution of prosocial behavior in adolescent samples, which is pervasive in studies of prosocial behavior (Ma, 2003; Siu, Shek & Lai, 2012).

By using a prosocial sample in this study, we could expect a certain level of prosocial behavior in the respondents and it would be more feasible to identify the predictors of prosocial behavior by regression analyses. Moreover, as targeted samples were prosocial subjects who had been participating in social service regularly, we drop the variable of pragmatic values that was used in first phase of study.

The research questionnaire set in this second phase of study contained a total of 142 items and incorporated a number of standardized instruments which had been used in phase one of the study. The instruments include the measure on prosocial action (as measured by ABQ), the moral reasoning

underlying their prosocial behavior (as measured by Chinese PROM), and measures of empathy (as measured by C-IRI). In this second phase of study, attention on the importance of social influence was assessed by a) Peers influence (as measured by Peer Influence Questionnaire, PIQ) which assesses the perception of the influence of his/her best friend by of Ma (2008), b) School influence by CYPDS (Shek, Siu, & Lee, 2007), and c) Parents influence on their helping behavior by Parental Helping Measures (Bartel, 2006).

A purposive sample of 580 secondary students with prosocial characteristics, were recruited through social services and volunteer organizations. They came from eight (out of 18) districts in Hong Kong. All subjects participated on a voluntary basis and signed a form stating their consent to participate in the study. The response rate was around 89%. Among the participants, there were 172 (29.5%) males and 408 females (70.5%). The mean age of the respondents was 14.11 years ($SD = 1.22$). The majority ($n = 356$, 61.4%) were junior secondary students and the rest ($n = 224$, 38.6%) were senior secondary students. A large proportion of the participants regarded their conduct as excellent ($n = 121$, 21%), good ($n = 295$, 51%), or fine ($n = 164$, 25.3%). Over the past two years, participants have regularly joined one (36.2%) or two (35.2%) volunteer activities, and 28.6% have participated in three or more activities over the past two years. A large proportion (64.9%) of participants perceived their volunteer experience with volunteering as positive or very positive.

Female participants had significantly higher helping intention than males ($t = 3.42$, $p < .001$), and the Cohen's d was .75, which indicated a large difference. Nevertheless, there were no gender differences in prosocial behavior over the past year ($p > .05$). Female participants had higher empathy scores ($t = 2.61$, $p < .05$) with Cohen's $d = .52$, which indicated a moderate difference. Females perceived their parents as having a higher level of helping intention than males ($t = 2.34$, $p < .05$) as in Table 4, and they perceived there was more recognition of prosocial behavior in their school than males ($t = 2.57$, $p < .05$) with Cohen's $d = .52$, and .56 respectively, which indicated a moderate difference. However, there was

no significant difference noted between prosocial reasoning and peers influence in female and male subjects ($p > .05$).

Table 4. Comparison of prosocial behavior and the hypothesized cognitive and social predictors between genders

Variables	Subscales	Total (<i>N</i> = 578)		Male (<i>n</i> = 171)		Female (<i>n</i> = 407)		<i>T</i>
		Mean	SD	Mean	SD	Mean	SD	
Cognitive factors	Prosocial Behavior	2.22	.92	2.12	.97	2.26	.90	-1.67
	Helping Intention	8.75	3.55	7.97	3.98	9.08	3.32	-3.42***
	Empathy	4.70	.93	4.26	1.04	4.63	.88	2.61*
	Prosocial Reasoning	1.86	.06	1.86	.06	1.86	.05	.41
Social factors	Peers Influence	1.53	.55	1.47	.56	1.55	.55	-1.68
	Parents Influence	5.84	2.60	5.43	2.92	6.00	2.45	-2.34*
	School Influence	11.15	1.77	10.86	2.11	11.28	1.59	-2.57*

* $p < .05$, ** $p < .01$, *** $p < .001$.

The correlation coefficient (r) between the helping intention and prosocial behavior was .33 ($p < .001$). Age had low but significant correlations with the participant's own helping intention ($r = .14$, $p < .01$), and peers' prosocial behavior (peers influence) ($r = .13$, $p < .01$), but not with prosocial behavior or any of the other predictors. These results suggest that demographic variables are not significantly correlated with helping intention and prosocial behavior.

Among the two cognitive variables, empathy had a low and significant correlation with prosocial behavior ($r = .23$, $p < .01$) and with the helping intention ($r = .18$, $p < .01$), while prosocial reasoning did not significantly

correlate with either prosocial behavior or the helping intention as shown in Table 5.

Table 5. Correlations between potential predictor variables, prosocial behavior and the helping intention

Correlates	Prosocial Behavior	Helping Intention
Demographic variables		
Age	.04	.15**
Household	.04	.08*
Number of Siblings	.05	.01
Father Education	.04	-.01
Mother Education	.08	.05
Satisfaction with School Life	.16**	.10*
Satisfaction with Family Life	.08	.05
Satisfaction with Volunteering Experiences	.25**	.24**
Cognitive and Social Predictors		
Empathy	.23**	.18**
Prosocial Reasoning	-.00	.05
Peers Influence	.43**	.19**
Parents Influence	.30**	.69**
School Influence	.38**	.19**

Note. * $p < .05$, ** $p < .01$, *** $p < .001$.

Moreover, the low but significant correlation between empathy and prosocial reasoning maintained when the correlations were calculated separately for female ($r = .18$, $p < .01$) and male ($r = .16$, $p < .01$), and there was no significant difference in the magnitude of the correlations for males and females as shown in Table 5.

All the three social influence factors had significant correlations with prosocial behavior. Prosocial behavior had significant correlations with peers' influence ($r = .42$, $p < .01$), school influence ($r = .37$, $p < .01$) and parents influence ($r = .29$, $p < .01$). The relationship remained significant when the correlations were calculated separately for males and females.

In comparing the correlation between cognitive factors, social factors and prosocial behavior, it is important to note that a significant difference was observed in the magnitude of the correlation between parents influence and prosocial behavior across gender ($z = 2.5, p < .05$), but not for the peers or school influence variables.

A regression analysis was then conducted to predict the helping intention of adolescents.

Table 6. Prediction of the helping intention from cognitive and social influence factors (N = 580)

Predictor Variables	<i>B</i>	<i>SE</i>	β	<i>t</i>
Cognitive Factors				
Empathy	.25	.12	.07	2.06*
Prosocial Moral Reasoning	1.55	1.98	.02	.78
Social Factors				
Peers Influence	.68	.21	.11	3.26***
Parents Influence	.87	.04	.65	20.34***
School Influence	.00	.07	.00	.01

Note. * $p < .05$, ** $p < .01$, *** $p < .001$. $R^2 = .48$.

By using the adolescent helping measure as the dependent variable and to examine parameters which covered cognitive factors like empathy and prosocial moral reasoning, together with social factors like parents helping, peers helping and school influence. In the total sample analysis as in Table 6, the regression model was able to predict a significant proportion of variance in the intention of helping ($R^2 = .48, p < .05$), with Cohen's $f = .15$, which indicated the moderate range. Peers influence ($\beta = .29, p < .001$) and parents influence ($\beta = .18, p < .001$) in social influence factors contributed significantly to the regression model, while the coefficients of empathy in the cognitive variables was significant in predicting their helping intention ($\beta = .07, p < .05$).

For the male subjects, the regression model could predict a significant proportion of variance in their helping intention ($R^2 = .61$), Cohen’s $f = .21$, which indicated it fell within the moderate range, as shown in Table 7.

Table 7. Prediction of the helping intention from cognitive and social influence factors for males and females

Predictor Variables	Males (<i>n</i> = 172)				Females (<i>n</i> = 408)			
	<i>B</i>	<i>SE</i>	β	<i>T</i>	<i>B</i>	<i>SE</i>	β	<i>T</i>
Cognitive Factors								
Empathy	.31	.22	.08	1.43	.25	.15	.07	1.67
Prosocial Reasoning	3.89	3.59	.06	1.12	1.16	2.41	.02	.48
Social Factors								
Peers Influence	.74	.38	.11	1.95 *	.64	.25	.11	2.57 **
Parents Influence	.97	.08	.72	12.01*	.81	.05	.61	15.24***
School Influence	.02	.10	.01	.19	.03	.09	.01	.31

Note.* $p < .05$, ** $p < .01$, *** $p < .001$. $R^2_{\text{males}} = .61$, $R^2_{\text{females}} = .42$.

Peers influence ($\beta = .11$, $p < .05$) and parents influence ($\beta = .72$, $p < .05$) in social influence factors contributed significantly to the regression model, while the coefficients of empathy in the cognitive variables was no longer significant in predicting their helping intention ($p > .05$).

With reference from Table 7, in female subjects, the regression model was able to predict a significant proportion of variance in the helping intention ($R^2 = .42$), with Cohen’s $f = .25$, which indicated it was within the moderate range. Peers influence ($\beta = .11$, $p < .01$) and parents influence ($\beta = .61$, $p < .01$) in social influence factors contributed significantly to the regression model. As with the male subject group, the cognitive variables were again not significant in predicting their helping intention ($p > .05$). The results showed that the regression models could consistently predict the helping intention. The explained variance of the models ranged from .42 to .61. The only two common predictors across all samples were peers

influence and parents influence. The regression coefficient for parents' influence was statistically larger than that of peers' influence. Parents influence was the best predictor (β ranging from .18 to .72), (total subject: $\beta = .65$, male subject: $\beta = .72$, female subject: $\beta = .61$). Peers influence was the second best predictor (β ranging from .15 to .22); (total subject: $\beta = .11$, male subject: $\beta = .11$, female subject: $\beta = .11$).

A regression analysis was conducted to predict the prosocial behavior of adolescents using the adolescent behavior measure (ABQ) as the dependent variable and parameters which covered cognitive factors like empathy and prosocial moral reasoning, together with social factors like parents helping, peers helping and school influence. In the total sample analysis, as shown in Table 8, the regression model could predict a significant proportion of variance in their prosocial behavior ($R^2 = .28$), with Cohen's $f = .08$, which indicated it was in the small range. Peers influence ($\beta = .18$, $p < .001$), school influence ($\beta = .23$, $p < .001$) and parents influence ($\beta = .18$, $p < .001$) in social influence factors contributed significantly to the regression model, while the coefficients of empathy and moral reasoning in cognitive variables were not significant in predicting prosocial behavior ($p > .05$).

Table 8. Prediction of prosocial behavior from cognitive and social influence factors (N = 580)

Predictor Variables	<i>B</i>	<i>SE</i>	<i>B</i>	<i>t</i>
Cognitive Factors				
Empathy	.07	.04	.07	1.75
Prosocial Reasoning	-.36	.62	-.58	.56
Social Influence				
Peers Influence	.49	.65	.18	4.81***
Parents Influence	.07	.02	.18	4.81***
School Influence	.12	.02	.23	7.55***

Note. * $p < .05$, ** $p < .01$, *** $p < .001$ ($R^2 = .28$).

In the male subsample, the regression model was able to predict a significant proportion of variance in prosocial behavior ($F = 15.73, p < .00, R^2 = .35$) as shown in Table 9. Peers influence ($\beta = .22, p < .01$), school influence ($\beta = .24, p < .01$) and parents influence ($\beta = .37, p < .001$) in the social influence factors contributed significantly to the regression model, while the coefficients of empathy and moral reasoning in the cognitive variables were not significant in predicting prosocial behavior ($p > .05$). Moreover, in the female subsample, the regression model could predict a significant proportion of variance in prosocial behavior ($F = 27.90, p < .00, R^2 = .26$), with Cohen’s $f = .06$, which indicated the small range. Peers influence, school influence and parents influence in social influence factors contributed significantly to the regression model ($\beta = .33, .22$ and $.11$ respectively), while the coefficients of empathy and moral reasoning in the cognitive variables were not as significant in predicting prosocial behavior ($p > .05$).

Table 9. Prediction of prosocial behavior from cognitive and social influence factors for males and females

Predictor Variables	Male ^a (<i>n</i> = 172)				Female ^a (<i>n</i> = 408)			
	<i>B</i>	<i>SE</i>	β	<i>t</i>	<i>B</i>	<i>SE</i>	β	<i>t</i>
Cognitive Factors								
Empathy	.00	.07	.00	.02	.08	.05	.08	1.77
Prosocial Reasoning	-.05	1.12	.00	-.04	-.48	.75	-.03	-.64
Social Influence								
Peers Influence	.38	.12	.22	3.17 **	.54	.08	.33	6.94 ***
Parents Influence	.12	.02	.37	5.07 ***	.04	.02	.11	2.33 **
School Influence	.11	.03	.24	3.29 **	.13	.03	.22	4.52 ***

Note. * $p < .05$, ** $p < .01$, *** $p < .001$. (R^2 males = .35, R^2 females = .26).

The results showed that the regression models could consistently predict prosocial behavior. The explained variance of the models ranged from .26 to .35. In predicting prosocial behavior, different subsets of

samples were governed by the same predictors. The three common predictors across all samples were peers influence, school influence and parents influence. The regression coefficient for parents influence and peers influence was statistically larger than that of school influence. Parents influence was the best predictor (β ranging from .18 to .37), (total subject: $\beta = .18$, male subject: $\beta = .37$, female subject: $\beta = .11$). Peers influence was the second best predictor (β ranging from .18 to .33), (total subject: $\beta = .18$, Male subject: $\beta = .22$, Female subject: $\beta = .33$). School influence was the worst predictor (β ranging from .22 to .24), (total subject: $\beta = .23$, male subject: $\beta = .24$, female subject: $\beta = .22$). However, it was worth acknowledging that both the β weight and the coefficient of determination (R^2) are small. It was important to address the fair statistical power in this phase of the study, as many results of the Pearson correlations and the regression analyses are so small. Even though there is a statistical significance, there might not be a practical significance. Further studies on the same issue are suggested.

The hierarchical regression analysis was performed to testify the regression models that been developed. It was found that only three variables could predict the helping intention were peers influence, parents influence and school influence ($p < .001$). Moreover, these three variables were stable in predicting prosocial behavior ($p < .001$). Results from multiple regression showed that social influence factors, including peers influence, school influence and parents influence, are strong predictors of prosocial behavior for prosocial subjects, while cognitive factors like empathy and prosocial moral reasoning are not.

DISCUSSION AND CONCLUSION

The results of the first phase of the study (N = 518 participants) showed that prosocial norms, pragmatic values, and empathy dimensions (personal distress and empathy) were key predictors of prosocial behavior. Pragmatic values and prosocial norms are mostly shown as important

predictors of prosocial behavior in this first phase of the study, and they are even more important than empathy-related variables (empathy & personal distress), which has not been commonly explored in previous studies. The study underscored the role of pragmatic values as a predictor of prosocial behavior in the general population, which has seldom been explored in previous studies. The results suggested that agreement with pragmatic values (associated with materialism and self-centeredness) could hamper prosocial behavior. Based on this conjecture, further work should be conducted to examine how different values may promote or inhibit prosocial development.

The second phase of the study involved a sample of 580 prosocial subjects. It found that social influence factors, including peers, school and parents influence, are strong predictors of the helping intention and prosocial behavior, while individual competence factors like empathy and prosocial moral reasoning are not. The findings indicate that social influence is more strongly linked to prosocial behavior than individual competence. This implies that socialization and social support for prosocial norms and behavior can exert a powerful influence on the behavior development of young people in a Chinese population. Through our studies, indicators of social influence have been examined as being more important in predicting both prosocial behavior and the helping intention than individual competence. Nevertheless, neither empathy nor prosocial moral reasoning were good predictors of the helping intention, and this result is different from similar studies in other countries that found a strong link between moral reasoning and prosocial behavior (Eisenberg et al., 2006), or between empathy and prosocial behavior (Cialdini, Schaller & Beaman, 1987; Davis, Hall & Meyer, 2003).

It is also interesting to note that prosocial reasoning did not correlate with prosocial behavior and the helping intention in Chinese adolescents and hence could not predict them in the second phase of our study. This result runs counter to many studies in other countries that find a moderately strong link between moral reasoning and prosocial behavior (Eisenberg, Cialdini, McCreath & Shell, 1987). There are several alternative explanations for this result. First, the current study results may

reflect cultural differences between Chinese and other populations. Moreover, this finding implied that the recruited samples showed they had adopted a less mature level of moral reasoning and might not have fully internalized their participation in volunteer activities. They appeared to have adopted a lower level of reasoning such as stereotypic and approval oriented reasoning when they developed their prosocial behavior. Nevertheless, Eisenberg (1991) reported that the adolescents who adopt more mature and internalized moral reasoning and have higher empathy are more likely to follow and adopt norms of social responsibility. This form of higher level reasoning (empathic and internalized) would indicate their engagement in prosocial behavior. Therefore, further study of their moral reasoning and a longer longitudinal follow-up is recommended in Chinese adolescents.

There were inconsistent results between study phase one and two, regarding if empathy-related constructs are good predictors of prosocial behavior. Empathy was an important predictor of the prosocial behavior in the first phase of this study, but not in the second one. There are two possible explanations for this. First, like prosocial reasoning, empathy may not have been a strong driving force behind prosocial acts among the study participants. Second, empathy-related constructs have different elements that may have different relationship with prosocial behavior (Eisenberg et al., 2006). It is possible that the affective (empathetic concern) and cognitive (perspective taking) aspects of empathy had different relationships with prosocial behavior. In both phases of our study, we used a Chinese short form of the Interpersonal Reactivity Index in which the cognitive and affective subscales were combined to indicate empathy. An insignificant relationship with prosocial behavior may come up if affective and cognitive aspects have a different relationship with prosocial behavior. Further research using longitudinal study designs may shed light on if the relationship between prosocial behavior and empathy is really insignificant.

Social influence was shown to be more important than individual competence in predicting prosocial behavior. The present study suggests that social influence from parents, peers and school plays a very important

role in the prosocial development of adolescents, which may be explained by cultural norms and socialization practices among Hong Kong Chinese. Moreover, it has long been believed that being prosocial can also be a way to save face (Chang et al., 2005). Adolescents (and perhaps their parents) tend to mind a lot about what others do in deciding what they should do. It could be shameful if one is accused of not being prosocial or helpful, and this could motivate people to act more responsively to the needs of others, if their peers agree to do so. Peers may exert their influence on adolescents' prosocial behavior via direct interpersonal influences or modeling (Eisenberg et al., 2006). It therefore would be beneficial to create a larger network of young people who would start to volunteer, even from their primary school days. The study also revealed a gender difference, showing that peers influence in females is more strongly related to prosocial outcomes than it is in males. This implies that peers influence could have more impact on females than males, which could be explained by social networks and support being stronger in adolescent girls than it is in boys (Aronson, Wilson & Akert, 2004).

Parent's influence was shown to be a significant predictor of both the helping intention and prosocial behavior in adolescents. This result is not consistent with current literature in western countries. A large portion of this literature showed that adolescents tend to listen to their peers more than their parents (Atkins, Hart, & Donnelly, 2005; Calabrese & Schumer, 1986) and peers gradually become a more significant social resource than parents during adolescence (Dekker & Halman, 2003; Steinberg, 2005). The prosocial participants in second phase of study reported that their parents tend to provide much help to friends and family members. This is consistent with Amato's (1990) assertion that helping family and friends is the most common form of spontaneous help. Chinese parenting puts great emphasis on modeling by parents (Chao, 2001); parents are expected to set a good example for their children. Previous research has indicated that parents' modeling and their influence were positively related to their children's prosocial development, particularly when they were young (Clary & Miller, 1986; Stukas, Switzer, Dew, Goycoolea & Simmons, 1999).

We also found that school influence significantly predicts prosocial behavior, but not of the helping intention in adolescents. This result was different from previous findings that recognition of prosocial behavior by schools is related to both prosocial behavior and socio-emotional adjustment (Steinberg, 2005). The results imply that a positive school culture might protect adolescents from experiencing emotional and behavioral problems (Amato, 1990) and could create a context critical for the development of self-esteem (Coghill, 2010) and positive peer relations (Newcomb & Bagwell, 1995). However, it was worth noting that school influence was not a good predictor of the helping intention. This could perhaps be explained by the academic-inclined learning environment in Hong Kong. To make better use of school influence, a positive reward system and positive recognition at school for prosocial behavior could further promote its development.

The present findings showed that social influence may have an impact on prosocial behavior, and this could be a cultural phenomenon among Chinese populations. The results could be explained by cultural norms and socialization practices among Hong Kong Chinese, under the consideration of three points. Firstly, Chinese individuals tend to have a strong inclination to align with and compare themselves with others (Chen, Rubin & Sun, 1992). Being prosocial can be a way to save face (Chang et al., 2005). Secondly, it is highly likely that the prosocial sample had a prosocial peers group, and this could further motivate young people to act more responsively to the needs of others. Thirdly, culture and the media are likely to have an impact on the promotion of prosocial behavior (Eisenberg et al., 2006), and further research should focus on the role of the media in prosocial behavior development in a Chinese population.

The importance of social influence as a predictor of prosocial behavior and the helping intention points to important implications for structuring positive youth development. In fact, prosocial behavior could be regarded as one of the key outcomes of a youth development program, although this link has not been systematically examined (e.g., Catalano et al., 2004; Lerner & Benson, 2003; Shek et al., 2007). Parents, educators, and youth workers may apply social influence strategies to promoting prosocial

behavior in several ways like forming social service groups, the use of service learning and using foot-in-the door strategies in promoting prosocial behavior.

Finally, it is suggested to adopt a longitudinal study design could further ensure the stability of different social and individual predictors across the time of growth in the adolescents. A longer duration study of three to four years is suggested, which can trace the logical sequence of variables in the development of prosocial behavior in young people. With the addition of this temporal dimension, the causal linkages of cognitive and personal factors, and their relations with the development of prosocial behavior, can be further disseminated and justified.

To conclude, through these two phases of study, the prosocial behavior and the helping intention of young people was studied broadly, and the inter-relationships among these variables became clearer as specific patterns among them emerged through the phases of this study. The results of this study provide an important reference for educational and social services who want to develop prosocial behavior among young people. This pioneering study of prosocial behavior in young people could serve as a strong base for future research.

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Chapter 6

**EXPLORING THE NEED TO
STRENGTHEN THE LEGAL
PROTECTION TOWARDS VOLUNTEERS:
A HONG KONG PERSPECTIVE**

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ABSTRACT

There is a gradual development of volunteering sectors according to local studies (Social Welfare Department, 2014; Agency for Volunteer Service, 2011; Hong Kong Federation of Youth Groups, 2009). Some studies recognized the importance of volunteer paid to the community (Ling & Chui, 2016; Sherr, 2008). An increasing number of people served and volunteered. However, there are very few studies about the

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volunteers and legal protection in the Asian territories including Hong Kong. To clearly define the boundaries of rights and obligations of a volunteer vis-à-vis the service agency, the service recipients and the other third parties and even to enhance protection afforded to a volunteer by way the Charitable Redress System or Volunteer Protection Act in the US sense is considered beneficial to the sustainable development of volunteering in Hong Kong. The law potentially involved in volunteering, though a highly specialized and technically area, is discussed in accessible language with reference to a variety of case scenarios. This study aims to address the importance of legal protection of volunteers and the discussing featuring Hong Kong would certainly have implications as to the development of volunteer service and sustainable development of volunteering in other jurisdictions.

Keywords: Charitable Redress System, sustainable development, Volunteer Protection Act, legal protection, volunteer

INTRODUCTION

Volunteering, which most charities and nonprofit organizations rely on to support their operations, has gradually become a commonplace worldwide. While volunteering brings enthusiastic people together for good causes, there have been rising concerns as to the protection the law offers to volunteers – In the absence of an employment contract, organizations are not obliged to offer volunteers most of the protection it provides to its employees.

In view of the above, many countries and states have promulgated their own legislation regarding volunteer protection such as the Federal Volunteer Protection Act of 1997¹ in the United States. In considering the scope of the Hong Kong equivalent of Volunteer Protection Act, while appreciating the importance of protecting the reasonable rights and interests of volunteers, the additional costs and barriers to volunteering created under the proposed legislation have to be given due consideration as well.

¹ 42 U.S.C. 14501.

This article is not intended to burden readers with too much legal technicality. Therefore, while legal contents are inevitably discussed at length, it is specifically worded in such a way that a layman would be able to understand the contents without much difficulty.

THE ISSUES DEFINED AND THE LEGAL POSITION IN HONG KONG AT A GLANCE

When volunteers are engaged in the daily business of the charities and nonprofit organizations, legal issues always arise.

Example 1

For example, Society A organized a program promoting inter-generational harmony, where a volunteer Mr. V took a group of kids to visit Mr. X, an elderly at the age of 80 living alone. During the visit, one of the kids fortuitously tripped the elderly causing Mr. X to fall on the ground. Subsequently, the elderly was diagnosed to suffer a broken ankle.

In this hypothetical, or rather typical, scenario, whom should Mr. X sue for compensation? Should Mr. V or Society A, or both, answer to the personal injury claim to be filed by Mr. X? To what extent would Mr. V or Society A or both be liable for injuries sustained by Mr. X? In the absence of any statutory regulation or intervention, a situation as such is resorted to common law and, in particular, governed by the law of tort, which comprises a set of mostly non-statutory principles developed, and still being developed, by court decisions. There is little role for contract law for the very simple reason that there is always absent the provision of consideration² as between the parties.

² As pointed out in Treitel, *Law of Contract (14th Ed.)* at §3-001, “In English law, a promise is not, as a general rule, binding as a contract unless it is either made in a deed or supported by

In order to hold a defendant (D) (whether an individual or a body corporate) liable under the tort of negligence, the plaintiff (P), or the person suffering loss or injury needs to establish, accumulatively, the following:

- 1) *Duty of care* – D owes a duty of care to P, meaning that D reasonably foresees that P would be harmed by D’s act or omission, and there exists between D and P a relationship of close proximity, such that it is fair, just and reasonable to impose liability;³
- 2) *Breach of duty* – D breaches his duty, meaning that, by certain acts or omission,⁴ D has acted below a standard required of a reasonable man in the circumstances;
- 3) *Causation* – P has suffered loss or damage as caused by D’s breach of duty;
- 4) *Damage not too remote* – The damage, loss or injuries suffered by P must not be too remote, i.e., the damage must be a kind foreseeable by D.

Of course, the law is not as simple as what is set out above. A lot of complications are involved in applying those legal principles. However, the brief summary suffices for the present purpose – to basic mechanics of tortious liability.

Turning back to the parties in *Example 1*, in the light of the above principles, Mr. X may hold Mr. V liable for the injuries, provided that Mr. X can establish on balance of probabilities⁵: (i) that Mr. V reasonably foresees that V’s act or omission (by failure to take good care and proper control of the kids) would harm Mr. X as a service recipient, (ii) that Mr. V has breached his duty (to take good care and proper control of the kids),

some consideration.” It is further explained that “...consideration is either some detriment to the promisee or some benefit to the promisor...” (at §3-004).

³ Caparo v Dickman [1990] 2 AC 605.

⁴ Liability also imposes upon the inaction or failure to act on the part of the defendant.

⁵ Proof “on balance of probabilities” is very often referred to as the burden of proof in civil cases, as opposed to proof “beyond reasonable doubt” in criminal cases.

acting below the standard of care required of a reasonable volunteer in the circumstances, and (iii) Mr. X suffers injuries as a result of Mr. V's breach. By analogy, Society A would also be held liable to Mr. X for failure to exercise the standard of care required of a reasonable charity in the circumstances if Society A has recruited and engaged in services competent volunteers with the requisite expertise and sufficient prior experience. Additionally, Society A may be held liable by virtue of vicarious liability⁶, which is a strict liability.

Further question may arise where both Mr. V and Society A are liable: to what extent is Mr. V and Society A liable respectively? The issue of apportionment of civil liability is expressly addressed by, among others, Section 21(1) of the Law Amendment and Reform (Consolidation) Ordinance:⁷

“Where any person suffers damage as the result partly of his own fault and partly of the fault of any other person or persons, a claim in respect of that damage shall not be defeated by reason of the fault of the person suffering the damage, but the damages recoverable in respect thereof shall be reduced to such extent as the court thinks just and equitable having regard to the claimant's share in the responsibility for the damage.”

Example 1 is only one of the many examples where volunteers are exposed to potential legal liability. The duty of care or the liability for negligence would also extend to and catch a first-aider rendering first-aid service (which is of particular relevance to charities providing assistant medical services such as Red Cross, St John's Ambulance and Auxiliary Medical Services), as well as a volunteer assisting in repairing furniture, painting walls, or renovating premises.

⁶ It means that Society A may be vicariously liable for all loss or damage caused by Mr. V's negligence. However, the legal position regarding vicarious liability attributed by a volunteer tortfeasor is in doubt since, unlike the case of an employee, there does not exist any contract of employment upon which vicarious liability is founded.

⁷ Cap. 23, Laws of Hong Kong.

As the volunteer (as in example 1) provides services gratuitously and not for any reward, it is reasonably expected that one would raise a query like this: would it be so unfair that the law renders the volunteer liable? Of course, the law has its way to deal with and mitigate this apparent unfairness. First of all, the public policy, or “fairness, justice and reasonableness” are all taken into consideration in finding a duty of care owed by a certain volunteer. Second, negligence is a fault-based liability. Liability will not be attributable to the volunteer if he commits no fault or, in the legal language, he has taken all the care and precautions required of a reasonable volunteer in the circumstances. In particular, case law has shown that, in determining whether or not there is a breach, the court would take into account the likelihood of harm,⁸ knowledge of any particular risk of harm,⁹ vulnerability of the claimant,¹⁰ gravity of damage or injury,¹¹ cost of precaution,¹² lack of resources,¹³ utility of the activity in question¹⁴ as well as the common practice.¹⁵ Furthermore, as we have seen in section 21(1) of the Law Amendment and Reform (Consolidation) Ordinance above, the relative blameworthiness on the part of all the relevant parties (including both wrongdoer(s) and also the claimant himself) would have a bearing in the court’s exercise in apportioning the liability.

Example 2

Society B operates a charitable business of food delivery to people living in poverty for free. Mr. V is a volunteer of Society B and assist in

⁸ The Wagon Mound No. 2 [1967] AC 617: Where the risk of harm is very small the defendant may be justified in taking no precautions. Also Bokhary, Sarony & Srivastava, *Tort Law and Practice in Hong Kong* (3rd Ed.) at §4.199.

⁹ Bokhary, Sarony & Srivastava, *Tort Law and Practice in Hong Kong* (3rd Ed.) at §4.200.

¹⁰ *Ibid.* at §4.201.

¹¹ *Ibid.* at §4.202-3.

¹² *Ibid.* at §4.204.

¹³ *Ibid.* at §4.205-6.

¹⁴ *Ibid.* at §4.207.

¹⁵ *Ibid.* at §4.208-11.

delivering the food to a poor family on a weekly basis. Mr. V delivers the food by driving a light goods vehicle provided and owned by Society B. One day, on the way of delivery of food, Mr. V driving the vehicle too fast, crashed into the rear of Mr. Y's car which stopped suddenly on the road, resulting in damage to both Mr. Y's car and Society B's vehicle.

It is well established that a driver like Mr. V owes a duty of care in relation to the safety of other road users, whether a pedestrian or other car drivers such as Mr. Y. Having driven the vehicle too fast, Mr. V was in a clear breach of duty as any reasonable driver would, instead, drive at a speed so as to maintain a sufficient distance from the car in the front and prevent accident as such. There would be less doubt about Mr. V's liability and Society B's liability, very likely on a vicarious basis, towards Mr. Y. But that is not the end of the analysis. An additional issue is: to what extent would Mr. V be liable for compensation for the damage of Society B's vehicle? *Example 2* reveals an issue in addition to those encountered in *Example 1* – a volunteer's potential liability towards the service agency. In determining Mr. V's liability to Society B in respect of the damage to the vehicle, the same set of principles applies.

From *Example 2*, one can see that, in performing volunteer duties, a volunteer owes a duty of care not only to the service recipients (e.g., Mr. X, the elderly in *Example 1*, but also to third parties (e.g., Mr. Y, the driver in *Example 2*) and, of course, the service agency (e.g., Society A and Society B in the above examples).

Example 3

The background is the same as that in Example 2. One day, Society B asked Mr. V to help lift and move a heavy box of apples from the office reception to a warehouse nearby. Mr. V hurt his wrist when he was lifting up the heavy box. Further, Mr. V's wallet, which was supposed to be kept with Society B's staff at the reception desk was stolen by an unknown person when the staff left momentarily for toilet.

Another new situation arises from *Example 3*, which illustrates the need for protection of Mr. V's own legal rights against the service agency in respect of injuries sustained and property loss during the performance of the volunteering duties. Society B will no doubt be liable if Mr. V can prove Society B's negligence. As one can imagine, Mr. V could equally be harmed by some third parties (which are readily traceable, unlike the unknown thief in *Example 3*). As regards Mr. V's claim against those traceable third parties, those situations would be beyond the present focus of discussion for the very simple reason that it would just be no different from a general negligence claim by anyone and is not specific to the context of volunteer protection.

After all, it is impossible to set out all the possible scenarios here and the above examples simply serve the purpose of illustrating how the law operates. Clearly, the act or omission of a volunteer would extend to negligent misstatement or advice.¹⁶ The type of recoverable losses, depending on the circumstances of each individual case, may also cover economic losses of the victim. When the damage in question concerns psychiatric injuries, certain additional principles would apply.

In fact, most of the situations where accidents happen are addressed by insurance. The common practice of service agencies is to purchase third liability insurance to safeguard the agency from any potential claim by third parties. In the event a third party is in a position to make a potential claim, although he is entitled to sue both the agency and the volunteer, his purpose is to recover his damage and loss. Once such damage and loss is insured, he can resort to the insurance company and hence both the agency and the volunteer can be shielded from claims. Apart from third party liability insurance, there is also a need for the service agency to purchase personal accident insurance for its volunteers to tackle a situation resembling *Example 3* above.

Having said that, the legal protection of volunteers and the legal rules there involved remain important for obvious reasons. First of all, not all situations giving rise to legal disputes are covered by existing insurance

¹⁶ For example, *Hedley Byrne v Heller* [1964] AC 465.

policies. Even if apparently coverable under an insurance policy, when a victim makes a claim for compensation, insurance companies very often dispute the particular coverage of an individual case. Therefore, there is still a genuine need to consider the legal definition of a volunteer's rights and obligations.

THE US STATUTORY MODEL - VOLUNTEER PROTECTION ACT OF 1997¹⁷

Not many jurisdictions in the world have adopted a statutory regime to enforce legal protection to volunteers. The USA and a few states of Australia are among those. In UK, the jurisdiction of which is most closely associated with that of Hong Kong, the legal position governing the rights and obligations of volunteers remains as matter of unwritten common law rules.

United States has adopted a statutory regime via Volunteer Protection Act ("VPA") since 1997. Before going into the substance of VPA, one should look into the historical background this federal Act in order to acquire a full understanding of the spirit and rationale they are behind.

The US established its laws for protecting volunteers with the support of three case laws tried in the UK, which were *Duncan v. Findlater* (1839)¹⁸, *Feoffees of Heriot's Hospital v. Ross* (1846)¹⁹, and *Holliday v. Parish of St. Leonard* (1861).^{20 21} In 1876, the state of Massachusetts had tried the first case related to lawsuit against volunteers in the US. The case of *McDonald*²² involved a claim against a hospital, which was deemed to be a nonprofit organization. The Massachusetts Supreme Court tried the case according to the principle of charitable immunity, which was

¹⁷ A federal legislation.

¹⁸ *Duncan v. Findlater*, 7 Eng. Rep. 934 (1839).

¹⁹ *Feoffees of Heriot's Hospital v. Ross*, 8 Eng. Rep. 1508 (1846).

²⁰ *Holliday v. Parish of St. Leonard*, 142 Eng. Rep. 769 (1861).

²¹ J. Grassman, The Doctrine of Charitable Immunity and Its Impact on Medical Malpractice Litigation in the United States, *JCCC Honors Journal*, Vol. 5 (Issue 2).

²² *McDonald v. Mass. General Hospital* 120 Mass. 432, 436 (Mass. 1876).

originated from three case laws in the UK. Paradoxically, all of these case laws were overruled in the UK long before the Massachusetts Supreme Court rendered its judgment in 1876.²³ Nonetheless, the principle of charitable immunity remained to be good law for many years in the US, until it was abrogated and abandoned in the recent years.²⁴

The charitable immunity stated that all charities (or subsequently other nonprofit organizations) and the employees (i.e., not volunteers) therein were immune from civil liability for tortious or negligence conducts because, as the then principles suggested organizations did not profit from providing such actions or services (*Liability and Volunteer Organizations: A Survey of the Law*).²⁵ This doctrine provided an exception to the long established principle of *respondent superior* (“let the master answer”).²⁶

The doctrine was adopted by as much as 40 states by the late 1930s before it was subject to heavy criticism because although the adaptation of charitable immunity did help encourage volunteerism, the doctrine may put the victim in an inequitable peril by stripping of their rights of claiming adequate compensation.²⁷ The charitable immunity deviates from the general tort law principle, which states that a person is liable to his or her negligent act, and the organization which “recruited” (the precise form of relationship between the tortfeasor and the organization that he or she is “working” in would be discussed below) the person is also subject to vicarious liability, as long as some forms of legal relationship could be established by the court.²⁸ In this doctrine of charitable immunity, the volunteer and the organization recruiting them seemed to have been fully immune from any civil liability, and thus it is one kind of deviation from the general law of tort.

²³ J. Grassman, The Doctrine of Charitable Immunity and Its Impact on Medical Malpractice Litigation in the United States, *JCCC Honors Journal*, Vol. 5 (Issue 2).

²⁴ *Ibid.*

²⁵ J. M. Martinez (2003), Liability and Volunteer Organizations: A survey of the Law, *Nonprofit Management & Leadership*, Vol. 14 (Issue 2).

²⁶ J. Grassman, The Doctrine of Charitable Immunity and Its Impact on Medical Malpractice Litigation in the United States, *JCCC Honors Journal*, Vol. 5 (Issue 2).

²⁷ J. M. Martinez (2003), Liability and Volunteer Organizations: A survey of the Law, *Nonprofit Management & Leadership*, Vol. 14 (Issue 2).

²⁸ R. Glofcheski (2012), *Tort Law in Hong Kong*, Hong Kong: Sweet and Maxwell.

In 1990s, the majority of states in the US already abrogated or repudiated the doctrine of charitable immunity, but variations of laws for volunteers' protection remained.²⁹ Having experienced the shortcomings of the blanket immunity and the discrepancies of pertinent laws in various states, the federal government decided to uniform the law by federalizing the law through passing a law which is of the federal status. The Volunteer Protection Act of 1997 was passed during the incumbency of George W. Bush, who expressed his wish of revitalizing charitable organizations or other nonprofit organizations through the establishment and execution of this law.³⁰

VPA expressly stated its intention and purpose of legislation. It is that people's willingness of becoming volunteers was diminished since they worried about the legal consequences that they may need to bear had they done something tortious and as a result the many nonprofit and charitable organizations organized for public benefits were adversely affected by people's withdrawal of working as volunteers.³¹ The US government wished to encourage more people to be volunteers through the promulgation of VPA, which they claimed that legal protection and a clear circumscription of responsibilities for volunteers were provided in this law.

As mentioned above, VPA aims at protecting volunteers but not the charitable or nonprofit organization themselves.³² According to *The Volunteer Protection Act: A Response to the Liability Litigation Crisis*, VPA states that volunteers are immune from liabilities of ordinary negligence when:³³

- 1) The volunteer is working within the scope of his responsibilities at the time of the act;

²⁹ *Ibid.*

³⁰ R. Mowrey & A. Epstein (2003), *The Little Act that Could: The Volunteer Protection Act of 1997*, *Journal of Legal Aspects of Sport*, Vol. 13.

³¹ J. M. Martinez (2003), *Liability and Volunteer Organizations: A survey of the Law*, *Nonprofit Management & Leadership*, Vol. 14 (Issue 2).

³² C. L. Kertz (1999), *The Little Act That Could: The Volunteer Protection Act of 1997*, *Journal of Legal Studies in Business*, Vol. 33.

³³ *Ibid.*

- 2) If appropriate, he is properly licensed, certified, or authorized by the appropriate authorities for the things that he does;
- 3) The infliction of injuries does not involve operation of motor vehicles, vessels, and aircraft.³⁴

It should be noted that this does not mean the volunteer is free from any liability as long as the above three conditions are satisfied as VPA only protect him to be immune from harms made out of ordinary negligence. Had he harmed third parties due to his gross negligence, willful reckless, or criminal misconduct, or a conscious, flagrant indifference to the rights or safety of others, the volunteer would have been made to bear the consequences and responsibilities ensued. She may additionally be subject to compensate punitive awards.³⁵

The definitions of volunteers and nonprofit organizations are far from clear, which as a result attract various discussions. VPA defines a volunteer as individual providing service to nonprofit organizations or governmental entities who does not receive any compensation, or anything in lieu of compensation which exceed US\$500 per year, and this condition binds all the director, officer, trustee or direct service volunteer working in the organization for which no differential arrangement is given. The limitation on receiving compensation may cause VPA to lose its protection which it intends since volunteers may easily position outside the scope of protection. For instance, a volunteer who is given meals but not any other substances may fall outside the protection since the accumulation of economic value of all the meals that he enjoys may exceed US\$500.³⁶

As to the definition of nonprofit organizations, VPA defines them as any organization which is exempted from paying tax according to certain

³⁴ 42 U.S.C.A. § 14503(a) (1997).

³⁵ Punitive damages would be ordered if the volunteer inflicts the injuries through a willful, reckless or criminal misconduct or a conscious, flagrant indifference to the rights or safety of others. But for if the injuries are inflicted due to ordinary or gross negligence, no punitive damages would be awarded. For details please refer to *The Volunteer Protection Act: A Response To The Liability Litigation Crisis* (n32 above), or 42 U.S.C.A. § 14503(e)(1) (1997).

³⁶ C. L. Kertz (1999), *The Little Act That Could: The Volunteer Protection Act of 1997*, *Journal of Legal Studies in Business*, Vol. 33.

conditions as indicated in Internal Revenue Code. It also includes “any not-for-profit organization which is organized and conducted for public benefit and operated primarily for charitable, civic, educational, religious, welfare, or health purposes,” which is subject to the exception of not involving in practice of any hate crimes, as stipulated in Hate Crime Statistics Act (i.e., Certain religious groups, even though they allege themselves as serving public benefit and operate charitably, advocates hatred, such as Ku Klux Klan. This exception is to ensure that no groups involving hate crimes would be protected by VPA).³⁷

The use of term “not-for-profit” creates confusion in enforcing the law since it can incorporate a wide variety of organizations which actually be engaging in or facilitating trading business, which are quite remote from the ordinary interpretation of what is identified as a charitable organization.

The VPA is seeking to solve any and every disputes that may substantiate in various scenarios which may arise when the volunteers inflict harms on others. Concisely speaking, VPA can be treated as addressing the three issues below:

- 1) Whether an organization is liable if a volunteer is injured during the performance of his or her duties in the term of the volunteer services;
- 2) If so, whether the organization can reduce, mitigate or eliminate its liability;
- 3) Whether the volunteer is liable to third parties or the organization that he is serving for his or her actions during the performance of the duties.

The effectiveness of VPA on the three scenarios aforementioned should be accessed before we can evaluate its efficacy and adequacy.³⁸

³⁷ C. L. Kertz (1999), *The Little Act That Could: The Volunteer Protection Act of 1997*, *Journal of Legal Studies in Business*, Vol. 33.

³⁸ J. M. Martinez (2003), *Liability and Volunteer Organizations: A survey of the Law*, *Nonprofit Management & Leadership*, Vol. 14 (Issue 2).

Issue 1

A nonprofit organization is to bear the legal consequences of their volunteers' ordinary negligence if the act is done within their scope of duties. This is only subject to the exception that their volunteers injure others during the performance of his duties, or the act is a willful, reckless or criminal misconduct or a conscious, flagrant indifference. This indicates that the nonprofit organization should have been the one bearing the legal consequences had there been any infliction of injuries by its volunteers. This is so because of several reasons. Firstly, it may deter volunteers from participating if he needs to bear legal consequences. Furthermore, the organizations themselves are usually the one who have deeper pockets to pay the damages arising in case of injuries. Also, nonprofit organizations are allowed to take different measures to reduce, mitigate or eliminate the risk of bearing legal liabilities. Details would be discussed in the section of *Issue 2*.

This form of liabilities apportionment also echoes with the long-standing concept of vicarious liability in the law of tort, which makes VPA to be more compatible with other established legal mechanisms.

Issue 2

According to *42 U.S.C.A. § 14503(d) (1997)*, states can impose certain criteria which deviate from VPA. The first one is that a state can stipulate nonprofit organizations to conduct risk management practices and procedures, for which a nonprofit organization can avoid liabilities arising out of the negligence of volunteers working therein if the organization provides adequate and sufficient risk management practices and procedures. Also, various states can stipulate nonprofit organizations to provide insurances to safeguard the risks of infliction of injures by their volunteers, or otherwise their liabilities associated with the acts of volunteers would not be limited or exempted. Nonprofit organizations can reduce, mitigate or eliminate their liabilities as long as they follow these

more stringent regulations mentioned above, subject to promulgation and enforcement by the states.

Risk management procedures should be adopted according to the possibility of occurrence of the risk. The possibility, frequency of substantiation of risks and the gravity of injuries always vary, and therefore organizations should adopt its respective risk management procedures based on their situations of operation. This can be reconciled with the degree of duty of care in the law of tort which is influenced by several facts such as likelihood of occurrence, gravity of injuries, cost of precaution etc.³⁹ Organizations should also screen, monitor, select and train adequate volunteers whom they think is suitable for accomplishing the goals and missions of the organizations.

Other than that, nonprofit organizations are required to protect the volunteers in various perspectives when they are working in the organizations, including but not limited to ensure that the workplace is free from discrimination, misconducts, or criminal offences.⁴⁰

Issue 3

As mentioned above, volunteers are only immune from tortious liabilities on third parties arising out of their ordinary negligence when they are performing the duties which are within their scopes of duties, or when they are certified, licensed or authorized by appropriate authorities to do the act (except controlling motor vehicles, vessels or aircrafts). He still needs to bear the responsibilities of tortious liabilities if the act is outside the scope of duties, or the infliction of injuries arises out of gross negligence, willful, reckless or criminal misconduct or a conscious, flagrant indifference to the rights or safety of others. Volunteers may be required to pay punitive damages if the harms are caused by willful, reckless or criminal misconduct or a conscious, flagrant indifference.

³⁹ R. Glofcheski (2012), *Tort Law in Hong Kong*, Hong Kong: Sweet and Maxwell.

⁴⁰ J. M. Martinez (2003), *Liability and Volunteer Organizations: A survey of the Law*, *Nonprofit Management & Leadership*, Vol. 14 (Issue 2).

It should be noted that volunteers are not immune from lawsuits initiated by the nonprofit organizations themselves since VPA only serves to immunize volunteers for injuries done on third parties.⁴¹

After its legislation there are few cases in which VPA is the issue of discussion in the court. In some cases, even VPA was raised as a defense, the courts did not provide clear explanation as to its effects on the conflicts therein. Nonetheless, it is still insightful for us to peruse the situation of application and enforcement of VPA in the context of the US and its states therein. It should be noted that VPA preempts other state laws unless state laws provide additional immunity to the volunteers.

Gaudet v Braca was one of the very beginning cases which raised the issue of authorization of VPA vis-à-vis the US constitution and its intention and scope of protection.⁴² In that case, the Supreme Court of Connecticut endorsed VPA by expressly noting and admitting its importance of encouraging volunteerism and therefore its protection to volunteers but not nonprofit organizations. It also stated that a certain state can adopt its state laws if the state laws provide more immunity to volunteers. *Momans v St. Johns Northwestern Military Academy, Inc* was a case stating that VPA does not provide immunity to willful, reckless or criminal misconducts.⁴³

The fewness of cases is to be explained by the fact that people are unwilling to raise lawsuits against charitable or nonprofit organizations. Yet, there are still problems lying within VPA, which should be tackled in order to boost its effectiveness.

There are still limitations and problems of VPA. Firstly, it is that the insufficient propaganda and education with respect to VPA gives a false impression to nonprofit organizations that they are totally immune from tortious liabilities, which are not true at all as indicated clearly in VPA itself. This may lead the organizations to be less diligent in conducting the risk management procedures, which may eventually cause a surge of cases

⁴¹ C. L. Kertz (1999), The Little Act That Could: The Volunteer Protection Act of 1997, *Journal of Legal Studies in Business*, Vol. 33.

⁴² C. L. Kertz (1999), The Little Act That Could: The Volunteer Protection Act of 1997, *Journal of Legal Studies in Business*, Vol. 33.

⁴³ *Ibid.*

of injuries. Also, the VPA is insufficient in protecting charitable or nonprofit organizations themselves since they become the sole payer for any damages arising due to the infliction of injuries by their volunteers. They may have fewer resources to carry out the missions and goals which are beneficial to the society due to the payment of damages to victims.

DOES HONG KONG NEED A VOLUNTEER PROTECTION ACT?

There is no law for volunteer protection in Hong Kong at the moment. When legal issues arise, one has to resort to the tort law which is matter of common law. Currently, if there are any infliction of injuries arising out of volunteers harming third parties (like Mr. V in *Example 1* and *Example 2* above), the common law tort law and the principles therein such as negligence and vicarious liabilities would be employed. Yet, there are shortcomings and drawbacks of adopting the tort law principles to solve the scenarios as mentioned above due to several reasons.

First of all, from the narrow perspective, as a matter of law, service agencies and nonprofit organizations may not be liable to compensate the victims due to the failure of establishment of vicarious liabilities. For a vicarious liability to attach to the organizations which recruit the injuries-inflicting volunteers, a relationship of contract of service between them has to be established, which would be assessed from various perspectives including but not limited to the degree of control by the master, whether working equipment is provided, freedom to engage other helpers etc.⁴⁴ Yet, the majority of cases dealing with vicarious liability are related to proper employment with business corporations. Where a volunteer working in charitable or nonprofit organizations without remuneration can establish a relationship of contract of service is ambiguous and arguable⁴⁵. If nonprofit organizations are not vicariously liable for the tortious actions of their

⁴⁴ Lee Ting Sang v Chung Chi-Keung [1990] UKPC 9.

⁴⁵ R. Glofcheski (2012), *Tort Law in Hong Kong*, Hong Kong: Sweet and Maxwell.

volunteers, the effectiveness of lodging claims would be undermined since, at most of the times, organizations would have the deepest pocket to compensate the victim in the event of infliction of injuries by volunteers. Detachment of liabilities would cause the possibility of obtaining a sufficient sum of damages to reduce significantly.

Further, tort laws attach liabilities to organizations which recruit injuries-inflicting workers because it is more economic in the sense that usually, organizations would have deep enough pockets to pay the compensation for the victims. Also, monetary payment of damages is also coercive to some extent so as to force the organizations to carefully conduct the process of selection of workers and also monitor the operation. Yet, the effect of requiring charities to pay damages is different from requiring business corporations to pay damages since upon paying damages, charities are less effective to serve the society as it would have less resources to accomplish its missions and goals.⁴⁶

Last but not least, as indicated in the VPA, the legal consequences cause volunteers and other nonprofit organizations to withdraw their provision of services or assistances to those who would have received assistance had volunteers or organizations not been deterred from bearing legal liabilities that may arise due to negligence.⁴⁷ As a result, continuation of adopting tort law as the tool for settling lawsuits between victims and volunteers or nonprofit organizations do not seem to be an adequate solution.

In fact, most of the service agencies and nonprofit organizations in Hong Kong put in force their own guidelines for their staff and volunteers to follow. Among many others, the most common and important rule is that the volunteer should follow the instructions and advice given by the agency. This very rule has some implications as to the stance potentially taken by agency having regard to the tort law principles discussed above. At the very least, if the volunteer acts in full accordance with the agencies or organizations' instructions, the victim will likely succeed in establishing

⁴⁶ C.R. Tremper (1991), Compensation for Harm from Charitable Activity, *Cornell Law Review*, Vol.76.

⁴⁷ 42 U.S.C.A. § 14501 (1997).

the duty of care owed by agencies or organizations. Further, the volunteer having entirely complied with those instructions would not expect to have breached his duties.

In the circumstances, after all, should Hong Kong establish laws which have effects similar to VPA? Unlike the case in US, there is even no statutory definition as to what constitutes as charitable purpose. Therefore, first of all, any statute aiming at protecting volunteers and nonprofit organizations should be specific as to what forms of organizations would be within the scope of protection if there is any legislation regarding to this issue.

It may be more advantageous for Hong Kong to adopt a more stringent form of legislation than VPA. This is so because, currently, VPA itself does not provide any guidance or instructions as to how nonprofit organizations can reduce, mitigate or eliminate their liabilities, which may put nonprofit organizations into serious plight when they come across any scenarios mentioned above.⁴⁸

The very piece of legislation to be passed by Hong Kong legislature should include particularly what steps or measures to be taken by nonprofit organizations can reduce, mitigate or eliminate the liability. Among others, those measures would involve setting up and enforcing risk management procedures in relation to charitable business, exercising due care in screening and training volunteers, establishing risk management task force etc. This can be construed as the notion of breach of duty in the law of tort. If a nonprofit organization does put in force adequate risk management procedures, it should be treated as satisfying to some extent the duty of care and no breach of duty should be found, subject to the court's discretion. And the standard of care, which is equivalent to the stringency of risk management procedures, should be determined based on the long

⁴⁸ VPA only allows state laws to step in if state laws provide more immunity to volunteers or conditions to nonprofit organizations. Yet, in essence VPA does not provide any instructions or guidance as to how nonprofit organizations themselves can be free from liability as the whole purpose or intention of VPA is to protect individual volunteers but not organizations. For details, please see 42 U.S.C.A. § 14501 (1997).

established factors and references made in law of tort, such as likelihood of occurrence, gravity of damages, costs of prevention etc.⁴⁹

However, this approach still cannot address the problem of harming the serviceability of charitable or nonprofit organizations when they are required to pay damages arising out of their volunteers' negligence – money which could have been spent on accomplishing the goals and missions of the charitable or nonprofit organizations.

Thus, C.R. Tremper put forward a Charitable Redress System (hereinafter as “CRS”) in order to tackle the problems in another way.⁵⁰ The CRS is a statutory insurance scheme would be set up where charitable or nonprofit organizations would participate in that scheme by purchasing first party insurances (i.e., the potential victims), and payments would be given to victims if they are injured by volunteers of the organizations. Yet, it should be noted that, according to his proposal, damages payable only include pecuniary loss but not non-pecuniary loss since it is difficult to quantify, and which may vary substantially. Upon receiving the payment, the victim would give up his right of filing a court action against the organization. If the victim has purchased an insurance at the time of the injury, the amount which the organization should give should be offset with the amount provided by the victim's own injuries.⁵¹ The learned author came to such an inference since he thought that as charitable or nonprofit organizations, they should not be treated equally as to other business corporations since they are serving for the public good of the society. Thus, the amount of damages should be accessed carefully and prudently, so as to position at a point where the victim would receive sufficient awards to pay for the medical expenses or adjust to the injuries, and at the same time the charitable or nonprofit organizations would be paying a sum where it is affordable which would not hinder the operation of the organizations very much.⁵² If the organization does not offer to compensate the victim according to CRS, or the organization does not

⁴⁹ C.R. Tremper (1991), Compensation for Harm from Charitable Activity, *Cornell Law Review*, Vol.76.

⁵⁰ 42 U.S.C.A. § 14501 (1997).

⁵¹ 42 U.S.C.A. § 14501 (1997).

⁵² *Ibid.*

honor its commitment of payment according to CRS, the victim can still initiate court proceedings to obtain the sum which he is entitled of.

The aim of setting this CRS is to firstly, as mentioned above, to ensure that both parties would receive and pay adequate sum of awards. Secondly, it is emphasized that settlement under CSR is much more efficient than court proceedings since court proceedings may easily involve complex and lengthy procedures. Comparatively, the reimbursement made under CRS can be much faster than ordinary court proceedings which, according to the author, are of paramount significance as more often than not the victim values immediacy more than the amount of awards. Yet, to ensure that the victim would not use court proceedings to threaten the charitable or nonprofit organizations to pay a higher amount of compensation under CRS, the damages available in court proceedings, according to the author, shall only confine to one or one-half times of the awards which would have been given under CRS plus the attorney fees induced due to court proceedings. This can bar victim from using initiation of court proceedings as means to force the organization to pay a higher amount of compensation.⁵³

The CRS is also a possible alternative for Hong Kong to adopt. Yet, this would reduce the amount that the victim would have received had he proceeded a court proceeding against an ordinary business corporation. Also, the “doctrine” of CRS should only be available to charitable or nonprofit organizations, or other organizations pursuing a charitable purpose, since it involves treatments deviating from ordinary and well established principles in the law of tort. Yet, according to the latest report done by Hong Kong Law Reform Committee, it is still uncertain how Hong Kong should define “charitable purpose” as stakeholders’ opinions vary greatly.⁵⁴ Also, it appears that there are no other jurisdictions adopting this policy to handle with disputes among charitable or nonprofit organizations and the victims. As a result, consultations may be required before the mechanism can be drafted, legislated, and enforced. This

⁵³ *Ibid.*

⁵⁴ The Law Reform Commission of Hong Kong (2013), *Charities, Report*.

completion of utilization of such a mechanism may involve arduous process and efforts before it can be formally implemented.

CONCLUSION

At present, the need to legislate such law for volunteer protection in Hong Kong may happen to be far-fetched. Yet, this may be potentially detrimental to the development of volunteerism, since Hong Kong at the moment would be using ordinary tort laws to handle cases which involve volunteers' infliction of injuries to others during their performance of duties which are within the scope of their employment. Also, charitable or nonprofit organizations may be required to pay substantial amount of damages to victims without sufficient protection against such risks. Thus, legislation and implementation of pertinent laws are important in order to ensure the trend of volunteerism can prosper in the foreseeable future. There are two forms of legislation which Hong Kong can learn from the US, the first one being the VPA (where Hong Kong should make modifications as mentioned above if it is to adopt such laws), and the second one being the CRS. The two systems have their own advantages and drawbacks. Hong Kong should adopt either systems or other forms of protection for volunteers after consulting and evaluating the public opinions towards the issue. However, no matter which approach is chosen eventually, discussion and legislation to protect volunteers should be made in order to encourage volunteerism, which is beneficial to the community of Hong Kong as a whole.

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Chapter 7

THE FREE TIME OF CHILDREN

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ABSTRACT

An entity functioning in a society is subject to a continuous process of socialization. He or she learns new roles and associated with them behavioural patterns. The role can be modified by the individual and environment, in which they function, such as the family, peers, as well as institutions, which influence the behavioural patterns, including the patterns of leisure. The issue of free time and its rational use raises an increasing interest among educators, sociologists and doctors. In the era of modern civilization we witness rapid changes in human life. These changes can be positive or negative. Both children and school youth are prone to the impact of these changes. Therefore, the question of the relationship, or rather of the proper proportion between the two basic elements of the student's life: studying and relaxation, is of prime importance. The balance between the work done and relaxation has a

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great impact on the proper functioning of a child, which in the future allows to maintain healthy habits and correct rhythm of life of an adult.

Keywords: family, school, studying, leisure, development and life rhythm

INTRODUCTION

The child entering school is subject to certain rigors, his/her time for play and entertainment is reduced, and the time required for compulsory classes is increased. Students' work is understood as learning at school, at home and the household chores. The students' work is closely connected with his/her leisure. To maintain proper rhythm and avoid unwanted phenomena there must be a balance between work and leisure. Improper rhythm of work and relaxation causes weakening of the body, decreased resistance to disease, rapid fatigue, deterioration of neuromuscular coordination, occurrence of muscular or joint pain.

Free time over the centuries has been the focus of many prominent thinkers. Aristotle argued that free time - *schola* - is neither a rest nor an end of work.

Jan Amos Komeński in 1657 became interested in the organization of free time for children and youth after school. He demanded a school that had a playground, a garden, places suitable for active leisure and entertainment after hard mental work, in spare time¹.

John Locke advocated the need to take care of the physical health of a person; he broke with the medieval cult of mind, perceiving the need to improve the human body. Free time, according to this great thinker, was the best time to do so. Free time fulfils various correlating functions of each persons' life. It is a concept to which each of us gives a different meaning.

The issue of free time and its rational use raises an increasing interest among educators, sociologists and doctors. The form of leisure time can be

¹ Polish translation from 1956 *r.* is based on so called Amsterdam publication from 1657. After: J. Grad, U. Kaczmarek, *Organization and dissemination of culture in Poland in 1664.*

an impulse for further development, but not properly managed, may cause many serious problems. Taking the topic of leisure time in children and adolescents is in this case intentional. Youth is a very good barometer of change. Thanks to young people, you can see what is going on with the whole society. At this point one cannot talk about the future without mentioning the youth.

In each person's life, work or study intertwines with free time. The way we spend it in childhood affects our adult life. Therefore, maintaining proper proportions between the two basic elements of the student's life: studying and relaxation is of prime importance. The purpose of this work is to find out how children and teenagers spend their free time

As an attachment to the work, a survey questionnaire with sample questions asked children and young people about the form of leisure time from the study of subject literature and research by other authors and research centres was included.

PHENOMENON AND FUNCTIONS OF LEISURE TIME

The term "leisure time" has many definitions. J. Doniecki uses the term "to denote the surpluses remaining after the execution of great economic works, such as wage earning and household work"². According to A. Bańka, "free time is a period of intervals between periods of work. At present, free time and how it is used is an important indicator of quality of life. Free time can be understood as a certain time, a certain activity, attitude, or primarily a combination of these possibilities"³.

"Free time is a set of activities that an individual may voluntarily devote to for a period of time free of professional, family and social responsibilities, or for leisure or entertainment purposes, for the self-

² cf.: J. Doniecki *Free time. Myths and needs*, Warsaw 1967.

³ cf: A. Bańka *Social psychology of the environment*. Scholar Publishing House, Warsaw 2002.

development of his or her knowledge and education or, finally, for the development of his or her unfettered creative abilities”⁴.

The above definitions show how important the role of free time in any person’s life, regardless of age. The actions that are taken at free time are characterized by the fact that they are done voluntarily, without the compulsion, for their own pleasure. They have a great influence on shaping the personality and allow you to develop interests. Children’s free time differs from adult’s free time. It is supervised and controlled by both the parents and the institutions designated for this purpose. Despite supervision of carers, young people have some voluntary choice of activities.

“The child’s free time is the time that he or she has left after fulfilling his or her school or home duties, organizational and ordering activities related to health and hygiene, the time during which he/she can perform activities according to his/her preference for leisure, entertainment and satisfying the needs of his/her own interests. Children’s free time also includes the period in which they fulfil the voluntary accepted social responsibilities”⁵.

In the case of a student, undoubtedly the most important functions of leisure time are the function of rest and recreation, fun and entertainment and the function of collective leisure. Forms of leisure time are activities that are supposed to bring the body to physical and mental rest after work and study in school. Free time fulfils certain functions. Jacek Węgrzynowicz draws attention to four basic functions of free time. They are: leisure; social activity; entertainment; self-education. Z. Dąbrowski also presents the functions of free time. According to him these are:

1. rest,
2. social activities,
3. interest development,
4. searching for your place in society.

⁴ J. Dumazedier, *Versune civilisation dulousier Edition du Seuil Paris 1962* [in:] K. Czajkowski *Education for recreation.. op . cit., p. 12.*

⁵ cf.: J. Izdebska *Leisure time for urban and rural children* [in] K. Przeclawski *Free time for children and youth in Poland*, School and Pedagogical Publishing House, Warszawa 1978.

It is extremely important that free time fulfils all four functions, because then it is best used. "The free time of children and adolescents fulfilling all four functions is not only equivalent to learning time and activities in the family home, but it becomes a serious guarantor of good work in school and extracurricular activities. Properly understood and organized provides the individual with physical and mental strength necessary for school education and to achieve the best results in school"⁶.

ENVIRONMENTAL FACTORS AFFECTING PATTERNS OF SPENDING FREE TIME

Every human being lives, functions in a particular environment in which the various relationships are interrelated. The environment of human life is most often considered as a social, natural and cultural environment. The natural environment is not just a place where geographical processes take place, but it is also a place where people live. It is the basic subject of physical and socio-economic geography. Contacts with nature have a very positive effect on the child's mental health.

The surrounding nature encourages rest, regeneration. Nature acts as a nervous system for us. Our body remembers Resting in the bosom of nature the longest, we breathe fresh air, which in turn has a beneficial effect on mental development. People need to be in touch with trees, plants and water. In a difficult to define way people are able to find their fullness in the presence of nature, they can look deeper into themselves and draw the invigorating energy from the life of plants, trees and water"⁷.

The cultural environment is goods, which are the products of both historical and contemporary human activity. The way in which young people spend their leisure time depends also on the above-mentioned environment to which we include: achievements in science, literature, as

⁶cf.: Ch. Alexander *The language of city patterns, buildings, structures*, GWP, Gdańsk 2008.

⁷cf.: Z. Dąbrowski, *Free time for children and young people*. Wydawnictwo PZWSz, Warszawa 1966.

well as cultural traditions. Participating in education, cultivating both environmental and family-like traditions provides interesting forms that can be realized in free time.

Social environment is a set of conditions resulting from the actions of people who play a very important role in the shaping of the human personality and this environment has the greatest influence on the form of spending free time by children.

Lifestyle, fashion trends and the media are also very important. Also the family, and precisely the educational environment it creates, is an essential element of the development of the child's personality. It teaches language, develops feelings and shapes social attitudes. Family is the first environment in which a child comes in contact with patterns of leisure. Parents properly and appropriately regulate their free time, putting in various forms and content to fill it up, preparing their children for proper future use of their free time.

From the current research it is clear that the most popular activities that take leisure time at home are walks, trips and fun games. Free time is an important part of human life. Children are the most valuable treasure for parents. Parents do almost everything for them. Today, adults work very hard to provide the means to live for their families and sometimes do not realize what their children do in free time. In spite of all, parents are encouraging their children to spend time actively from early childhood.

LEISURE TIME OF CHILDREN AND YOUTH

Speaking of free time, we understand the time in which we indulge in certain activities of our own free will. It is a form of rest, shaping oneself, their passions and interests. For young people, free time is not as great as for adults. According to the Eurobarometer survey, in almost all EU countries free time for young people aged 15-19 represents 20% of their

total time⁸. For comparison, in adults over 30, it decreases by about a quarter.

If we talk about youth leisure time, we have to verify the concept of work for them. Work in the student's mind is learning at school, at home, and also the household chores. In order to maintain proper proportions, a proper balance between work and rest must be maintained. In the case of an inappropriate rhythm work - rest may result in a worsening of health. Weaknesses of the body, rapid tiredness, reduced resistance to disease are just a few of the ailments that cause deterioration of the student's condition.

In practice, however, it can be seen that maintaining such a balance is not always possible. Parents emphasize primarily the intellectual development of the child through learning, neglecting the important element of rest and emotional needs.

FORMS OF SPENDING LEISURE OF CHILDREN AND YOUTH

The way of spending free time is determined by a number of factors such as, for example:

- age, gender;
- type of school;
- the financial conditions of the parents (carers) and the financial capacity involved;
- intangible conditions of the family (culture of leisure, habits, habits, cultural differences);
- a system of values and goals in life;
- self-perception (high self-esteem);
- amount of free time;
- people with whom the young person spends most of their time;

⁸cf.: D. Szafraniec, *Youth 2011*. Kancelaria Prezesa Rady Ministrów, Warszawa 2011.

- offer of the local environment for leisure activities e.g., recreation centers, playgrounds, clubs, associations, swimming pools, ice rinks;
- the environment from which a young person originates (large city - small town - village);
- organization of activities at school and at home;
- existing fashion, imitation (what is “trendy”, “jazzy”, “top”).

According to a research conducted by the CBOS Foundation on behalf of the National Bureau of Drug Prevention, the way youth spend their free time in 2013 is as follows:

By analyzing the above chart, one can observe that among the favourite ways of spending free time among young people meetings with friends and acquaintances dominate (88%). Another popular activity among students is going out to discos and clubs (29%). Nearly one third of the respondents - 30% devotes their leisure for sports. Approximately one fifth of young people indicate traditional forms of entertainment and cultural activity, such as watching television or reading books (20% each). For a large group one of the most attractive forms of leisure time is the new technology. It is mainly web browsing (23%), social networking (18%), as well as playing computer games (17%).

Results do not add up to 100%, because respondents could indicate several ways of spending leisure time.

Every tenth student (10%) mentions artistic activity, i.e., playing an instrument creating artwork, computer graphics, etc. Relatively few respondents - especially when compared to the popularity of clubs and discos - go to concerts (6%). The preferred form of spending free time for about a quarter of young people (24%) is “doing nothing” - resting, sleeping, lying down.

Young people’s free time is more often filled with passive forms⁹. The fascination by the new digital media, but also the liking in social gatherings, but above all the lack of adequate infrastructure have the

⁹ cf.: *Tourist activity of young people*, Department Turystyki, Warszawa 28.07.2010.

impact on this dependence. In spite of the lack of suitable places to practise sports, young people practise them seasonally, using natural water bodies for swimming or cycling on roads or sidewalks. The importance of becoming active in the form of jogging, Nordic Walking or simply walking is gradually increasing. The CSO studies show that 99.4% of people aged 15-19 spent leisure passively, on non-active and stressful activities, which is very sad.

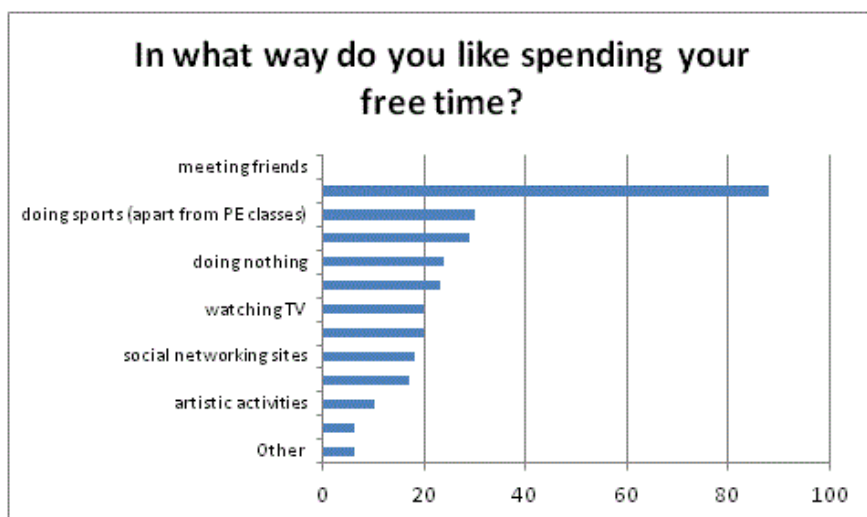


Figure 1. Spending of free time by the youth.

Among young people declaring physical activity as a form of free time, the majority declared walking, gymnastics, cycling, skateboarding or other non-intensive movement (between 78% and 87% depending on age), fewer (between 40-50%) running, swimming, aerobics or other recreational sport, seasonal work on the plot or in the garden, and very few (between 12 and 18%) exercising intensive training (e.g., gym) or competitive sport¹⁰.

The intensity of the physical activity of Poles (usually small or nonexistent) gives us a place below the EU average. Also in this area we do not match many developed countries. The main declared barriers are:

¹⁰ Governmental Youth Social Activity Program for 2015-2016 "Active Youth".

lack of leisure time, lack of interest (i.e., shaped needs) subjective assessment of physical condition as inadequate, lack of money (important for the lowest income families) and lack of infrastructure¹¹.

Parents should also participate in the way youth's free time is organized. Unfortunately, this is a big problem because parents who are busy do not have the time or interest to spend time with their children. The reason for this is also the inability to organize free time, which would bring joy and benefit to the whole family. Unfortunately, parents are rarely involved in joint activities¹².

There is also a different problem. Many parents are very busy trying to completely organise the leisure time of their children. Such a polar different approach in using free time cannot be praised. Parents forget that their dear daughter or son would also like to play with the children of their neighbours, play football or jump on a rope, in addition to playing an instrument or joining a ballroom. These children (with great regret to say this) do not feel they have a childhood. We do not know whether they participate in these activities voluntarily or not¹³.

Place of Residence and Leisure Time

The following table shows the dependency of free time spent by the youth and the place of residence. Study conducted by the Foundation of the Centre for Social Opinion Research commissioned by the National Bureau for Drug Prevention, 2013¹⁴.

Some active leisure activities are more successful depending on the size of the place of residence. This is due in part to the availability of some of the offers. Watching TV as well as websites, communicating on social networking sites will definitely be chosen by young people from larger

¹¹ *Polish participation in sport and physical recreation in 2008*, GUS, Warszawa 2009, pp. 42-45.

¹² A. Zawadzka, Relation of parents to their free time, *Care and Education Problems* 1991, nr 6.

¹³ Sebastian Taboń, The influence of the family on the use of free time, *Life of school* 2002, nr 3, pp. 150-152.

¹⁴ D. Szafraniec, *Youth 2011*. Kancelaria Prezesa Rady Ministrów, Warszawa 2011.

agglomerations. In contrast, sports and computer games are more popular. Going to discos and clubs and meetings with friends are more likely to be chosen by young people from smaller towns and villages.

It is also noteworthy that the respondents living in larger cities are more likely to enjoy such activities as artistic activity or attending concerts. It is justified by the fact that access to this type of offer is very limited.

Table 1. Dependency between free time spent by the youth and the place of residence, %

How do you like spending your free time the most?	The size of place of residence				
	Village	Town below 20 thousand inhabitants	Town from 20 thousand to 100 thousand inhabitants	City above 100 thousand to 500 thousand inhabitants	City above 500 thousand inhabitants
Meeting friends/boyfriend/girlfriend/peers	89	87	87	90	80
On discos/ in clubs	35	29	24	21	17
Practising sports (apart from PE classes)	27	27	31	31	44
Surfing the net	24	24	20	23	18
Watching TV	23	22	17	19	9
Being active on social networking sites (Facebook, chat rooms, etc.)	20	15	17	16	9
Playing computer games	12	19	20	21	31
Artistic activities (playing a musical instrument, drawing/painting/painting / computer graphics)	8	5	16	12	15
Going to concerts	4	9	9	4	9
Doing nothing, e.g., lying, resting, sleeping, etc.	22	29	25	27	28
In another way	7	5	4	6	10

Regardless of the place of residence, young people like to spend their free time, especially on social gatherings. This is a form of time that is not obligatory for regular attendance and requires regularity, but also allows you to choose the company in which you can spend it.

LEISURE TIME AS PROPHYLAXIS

Prophylaxis is an action that prevents the development or the occurrence of adverse events. In this way, we respond to social phenomena that are undesirable or harmful. The future of a young person depends very much on how he or she spends their free time, and not only their parents but also their tutors are responsible for this. It is well known that where boredom and lack of ideas arise, pathological phenomena are most easily generated. The excess of free time, with which a young person does not know what to do, together with the lack of money, can lead to dangerous ideas. In this situation one can easily follow the environment's persuasion¹⁵.

If young people have a well-organized free time then this prevents boredom which leads to hooliganism, vandalism or violence. Young people come up with silly ideas, often conflicting with the law.

Today we have to organize extra-curricular activities so that it can break away from the daily routine of school-related activities. Mental fatigue, stress should be unloaded, so that the psychophysical balance will be maintained. Drugs, alcohol or cigarettes are less relevant to young people who have a well-balanced free time. This is because they are absorbed in other activities, entertainment that allows them to develop. This prevents contact with uneasy company.

For effective prevention, it is important for adults - parents, grandparents, teachers, clergy, and local government - to contribute to youth upbringing. They should show them how they can spend their free

¹⁵ M. Hamada, What does a student do in his free time, *Educator* 2003, nr 7/8.

time and do it with them. This is a great contribution to supporting the development of the young generation.

CONCLUSION

The purpose of the documentary and literature analysis was to show the most popular forms of leisure time in children and youth.

Free time is the time of the day when the child remains after fulfilling all the duties of school, extracurricular or domestic activities. He or she assigns it to a variety of activities, according to their interests. It can be used for various purposes, to spend time alone, to be able to take a break from everyday duties, or to seek companionship among family members, friends and acquaintances. Living in constant haste makes modern man underestimate the importance of free time in the process of shaping and educating the young generation. Interest in a student's work is greater than their leisure.

The way of spending free time has changed considerably in recent years. Formerly popular physical activity, excursions, sports, hiking, outdoor games and activities are slowly displaced by more passive occupations. Development of computers, the Internet and mobile telephony, as well as rapid technological progress are factors which have undoubtedly influenced the current lifestyle of a man, and especially young people. It also contributed to changing the way people manage their free time. Increasingly, families choose shopping centers and galleries to rest after a hard day's work. "Have" begins to surpass "be."

This is a very dangerous situation for future generations. Therefore, both the activities of the family and the school should pay particular attention to the variety of development of free time for children and youth.

The problem of lack of free time is becoming apparent also in children, which in combination with the lack of positive patterns of its use, will significantly affect the limited opportunities for complete physical and

mental development of the young generation and the reproduction by children of bad habits in adulthood.

Therefore, our analysis is justified and motivates us to conduct further studies on children's time.

APPENDIX 1. QUESTIONNAIRE

How Do You Spend Your Free Time?

Sex _____

City/town _____

Class _____

Age _____

1. Do you have free time?

- (a) Yes (b) No

2. Do your parents organise extra curricula activities for you?

- (a) Yes (b) No

3. What are your interests? (Tick the answers)

- (a) computer
(b) sports
(c) literature
(d) others (what? _____)

4. With whom do you most willingly spend your free time?

- (a) with family
(b) with friends
(c) alone
(d) with others, (who? _____)

5. How do you spend your free time with friends?

- (a) playing football,
- (b) going cycling
- (c) playing computer games
- (d) walking along the streets
- (e) others, (what? _____)

6. Do you practise any sports in your free time?

- (a) Yes
- (b) No (move to question 8)

7. What sport do you practise?

- (a) football
- (b) basketball
- (c) volleyball
- (d) swimming
- (e) others _____

8. How do you spend your free time at the weekend?

- (a) In front of a computer
- (b) studying
- (c) with friends
- (d) In other way (how? _____)

9. Do you use a computer?

- (a) Yes
- (b) No (move to question 11)

10. What do you use your computer for?

- (a) for playing computer games
- (b) for talking through communicators
- (c) for doing homework
- (d) for using social networking sites
- (e) others (what? _____)

11. Do you think that...:

- (a) you have too little free time
- (b) you have enough free time
- (c) you have too much free time

Thank you for answering the questions.

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Chapter 8

**EMPLOYEE VOLUNTEERING IN THE
PROCESS OF SHAPING THE SOCIAL CAPITAL
OF THE REGION UNDER THE CONDITIONS
OF SUSTAINABLE DEVELOPMENT STRATEGY
AND CORPORATE SOCIAL RESPONSIBILITY**

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ABSTRACT

The paper presents employee volunteering as a multi-faceted phenomenon, with a special focus put on its role in the process of shaping the social capital of the region. Employee volunteering is a situation in which an entrepreneur undertakes and supports charity work for selected entities, especially non-governmental organizations and in accordance with the law of the institution, with the voluntary cooperation of the

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employed persons. On the basis of the conditions of sustainable development various benefits of voluntary work conducted within a municipality are described. The tasks of the municipality may be carried out, as far as possible by the municipality self-government, however, the Corporate Social Responsibility a management strategy in which companies voluntarily take into account social interests, environmental aspects or relationships with different stakeholder groups, in particular employees should be emphasized.

Keywords: employee volunteering, sustainable development, corporate social responsibility

INTRODUCTION

Sustainable development is a change of direction in the region's development process. It represents the aim to create a network of small local communities (Berdo 2006) and the right to meet the development aspirations of the present generation without limiting the rights of future generations to meet their development needs. The economic and civilization development of the present generation cannot take place at the expense of depleting non-renewable resources and destroying the environment, for the sake of future generations, who will also have the right to their own development. It was presented, among others in the Brutland Report "Our Common Future" and the "Agenda 21" Report" (Strategy 2017).

The place of shaping new values for the development of the local community is the local economy. These values include goods, services, employment, business, intangible assets (knowledge, qualifications, skills), as well as location offers. Development is a process of complex quantitative and qualitative changes in a given area (Sekula 2002). As social awareness grew, economic development began to be linked to social development.

The purpose of the paper is to indicate the place of volunteering in the concept of corporate social responsibility and building of civil society, and

its relevance in the context of the sustainable development strategy of the municipality. The problem was undertaken using critical evaluation, analysis, reports and studies.

TASKS AND ROLE OF MUNICIPALITY IN SOCIAL POLICY

Region is a unit composed of many different elements. There are different types of relationships between them. As a whole, functioning in a specific environment should be treated as a dynamic, functional whole. It is therefore a system, including a territorial social system (Chojnicki 1989). Its competitiveness, as Klasik points out, is a result of four factors: 1) attractiveness of the region's offer, 2) strengths of the region, 3) export power, 4) productivity (Klasik 2002).

The municipality has a number of instruments to model its social and economic space. It constitutes a structural form of administration, the subject of which is the inhabitants residing in the specific unit of territorial division of the state, organized by the law into a public-legal association (Stahl 2016).

The tasks of the municipality (mandatory) may be carried out, as far as possible by the municipality self-government. In terms of social activities they include, among others, awarding and paying special allowances (special purpose benefits), paying for economic self-help in the form of allowances, loans and assistance in kind, running and providing places in social welfare homes. These tasks include the creation and implementation of shelter programs and the cooperation with the county employment office on the dissemination of job vacancies and information on job vacancies, the dissemination of information on vocational guidance services and on training (Jegorow 2016).

For the purpose of multi-faceted development of the municipality it is necessary to plan, operate within a suitable time horizon, taking into account the endogenous resources of the unit (Act 2015). In order for the municipality to successively carry out the intended actions, its

development should be created through the prism of endogenous resources, taking into account the reality of the environment (Dziekański 2015).

Sustainable development is a platform for the introduction of innovative solutions that allow for better quality of life, using local resources effectively. Entities creating new sustainable development solutions should ensure responsible implementation of their strategy in all areas of business and cover the entire chain value of the organization (Kronenberg 2010). It is implemented in the social sphere (satisfying basic human needs, improving quality of life, reducing unemployment, etc.), economic (increasing GDP guaranteeing adequate goods and services) and ecological (improving the environment, protecting biodiversity) (Kuciński 2009). Social development, as a multi-stage process of social change, is moving in a certain direction, as a result of which there is a continuous growth of certain variables relevant to a given society. It is a process that causes changes in: the structure of society, its preferences, patterns of behavior and attitudes of coexistence, systems of social relations, possibilities of comprehensive development (Sztompka 1972).

The process of supporting the endogenous potential of the local economy is a fundamental motor for development. One of the main sources of the local development process is people (social capital) organized in different forms of organizations and institutions operating in a given area and using its natural, social and economic space (Kozuch 2010). Among the barriers to the development of the region are: high unemployment and low employment opportunities, insufficient development of technical and social infrastructure, weakness of institutions and organizations supporting development, lack of adequate capital (including social) (Kozuch 1999).

An important area of local government action is social policy, understood as actions undertaken for all members of society, according to their needs considered socially important. Its aim should be to compensate for the most economically disadvantaged groups of the population according to the adopted workers' rights (Głębicka 1980). Its purpose in the aspect of macro policy is shaping social order without inequalities. The model of active social policy can be reduced to the creation of a

responsible, activated society that knows how to do so and benefits from market and democracy benefits (Grewiński 2009).

The social aspect of local government action is to provide civil society support and participation in the decision-making process. Mutual relationships in the area of social consultations indicate, inter alia, the quality of life, ensuring a balance between economic growth and the state of ecosystems, ensuring a high quality of life for all, delaying the balance of ecological and economic requirements. The municipality, through its activities, should stimulate socio-economic development (Kłosiewicz-Górecka & Słomińska 2001).

FACTORS DETERMINING THE CONSTRUCTION OF CIVIL SOCIETY (SOCIAL CAPITAL)

A specific remedy to the problems that have begun to emerge in the socio-economic and political sphere is social capital (Kaźmierczak 2007). It enables the circulation of knowledge, enhances the competitiveness of the local environment, enables decision-making at various levels, facilitates anticipation of others' reactions, provides a pattern of behavior that identifies and excludes those individuals who try to use it for their private purposes (Wojewódzka 2006).

Civil society is the space of action of institutions, organizations, social groups and individuals, etc. It is an element in which people engage in free debate and voluntarily work together for the common interests. The people are here the sovereign and they rule by their representatives. Authority works on the basis of the law, there are institutions guaranteeing respect for rights. At the same time, the participation of citizens in social life is secured, as well as the acquisition and use of relevant analytical information, including local economy and its functioning (Strategy ... 2005).

Table 1. Factors shaping civil society (social capital)

<p>Indirect (mainly economic)</p> <ol style="list-style-type: none"> 1. Globalization, economic competitiveness 2. Economic growth, technological and structural unemployment 3. Transformations in the structure of employment and income structure 	<p>Direct (mainly social)</p> <ol style="list-style-type: none"> 1. Changes in the demographic structure 2. Changes in family functioning model 3. Structural and long-term unemployment 4. Poverty and social exclusion
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Source: Evolution of social policy in Poland after 1990. Contemporary images of social and economic policy. Memorandum dedicated to Professor Lucyna Frąckiewicz, “Economic Studies” *Scientific Journals of Economic University in Katowice*, 2012.

Information asymmetry is a phenomenon in the modern market. It requires a relationship of at least two entities between which there are certain relationships (Dziekański 2012). It is about market failure, a situation in which a market mechanism does not ensure an optimal allocation of resources (Panasiuk 2015). Market players have both excess and incomplete information. Excess of information is related to macroeconomic aspects when ordering and accuracy of information is not particularly important. Incomplete information refers to the microeconomic level when entering into transactions between market participants (Stiglitz 2004).

Table 2. Instruments for exchanging information in civil society

<p>Unilateral instruments serve primarily to provide information to residents:</p> <ol style="list-style-type: none"> 1. Website 2. Public information Bulletin 3. Traditional billboards and posters 4. Advertisements posted in the media press 5. Promotional book publications 	<p>Feedback instruments, in turn, seek feedback from the public:</p> <ol style="list-style-type: none"> 1. The right of access to public information about the activities of public authorities 2. The right to lodge motions and complaints 3. Meetings of local government with residents 4. Official local web forums 5. Elections and referenda
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Source: <http://www.zim.pcz.czest.pl/znwz/files/W-adze-gminy-a-wspolnota-lokalna-demokratyzacja-zarz-dzania-publicznego-i-partycypacja-spo-eczna-w-procesach-decyzyjnych.pdf> [03.09.2017].

Areas of competence deficits that can be attributed to social capital include co-operation with enterprises and universities and the sphere of science (Plawgo 2011). There are potential problems with local social capital, such as: disparities between actors in access to social capital, the concentration of social capital in exclusive or criminal groups.

The benefits of cooperation between the administration and market actors are among others: strengthening the sense of mutual responsibility and social awareness, building civil society, increasing the effectiveness of activities. The subjects of cooperation are most often: the realization of public benefit tasks, mutual information about planned directions of activity, the process of public consultation, identification of important social needs for the inhabitants, improvement of the effectiveness of local government activities, consultation with NGOs draft normative acts, initiative, concluding agreements for implementation of local initiative, concluding partnership agreements on principles of development policy.

The activities of the non-governmental sector are largely dependent on the shape of relations with the public administration, particularly at the local level. Local government is undoubtedly the most important reference point for most organizations. Organizations are the spokesperson for the interests of the local community (Oliński 2013).

Table 3. Forms of cooperation between local governments and non-governmental organizations

Financial	Nonfinancial
1. Implementation of the joint project	1. An exchange of information
2. Mutual support of social activities	2. Working in employment councils
3. Commissioning of own actions	3. Working on strategic documents
4. Commissioning of public tasks	4. Collaboration in the implementation of trainings, events
	5. Mutual consultation

Source: I. Gosk, A. Pyrka, *Różne formy współpracy z podmiotami ekonomii społecznej*, Warszawa 2008. [*Different forms of cooperation with social economy entities*]

EMPLOYEE VOLUNTEERING AND CORPORATE SOCIAL RESPONSIBILITY

In any local environment, one can identify explicit social forces in the form of active volunteers who support or can initiate changes. In the local environment there are social forces, in the form of potential so far unnoticed, stuck in the consciousness of individuals or groups. Nowadays, social forces, also referred to as human capital (endogenous change factors), are related to human potential, resources to discover, extract, dynamize, direct and use (Włodarczyk 2011).

Local government is an entity that should inspire the activity of citizens through their activities. Its position in the process of shaping social order is based on social bonds and joint actions. Local community initiatives should be central to achieving collective agreements for solving common social problems. The place and role of local self-government, the third sector and the business sector, with its social responsibility formula, should be adequate to the extent of their competence and be complementary to the framework of concrete actions having a practical meaning for the civil society (Sasinowski 2012).



Figure 1. Benefits of volunteering. Source: *Kształtowanie kompetencji społecznych i obywatelskich przez organizacje pozarządowe w Polsce*, Instytut Badań Edukacyjnych, Warszawa 2015. [*Shaping social and civic competences by non-governmental organizations in Poland*, Institute for Educational Research]

Volunteering, as a multi-faceted phenomenon, is a free, voluntary action for others. Volunteers can be any person in any area of social life (Jordan & Ochman 1997), on various levels of public or professional life. Areas of involvement may include: education, culture, ecology, public safety and health, religious life, working life or leisure activities (Gruszczyńska & Zacharska-Błaszczuk 2016).

Employee volunteering is a situation in which an entrepreneur undertakes and supports charity work for selected entities, especially non-governmental organizations and in accordance with the law of the institution, with the voluntary cooperation of the employed persons. There are two groups representing volunteer time and volunteer competencies. First means additional physical work, which does not require any additional skills or knowledge. In the second case, employees use their skills and competencies to provide help to the needy. This happens when employees of an IT company create websites, or lawyers free of charge give legal advice for those who do not have a job and cannot afford such services (Petelczyc 2017). The employer (for social worker involvement) introduces an additional organizational management tool, which is an active form of social dialogue and the opportunity for personal development for employees. This situation creates a positive image, enhances the quality of the company's brand, and translates into the company's profits in the form of increased sales of goods or services (Volunteering in 10... 2017). Employee volunteering is a tool and an opportunity to raise your desired qualification. It allows you to gain competitive advantage in the labor market. It is an important means of counteracting the negative effects of unemployment. It gives you a sense of self-confidence, increases internal motivation to look for proper work. It justifies the creation of local communities and a better understanding of people and co-operation. In addition, it is possible to achieve certain satisfaction and professional experience in this activity, as well as more favorable legal solutions allow for the possibility of closer co-operation between non-governmental and business organizations (Dobrzański 2009). Employee volunteering is a trilateral relationship in which an enterprise

plays a large role, setting rules and regulations, and supporting volunteering. It is important to emphasize the responsibility of the employer for the volunteer's actions who represents the company. It is also important to properly manage volunteering activities and to give high value to volunteering and the idea of giving your people time to feel that their activity is socially valued (social campaigns, awards, volunteer days, etc.). Governments, civil society, private sector and international agencies should participate jointly in promoting volunteering engagement (Volunteering 2017).

Volunteering is also an important factor in reducing social and economic inequalities. By creating pro-social attitudes, it increases the social capital of society, and by promoting personal patterns of active living attitudes, it also promotes qualities such as resourcefulness and independence. Among the benefits to the business are, first and foremost, the active involvement of employees in social activities, the creation of employees' social engagement opportunities, the strengthening of ties, and the integration of employees in the implementation of social projects (Bsoul 2014). These actions create a better image of the individual in the external environment as well as the employees, an integrated team, build a higher motivation, and create better work efficiency (Volunteering ... 2011). Companies try to adapt to the changing environment of the surrounding environment and create favorable change processes. In economic terms, capital can be produced, accumulated, reproduced, invested, can be profitable and can be lost. Social capital refers to the ability of people to cooperate with each other and mutually trust one another. It promotes co-operation based on common values. It is the foundation for building civil society. The company supports volunteers in their motives, gains a number of image benefits, and employee personal satisfaction. Employee volunteering comes from the idea of corporate social responsibility and is a model example of this concept (Lustyk 2014).

An enterprise can work for a broadly understood social development, thereby gaining broad benefits. They result, among others. From actions of owners, managers, employees (whose socially responsible treatment is an

important instrument for building the competitiveness of individuals), schools and universities, central and local authorities, local communities, NGOs, the natural environment (Snajder 2013). The company can support local institutions, artistic activities (e.g., highlighting the value of the region's culture), or the environment related one which include supporting tasks that contribute to improving the quality of life in the immediate neighborhood (Kazojc 2017).

Corporate Social Responsibility is a management strategy in which companies voluntarily take into account social interests, environmental aspects or relationships with different stakeholder groups, in particular employees. A socially responsible entrepreneur invests in human resources, environmental protection, business relations, and information about these activities, contributing to the company's competitiveness and shaping the conditions for sustainable social and economic development (Tylec 2016).

The actions of market actors undertaken within the framework of CSR should contribute to the enhancement of their values by contributing to the common good. Corporate social responsibility can be a source of opportunity, innovation and competitive advantage (Porter & Kramer 2006).

It is a strategy of doing business in a way that takes into account social and environmental aspects that go beyond the legal obligations of the company. Correct implementation of the concept is a long-term, well thought out and planned way of running the socially responsible business. Increasingly, stakeholders are expecting the company to be responsible for running the business and engaging in the community and environment in which it operates. Building a business strategy based on mutual trust and transparency both in relation to the external environment and the internal environment of the organization becomes today a way to run a business and gain competitive advantage (Żychlewicz 2015).

Corporate Social Responsibility is an instrument of the needs and expectations of the contemporary marketplace. It is a business management model where business decisions, environmental considerations, people

inside and outside the business are taken into account when making business decision (Stafiej-Bartosik 2008). Informing about environmentally friendly activities positively influences the company's contacts with stakeholders. Business activity generates not only economic but also social benefits. Among the tools related to local communities are social campaigns, socially engaged marketing, social reporting, and socially responsible investments. They are meant to support solving social problems as well as building a positive image of the company. Most often companies choose to support activities related to education, environmental protection, and unemployment (Adamczak 2009).

Social responsibility (as an instrument necessary to maintain the competitiveness of individuals) is gaining popularity within the corporate management strategy. It combines the concepts of interactions between the external and internal environment of the company, the respect of ethical principles in business and work relationships, and determines the company's commitment to stakeholders, the public administration and the social environment by formulating a socially responsible business model. Employee volunteering is becoming an increasingly integral part of the corporate social responsibility strategy (Lorecka et al. 2011). It teaches new skills (including interpersonal skills) that employees can use later in the company. It develops teamwork skills, strengthens the sense of professional satisfaction, affects the corporate image (as a socially responsible entity) and helps build lasting relationships with stakeholders, customers, and the environment. It is a forward-looking operation not only for the company, but also for its employees and the local environment. This is the conscious step of a responsible, socially engaged company, and it's a step in the right direction (Każmierczak 2016).

The instruments of socially responsible business are subject to modifications, *inter alia*, from the changing business environment. The company's authorities are to decide which tools will be put into practice, which will be guided by the benefits that can be obtained from the company's point of view, as well as from the point of view of the main stakeholders (Leoński 2015).

CONCLUSION

Territorial self-government has the responsibility to ensure that adequate resources are allocated to the implementation of social assistance in its budgets and to ensure sufficiently qualified staff to carry out its tasks. Tasks of local government consist in the provision of financial and material assistance, the provision of services and preparation of specific programs, reports and plans (Kuzynowski 2003). Administration and public authority cease to be the only active participants in the governance processes that currently take place within the system of loose links between public and non-public institutions. The role of the governing bodies is also changing, focusing their efforts on formulating public policy objectives, to a lesser degree, by engaging in direct implementation. On the other hand, public administrations should be limited in their actions to those areas which cannot be realized by the market and private entities and social organizations (Przywojska & Krzyszowski 2014).

Neo-endogenous development combining local potential with scientific knowledge contributes to the multifunctional development of the individual, both economically and socially, which takes into account the achievement of ecological goals (Adamski & Górlach 2007). Local development is realized through organizational management tools that support entrepreneurship by creating a climate conducive to investment and business infrastructure. From the point of view of entrepreneurship development it is important to increase the investment attractiveness of the region, which is the more effective, the more based on the cooperation of the business, state and non-governmental sectors (Dziekański & Leśniewski 2012).

These challenges place the local government in the position of an active stakeholder in the game of the future and the community's chances for its sustainable development through the use of local (endogenous) resources supported by the skillful use of favorable externalities. The contemporary management model of strategic development is a set of actions aimed at: the effective use of human resources and material

resources, coordinated by public administration units at various levels (Assumptions 2009).

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Chapter 9

**VOLUNTEER MOVEMENT IN UKRAINE
DURING THE ANTI-TERRORIST OPERATION:
HISTORY, CONDITIONS AND PROBLEMS**

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ABSTRACT

The article reveals the nature of volunteer activities in Ukraine at the beginning and during the anti-terrorist operation (hereinafter – the ATO). The historical aspects of the volunteer movement origin in Ukraine are grounded. The legislative base on the volunteer movement in Ukraine, its positive and negative aspects are considered. The volunteer organizations' main activities with the Ministry of Defense of Ukraine are generalized. The main directions and specific volunteer organizations activities during the ATO have been investigated. The volunteer movement is defined as an integral part of a civil society's (sector)

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activity. It is proved that the main purpose of the volunteer movement is to reduce a social tension in society, as mentioned type of activity come up as a response to the public's call for help, which is clearly demonstrated by the example of the endless crisis in Ukraine and warfare in its Eastern regions. The problem of the volunteer movement in the sociological context are studied by such well-known scholars as J. Davis Smith, M. Harris, R. Hedley, S. Ellis, and K. Kempbel. In addition, volunteering as a social phenomenon have been studied by such ground scientists as R. Vainola, A. Kapskaya, N. Komarova, O. Bepalko, O. Karpenko, I. Zvereva, and G. Laktionova. However, mentioned studies practically do not reveal the current state of the volunteer organizations' activities during the ATO, which prompted the author to study the topic.

Keywords: volunteering; volunteer movement, antiterrorist operation; civil society; social structure; social support; and charity

INTRODUCTION

In the present, the state of Ukraine challenges the whole civil society concerning the capacity and the national consolidation. The civil sector, represented by the volunteer movement, is currently playing a very important role in this process. The state of affairs in the country often leads to the emergence of new ideas, the activation of certain rather unobtrusive nonprofit organizations, as well as the emergence of all the latent problems that have long been hidden deep within the social structure of the unformed Ukrainian society. That is why the volunteer movement in Ukraine today has awakened the nation and, more precisely, has become an indicator of the radical transformations in the social structure of the Ukrainian society.

The situation prevailing in the period before and after the Revolution of Dignity is too difficult for Ukraine's further advancement in the European and world community, both from the economic, military, and political points of view. It is worth recalling that the President of Ukraine V. Yanukovich fled from the state. He was followed by the Minister of Defense of Ukraine, Head of the Security Service of Ukraine, Head of the National Security and Defense Council of Ukraine, a number of the

ministers who “seized” a significant part of the gold and currency reserves emptying the treasury. It became clear that the Ukrainian armed forces, being almost destroyed by Yanukovych’s power, were in a miserable state, the internal troops and militia were demoralized - only a few units were able to resist the aggressor and separatists. The army remained virtually non-combatant, not well-equipped from all points of view. This was well-understood by Russia, which occupied Crimea without “a single shot.” That is why, in the realities of the social instability in the Ukrainian society, the need for the volunteering has intensified. For its solving, the efforts and the financial investments of the state were not enough; therefore, the state and its organizations need the help of the population ready for an unprofitable labor. This also happened in Ukraine, when the volunteer battalions and volunteer organizations became the National Guard of Ukraine when defending the state from the Russian aggression together with the Armed Forces of Ukraine (Gładka et al. 2014).

The issues of the volunteer movement were studied by such well-known scholars as J. Davis Smith, M. Harris, C. Rochester, R. Hedley, S. Ellis, K. Campbell, etc. In addition, the volunteering as a social phenomenon was studied by such domestic scientists as R. Vainola, A. Kapska, N. Komarova, O. Bepalko, O. Karpenko, I. Zvereva, I. Yurchenko, G. Laktionova, and I. V. Avuieva. At the heart of the classical approaches to the study of the volunteering issues there are the ideas of altruism (O. Konth, I. Kant, G. Hegel, P. Sorokin, D. Myers, and V. Efroimson), liberalism (J. Bentham, G. Spenser, F. Hayek), Marxism (K. Marx, F. Engels, and V. Lenin), and Christian religious values (A. Smith, M. Weber, and A. de Tocqueville). At the present stage, the problem of the voluntary activity is studied within the framework of three approaches: societal (R. Kornuel and F. Hayek), economical (L. Salamon), and labor (K. Biedermann and L. Kudrinska).

However, these studies are based mainly on the generalization of the experience of the practical implementation of the volunteer projects in the field of the social work with their detailed, often phased, description. Therefore, when assessing the level of the elaboration of the issue of the volunteer activity and the volunteer movement in Ukraine, it should be

noted that there is no comprehensive research on the volunteer movement, the volunteer activity during the anti-terrorist operation in the east of Ukraine. Information about this kind of activity is fragmentarily scattered, mainly in Internet publications.

The scientists of Ukraine will still need a significant amount of time to systematize all information about the volunteer movement during the ATO into a fundamental document for the study of this phenomenon by the future generations, not only the Ukrainians but also the representatives of other states. The author of the article tried, on the basis of the information collected, to objectively reveal the issue of the birth and the activity of the volunteer movement in Ukraine during the conduct of the ATO as a unique phenomenon, which has no analogue in the world history. The Ukrainian volunteers are brave, courageous, active, resourceful, and creative. Ukraine sends to war the best and most experienced knights, called cyborgs, who with a great courage and risking their lives, protect the sovereignty and independence of our state.

The purpose of this article is to study the practice of the volunteer activity as a kind of charitable activity during the anti-terrorist operation in the East of Ukraine.

The research methods are: general scientific methods of ascending from abstract to concrete, comparative analysis and synthesis; general scientific principles of objectivity, consistency, unity of historical and logical; the methods of qualitative analysis (meaningful interpretation of data) and statistical analysis (search of statistical laws), and social modeling.

The analysis of documents was used to study the legal framework and statutory documents on volunteering, and the biographical method - to identify the empirical indicators of the subject of the research.

BRIEF HISTORICAL BACKGROUND

Together with the restoration of the philanthropy traditions as an integral component of the independent Ukraine, the volunteer movement is

actively developing. This is a charitable activity carried out by the individuals on the basis of the non-profit activities, without salaries, promotion, for the sake of the welfare and prosperity of the communities and society as a whole, the humanistic activities aimed at the social assistance to certain groups of the population, and development of well-being and prosperity of society. As a social movement volunteering originated in the West, and the first volunteers were the Samaritans, who rendered assistance to all who needed it. More confidently we can speak of the emergence of the volunteering phenomenon from the middle of the XIX century. 1859 is the year of the emergence of the volunteer movement in the world. During this period Henri Durant, a well-known French writer, a journalist who was struck by the consequences of the bloody battle of Solferino, proposed to create the Red Cross - an organization that would work volunteering and provide the first-aid care to the captives and the wounded. The principles formulated by Henri Durant guided the volunteer organizations around the world. Some researchers distinguish the twentieth century as a major milestone in the development of the volunteer movement. In Europe, after World War I, there were people ready to help the victims of the war. It was at that time that the first volunteer organizations were created. The Coordinating Committee of the International Volunteering Service (CCIVS) was established under the auspices of UNESCO with the headquarters in Paris (history of the volunteer movement).

In Ukraine, the volunteering also has its roots. As Adriana Ohorchak, a researcher in the history of Galicia, writes, "The Ukrainians have always taken care of the old and infirm, widows, orphans. A strong one helped a weaker one. The great things were done together. Sensuality, tenderness in the relations between people caused the enthusiasm for the travelers who came to us from far countries." Everyone knows the names of Konstantin Ostrovsky, Petro Sahaidachny, Ivan Mazepa, and Mykhailo Hrushevsky, who were not only famous politicians, but also patrons and benefactors (Ohorchak 2006). The basis for the development of the volunteering was charity, altruism, humanism, and concern to others' problems which have long been inherent to the Ukrainians. A clear example of the present is the

latest event, when on September 26, ammunition depot exploded in the Vinnytsia oblast (Kalinivka village). About 30,000 people were evacuated, including half of the volunteers who provided housing, food and other services free of charge.

There is no precise information about starting a volunteer movement to help the military. According to the Internet resource, a receipt was kept dated January 21, 1919, concerning donations by the peasants of the second hundred Individual unit of the Sich Riflemen of city of Novyi Bug: 38 loaves, 12 pieces of fat, 11 rubles and 60 kopecks of money (the volunteer movement). There is no exact date for forming the volunteer movement to assist the army as a whole in Ukraine, as well as the exact date of the formation of the volunteer organizations. The author believes that the beginning may be the volunteer movement during the Revolution of Dignity, after the Russian intervention in Crimea on February 20, 2014. An estimated period of the ramified army assistance system can be considered as the period from May to June 2014. As noted above, the scientists still need time for the historical intelligence on this issue, and therefore the author leaves this problem to the historians, political scientists, and public figures for the search for truth and its coverage in the scientific works.

LEGAL FIELD ANALYSIS

For the further analysis of the volunteering, it is important to focus on the analysis of the legal framework for the volunteering and philanthropy in Ukraine. Indeed, without a legal field, it is quite difficult to carry out such activities in the modern conditions, despite the voluntary and unprofitable nature of such activities.

In April 2011, the Law of Ukraine On Volunteer Activity dated April 19, 2011 No. 3236-VI was adopted. From December 2013 to March 2015, 132 the civil associations were granted with the status of “the volunteer organization” in accordance with the said Law (Law “On Volunteer

Activity”). In March 2015, the Law of Ukraine “On Amending Certain Laws of Ukraine Regarding the Volunteer Activity” was adopted (Law “On Amending 2015”). The law, in particular: abolished the need to give the organizations the status of the volunteer organizations; the volunteer activities are foreseen in the area of the antiterrorist operation (conducting the hostilities); the provision of one-time cash assistance to the volunteer families, as well as to the wounded volunteers during the anti-terrorist operation; the issue of the voluntary insurance of the volunteers is regulated, the conclusion of the contracts for the conduct of the volunteer activities only at will; it was determined that children under the age of 14 can be engaged in the volunteer activities with the consent of their parents.

The Resolution of the Cabinet of Ministers of Ukraine dated August 5, 2015 No. 556 approved the Procedure for Providing the Volunteer Assistance in Certain Areas of the Volunteer Activity (Resolution, 05.08.2015). The Cabinet of Ministers of Ukraine dated August 19, 2015 No. 604 approved the procedure for the payment of one-time financial assistance in the event of a volunteer’s death or disability due to the injury (contusion, trauma or injury) received at time of the volunteer assistance in the area of the anti-terrorist operations, military operations, and the n armed conflict (Resolution, August 19, 2015).

In case of a volunteer’s death, a single allowance is paid in the amount of 500 subsistence minimums established by law for the able-bodied persons on the date of death to the family members, parents, and dependents of a deceased (dead) volunteer in equal parts. In case of disability due to the injury (contusion, trauma or injury), a one-time allowance is paid to the volunteer in the amount of 250 subsistence minimums established by law for the able-bodied persons - the persons with disabilities of group I; 200 - the persons with disability of group II; and 150 - the persons with disability of group III.

According to the Ministry of Social Policy of Ukraine, as of December 5, 2016, 9 families of the dead volunteers and 2 volunteers with the disability received a single allowance totaling 5.9 million UAH. The Decree of the Cabinet of Ministers of Ukraine dated September 23, 2015 No. 740 approved the Procedure for Granting the Status of a Person

Covered by the Law of Ukraine On the Status of War Veterans, Guarantees of Their Social Protection to certain categories of persons (Resolution 23.09.2015). 6.1 thousand people received this status. The Decree of the Cabinet of Ministers of Ukraine dated April 29, 2016 No. 336 approved the procedure for the appointment and the payment of a one-time financial assistance in the event of death or the disability of some categories under the Law of Ukraine On the Status of War Veterans, Guarantees of Their Social Protection. This assistance is intended for the members of the families of 91 dead and 22 disabled persons (Resolution, April 29, 2016).

The Law of Ukraine dated March 5, 2015, No. 246-VIII “On Amending Some Laws of Ukraine Concerning the Volunteer Activities” regulates the social relations related to the implementation of the volunteer activities in Ukraine. The main objective of this document is to ensure the effective regulation of the legal relations arising in the process of conducting the volunteer activities in Ukraine, the promotion of the volunteer movement in Ukraine, and the enhancement of the quality of the volunteering assistance. In particular, the law specifies the terms “volunteering,” “volunteer,” removes restrictions on the implementation of the volunteer activity by the organizations and institutions, clarifies the rights and responsibilities of volunteers, the organizations, and institutions that involve volunteers in their activities, and explains the features of reimbursement relating the volunteer assistance. The law also introduces the volunteer health insurance for the volunteers providing the volunteer assistance within the organizations and institutions involved in volunteering. In particular, it is supplemented with the following areas of activity: the volunteering assistance for the elimination of the consequences of man-made or natural emergencies; the provision of the volunteer assistance to the Armed Forces of Ukraine, other military formations, and law enforcement agencies, the state authorities during the special period, the legal regimes of the emergency or marital status, and the conduct of anti-terrorist operations (Law “On Amending” 2015).

It should be noted that the Bodies of the Central Executive Power in accordance with the norms of the Law of Ukraine “On the Volunteer Activity,” which implement the state policy in the field of the volunteer

activity, perform a number of powers, namely: ensure the implementation of the state policy in the field of the volunteer activity; take other measures for the development and promotion of the volunteer activities; promote the dissemination of information about the volunteer activities; promote the public associations and the charitable organizations in their activities aimed at developing the volunteer activities; disseminate the information on the state of the implementation of the sectoral and regional programs for the promotion and support of the volunteer activities; publish on its website the available information about the organizations and institutions that involved the volunteers in its activities, including information on organizations and institutions that attract the foreigners and stateless persons for doing volunteer work in Ukraine within three working days of receipt of the relevant information; promote the international cooperation on the volunteer activities, generalize and disseminate practice in this area.

At the beginning of a vigorous activity of the volunteer movement there were practically no mechanisms for its interaction with the power structures. But later, a significant role and high authority of the volunteers pushed the authorities to cooperate, and in autumn 2014, their close cooperation with the Ministry of Defense of Ukraine (hereinafter - the MDU) began. In September, the founder of the volunteer group People's Project, David Arachamiia, was appointed as the Deputy Minister of Defense for Procurement, and in October, the founder of the Wings of Phoenix Yuriy Biryukov became an assistant to the Minister of Defense for Armed Forces (currently the adviser to the Minister of Defense on a voluntary basis). In November, another well-known volunteer, Tatiana Rychkova, headed a new state-owned enterprise providing the special operations forces (later an officer of the Ukrainian Armed Forces).

In October 2014, the Council of the Volunteers under David Arachamiia's leadership was created at the MDU. Its tasks were the maintenance of the army, the repair of the equipment, and the purchase of the devices and military medicine. The board was charged with disbursing the budget funds (including from text receipts to 565) for the amount of 60 million UAH. In November 2014, about 30 volunteer groups joined the NGO Association of Volunteers of Ukraine. According to it, it has several

committees, from which 2 persons are delegated to the Council of Volunteers at the MDU, and three members of its coordinating council are appointed as the Deputy Ministers. The Association reports on a number of advances in the areas of the organization, training, and provision of the military formations, the remuneration and housing support for the military, counteraction to the Russian propaganda, and others.

Due to the limited powers of the volunteer council, the idea of “the volunteer landing force” emerged - the placement of the volunteers for work at the Ministry. In November 2014, at Yuriy Biryukov’s initiative and under David Arachamiia’s supervision, 8 volunteers who had passed the polygraph test became the employees of the MDU. Among their achievements in the civil service, the implementation of the electronic procurement system and the electronic register of the property records of the Ministry, the development of new technical specifications for the suppliers, as well as innovations in the field of the military power and the warehouse automation. However, during the first year of operation, most of “the landing force” quitted, and their initiatives were transferred to the Project Office of Reforms.

The Project Office of Reforms was established in spring-summer 2015 and officially presented on September 8. This is a unit of the MDU consisting of 30 volunteer and business managers. It deals with the material support, public procurement, medicine, and state-owned enterprises. In December 2014, 10 volunteers with the experience in negotiating work became a part of the joint coordination center for the release of the hostages established under the MDU. In August 2015, with Yuriy Biryukov’s help, the Sarmat Volunteers Coordinating Headquarters, led by Alexei Lipirida, appeared at the MDU. The headquarters is working at the front and identifies the problems with the logistics support and medical care, providing the ATO and combatants’ statuses, paying the soldiers, and tracking their presentation to the awards (the Ministry of Defence)

The Ministry of Social Policy of Ukraine is responsible for the social protection of the ATO participants and volunteers, at which the Coordination Council for the volunteering and charity assistance was

formed, in order to improve the work with the volunteers. The orders of the Ministry of Social Policy: dated May 18, 2015, No. 516, registered with the Ministry of Justice of Ukraine dated June, 2015 under No. 649/27094, the Regulations on the Council are approved; the updated Personnel of the Board was approved dated July 20, 2016 No. 800.

In the regions, on the recommendation of the Ministry, similar advisory bodies were formed at the oblast level. Thus, in 8 oblasts, appropriate coordination councils were established with the participation of the representatives of the local authorities and public organizations (Volyn, Zakarpattia, Kirovograd, Luhansk, Lviv, Odesa, Poltava, Kherson oblast), in four - the Volunteer Council (Zaporizhzhia, Kyiv, Mykolayiv, in the city of Kyiv), in other two - these issues are decided by the Public Council under the Regional State Administration (Kharkiv and Khmelnytskyi oblasts), and two other - advisory bodies (Dnipropetrovsk and Rivne oblast). In Rivne, Sumy, Ternopil, Cherkasy, Chernivtsi regions, the volunteer activities are considered by the Centers for Assistance to the ATO Participants. The results of such work on promoting the development of the volunteer movement were the active involvement of the young people and elderly people in the volunteer activities, the organization of the charitable assistance and the provision of the volunteer assistance to socially vulnerable sections of the population, as well as servicemen of the Armed Forces of Ukraine, the National Guard of Ukraine, the Border Guard Service, and other military formations, located in the area of the anti-terrorist operation (General information...).

Summarizing the legal basis and the cooperation of the volunteers with the authorities in general, and activities during the period of the anti-terrorist operation, it can be stated that: it is generally complete; the volunteers are socially protected, there are virtually no bureaucratic obstacles in their work, and rather high autonomy in choosing the direction of the volunteer activity. This indicates that Ukraine has a rather powerful segment of the civil society, which gives a new impetus to its development and consolidates the Ukrainian society, especially in its crisis situation.

VOLUNTEER ACTIVITIES IN THE PRESENT

In the continuation of the presentation of this topic it is necessary to dwell on today realities regarding the volunteer activities during the ATO. The main areas of work of the volunteer movement are: the collection and delivery of various resources in the ATO area (food, medicine, clothing, ammunition, motor vehicles, and military equipment), the repair and improvement of the machinery, etc.; the medical assistance to the victims of the hostilities, the equipment of the hospitals and clinics; the assistance to the migrants from Crimea and the ATO area (legal, psychological, and humanitarian assistance, the search for housing and work, and the adaptation to a new place of residence and in the society); search for the missing and dead, and labor for the release of the prisoners.

There are also activities in other areas - in particular, various kinds of the assistance to the families of the ATO participants. The main means of the assistance are fundraising. The large organizations mostly collect the donations through the various systems of the non-cash transfers (in particular the bank cards) and publish accounting online; collecting things; and the accumulation of the collected and purchased assistance to the military units at the place of their deployment, hospitals, families of the military personnel.

The volunteers provide the Ukrainian army with the following resources and services: medicines; treatment; unmanned aerial vehicles; machinery; the repair of the equipment (cars, combat vehicles, airplanes); the repair of the buildings; the modernization of the weapons (sights, thermal imagers, night vision devices, etc.); the supply of the foreign products; the personal security means; the clothing (form); the winter equipment; food; the communication facilities; money security; the legal support; and the exchange of the prisoners.

Due to the fact that in one article it is impossible to comprehensively disclose all the activities of the volunteers, the author will dwell on some of them. It should be noted that the zone of conducting the anti-terrorist operation can be divided into an area of an active military action and “the

front-line” territories, which, are occupied by the Ukrainian troops although, but are not subject to the hostilities. The supply situation in the first and second zones is different, and there are also different needs and opportunities for volunteering. In the immediate proximity to the front line, the situation is more complicated. Depending on the intensity of the bombardment, travel to the individual locations and places may be difficult, so there are problems with delivery. This applies to both military and the civilians. However, the military is more mobile and at present, almost every unit has its own “volunteers,” which means that when the intensity of the shelling is reduced, the military can count on the deliveries. Most of the humanitarian aid and military assistance goes to “the front-line” zone - to the rear. There are military bases and warehouses where the things brought by the volunteers are often kept. The territories in the ATO zone along the front line are also places where the migrants appear the first. Here they are taken by the local community or they take shelter (or live in the provided housing for free), from here they also go to other regions of Ukraine. Usually here they receive the first aid (things, food, and medicine).

A separate problem is the delivery of the humanitarian aid on the territory occupied by pro-Russian forces, in so-called Donetsk and Luhansk People’s Republics. From the very beginning of the hostilities it was risky for the Ukrainian volunteers because of the danger of abduction or shooting. In this regard, the majority of volunteers avoided trips on the territory outside the control zone of the Ukrainian troops. This was most often done by the religious organizations, which were more likely to convince the fighters that they were not involved in the conflict. For example, the organization Your Victory, associated with the Protestant community of Slavyansk, provide bread to small, poorly populated areas on the pro-Russian side in autumn 2014. However, the main way of getting the humanitarian aid for the people who remain in the occupied territories was to leave the Ukrainian side along the front line. From February 21, 2015, this opportunity was limited due to the need for the passes issued by the Ukrainian side only in the justified cases. According to the law enforcement agencies, this is due to the fact that some volunteers

“delivered” alcohol and narcotics at certain costs to the front, and could also be the informants for the separatists.

According to the personal observations of the author and private conversations, the information received from the military man in 2015, who were on the front line, as well as the volunteers who helped them, often suggested that “if something falls into the headquarters, it usually remains there.” The best (according to them) things are usually chosen by those who are in the rear, and what is left after sharing goes to the front line. Moreover, the practice shows that supply were not organized from the headquarters to the front line – the soldiers could get new jackets, etc., only when they leave the so-called “front line” (that is, from the front line position) in the rear and personally come to the storage. Only the volunteers brought things directly to the front line, the more experienced tried to act, bypassing the headquarters. However, this method of the transfer of the assistance is limited by the directive adopted by the General Staff of the Armed Forces of Ukraine on February 24, 2015. It restricts the access to the positions on the front line for both volunteers and non-accredited journalists. This is substantiated by the security considerations (Guralskaya 2015). Today, this state of affairs has changed for the better. The supply of the military who defends Ukraine is more or less sufficient. However, since the beginning of the aggression without the volunteer movement and their assistance, it was virtually impossible to provide the soldiers with the high-quality food products, warm clothing, and heating equipment. A large number of indifferent people prepared for each holiday borscht kits, dumplings, Easter cakes, etc. and delivered everything to the front.

Today the volunteer organizations of Ukraine make various things for the ATO soldiers, namely: masking nets; warm gloves, socks; camouflage cloak; vegetable drying for borsch and soup sets, linen and balaclava; bracelets from the paracord, and so on. According to information resources, 216 volunteer organizations are involved with this. The largest number is in Kyiv - 33, and in Kyiv oblast - 21 [15]. To date, the organizations and institutions of Ukraine actively involve the foreigners

and stateless persons in their work for the implementation of the volunteer activities in Ukraine. According to the Ministry of Social Policy, 211 such organizations were registered (List of...).

The Ukrainian volunteers took on a particularly difficult task for the search for the dead and missing persons. On the wall of St. Michael's Cathedral in Kyiv there are pictures of the fighters who died in the ATO zone. Among them there are the black spots with the words "Considered to be missing," "Parents do not believe in their son's death," "Unidentified," and "Family did not accept the death of the husband." During the events on the third anniversary of the Ilovaysk tragedy, the correspondent of the Ukrainian Truth met with Ievgen Andriiuk's mother Olena. Her son was also considered to be missing for eight months. Ievgen served in the 8th Special Purpose Regiment. At the end of August 2014, he got into the very "hell." On August 29, the connection with him disappeared. Later, the woman was told that her son was captured by the Russians, he was seriously injured. Then a long search began. Olena complains that she had to "break through the wall" herself. In fact, Ievgen Andriiuk was buried in Zaporizhzhia as an unknown soldier under number 3190. It was found out due to the DNA analysis. However, from the time when the woman passed the analysis, it took five months to establish a coincidence with the body of the deceased. Far not all stories with missing soldiers resulted in the fact that the relatives found their son, husband, and father.

According to Volodymyr Dorofieiev from the Black Tulip mission, which was searching for the missing people, 200 Ukrainian fighters could be found only in Donetsk region. The International Committee of the Red Cross (ICRC) reports the largest total number of missing persons as a result of the hostilities in the ATO zone. According to the estimates of the organization for three years of the armed conflict in the east of Ukraine, 1,500 people have disappeared. These calculations take into account not only military but also civilian people. And this figure cannot be considered final because Ukraine does not have an exact base of the missing persons, they complain at the ICRC.

The searches in Donetsk region began in September 2014. During the period of the fiercest fighting that accounts for the largest number of the missing persons. 2014 is 1941 for Ukraine. There were tens of thousands, and there are hundreds here. The search mission for missing persons in the ATO zone was initiated by the MDU. The troops appealed for help to the People's Memory organization, which was engaged in the search work at the First and Second World Wars. The opposite side has demanded that the military will not go to its territory, only civilians. The MDU turned to the volunteers. We are the most trained people to this terrible work with the remnants, with the bones of people - Dorofieiev explains the beginning of the cooperation with the MDU. This activity is not for the weak. During a search, one volunteer died from a rupture of heart, says Dorofieiev. According to him, from the very beginning, the mission Black Tulip took about 800 bodies. The cooperation with the MDU ended in 2016 ("The Black Tulip). The MDU explains that they had an agreement with the Black Tulip by August 2016. Then they decided not to continue the cooperation. One of the reasons is that during two years of the hostilities a group was formed in the Ministry that had the opportunity to work itself.

In a personal conversation with the officers of the Armed Forces, the author clarified that the Evacuation 200 project of the Armed Forces of Ukraine is working now. The search department receives the information about the location and circumstances of the missing or probable burial places from the various sources. After that a plan of search works is prepared, according to which the corresponding group works in the ATO zone. However, the military cannot enter the occupied territory. Therefore, they sent the civilians (volunteers) accompanied by the Red Cross. The DNA analysis is performed for the unidentified bodies. It is also done for the parents. Being in the DNA basis the program automatically concludes whether there is a coincidence. That is, the search for the dead and missing persons is impossible today without the volunteer organizations.

An invaluable assistance to the ATO participants is provided by the volunteer physicians at the front line. The volunteers-doctors are not given with the official trips to the front on Donbass. Therefore, the volunteer

physicians are forced to help the military only during holidays or unpaid personal days off. But the Ministry of Health assures the readiness to facilitate the business trips to the civilian hospitals, and not to the military units. Instead, the military department acknowledges that almost half of the medical personnel are missing at the front. And the solution to the problem is seen in the short-term contracts for the doctors. Today, the “problem of teeth” at the front knocks the military out of service worse than missiles and tuberculosis in the army – “a mine of a delayed action.” “About 90% of the illnesses do not have the character of a traumatic injury. Often there is no one to identify them at an early stage and send a serviceman to the hospital. And that’s why the cough is transferred into angina, angina - in pneumonia just because there is no place on that primary link. It is now critical. When going to another rotation, the volunteers-doctors donate not only salary or vacation, but also risk getting “under the weight of the repressive law enforcement system.” And this is despite the fact that a four-sided memorandum of the cooperation has been signed earlier. Even when doctors travel at their own expense or instead of the vacation, they cannot legally stay in the territory of the temporary deployment of the military units in the eastern Ukraine. They can only help by risking, because tomorrow they can be arrested as the spies who have illegally entered the territory of the military units.

Quite often, the life of a soldier depends on the provision of timely assistance. The well-known volunteer group Viterets is considered as the additional hands of the military doctors. The front line is stretched; the doctors are not always enough. The volunteers perform their work step by step, the first stage - the delivery of wounded from the front line to the closest hospitals. That is, the volunteers are the first hands of the military doctors (The doctors). From October 2016 in the east of Ukraine, the 19th rotation of the First Volunteer Mobile Hospital (FVMH) named after Mykola Pyrogov. The physicians of the volunteer mobile hospital have returned to the front line as the Ministry of Defense has agreed to formally engage them in the anti-terrorist operation. The volunteer physicians of this mobile hospital for a year and a half provided the medical care to more than 7,000 soldiers from the ATO zone.

FOR REFERENCE

The first volunteer mobile hospital named after Mykola Pyrogov is the volunteer project, in which the doctors from different cities of Ukraine go to work in the ATO zone. The hospital began its work in December 2014 in Kurakhov. Today, the doctors help the military and civilians in Luhansk oblast, right next to the front line. The project brings together the doctors trained in the standards of the tactical medicine.

As noted by the author of the article, the dentists are not enough for the Ukrainian soldiers. The volunteer dentist comes to help them. For example, Volodymyr Stepa, a dentist from Transcarpathia region. He has already gone to the east for the fourth time. At this time – he specially takes a vacation. In his mobile dentist's office, he visited more than 1 thousand fighters. The state of the teeth of the army men was significantly influenced by the war. People from the western regions - they are not used to this area, and the change of water for cooking affects the state of teeth. The fighters await the arrivals of the physicians. There is always little time for the dental treatment. Most of the troops keep defending in the fields. The volunteers equipped the mobile dentistry on the basis of the former reanimobile. It is powered by a generator. The cabin is running on wheels - almost on the front ones. Indifferent foreigners also help the ATO fighters. For example, the citizen of Lebanon, volunteer, organized the dental care for the ATO fighters. At his own expense, he bought several ambulances and equipped them with the mobile dental offices with the modern equipment. Usually these are just a few examples. In Ukraine, they can be counted hundreds, which indicates the indifference of our citizens to their country and its protectors.

The high calorie diet is essential for the ATO soldiers. After all, the platoon support points feed on their own. They are being supplied with the groceries from which they make food independently. Of course, the fighters want home-made food, but it is hard to cook it from the product set. It is volunteers, who provide our soldiers with such products. Here are a few fresh examples. On September 24, 2017, the nationalist volunteers

(Cherkasy) returned from the front of Luhansk oblast, where they visited the Aidar battalion fighters. They provided the soldiers with bags for the construction of cloaks, polyethylene film and heater, as well as many tasty gifts from their relatives. The volunteers also visited the medical battalion “Hospitallers” – handed children’s clothes, trolleys for children, fruits, vegetables, dumplings, and other foods. At the end of September 2017, the members of Khmelnytskyi Oblast Yavoryna visited the volunteer mission in the ATO zone. On the front line for the fighters of 4th company Sich of Kyiv battalion, 1st assault company DUK Right Sector, 10th individual assault company of mountain infantry brigade, and Popasna hospital.

The members of Yavoryna brought food, warm clothes, new special clothes and shoes, blankets, plaids, batteries, medicines, hygiene products, household chemicals, and mineral water. On October 15, 2017 the volunteers from Ternopil sent 30 tons of food to the ATO zone.

In this article, as noted by the author it is impossible to highlight all issues related to the volunteer activities during the ATO. This is just a small part of the examples given by the volunteers who help the fighters. Scientists, public figures still need time to systematize and generalize of the phenomena on the territory of Ukraine as a display of high consciousness of the Ukrainian society, which rose for the defense of their country, and gave and is giving the state an invaluable assistance and even sacrificing their lives. People capable of self-sacrifice for the sake of Ukraine's independence and its future generations are capable of it.

CONCLUSION

Taking into account the value of volunteering as a free, voluntary, and unique activity in Ukraine during the ATO, the author notes:

- The volunteer movement and volunteer activity during the ATO is a unique phenomenon in the history of Ukraine. The indifferent people, especially in the initial period of aggression, rose for the

defense of Ukraine. It is now clear and obvious that without the volunteer battalions and volunteers, the very existence of the Ukrainian state was under a great threat. The volunteers requested only weapons to protect the state, or pick them up from the enemy. The Ukrainian Army was incapacitated and unskilled (neither clothes nor shoes). And this is understandable, because the Minister of Defense of Ukraine was Lebedev - a citizen of Russia, who systematically destroyed the army. But volunteers helped and help our warriors as they can - from food to the communication and travel;

- The volunteers are engaged in the evacuation of the citizens from the ATO zone. So, predominantly, the assistance comes to people who cannot leave the territory of fighting - the elderly people and children. The animal protectors are exporting and finding homes for the homeless pets;
- Often the volunteers draw the attention of the society to the poor-quality work of the administrative army bodies. They also make information about the equipment of the army more open. The individual volunteer groups are fighting corruption in the defense departments. An example is “the help from Canada!” - about 30,000 uniforms and 7,000 pairs of shoes officially transmitted by the Canadian side to Ukraine. According to Bogdan Kovalev, who coordinated cooperation on these issues in the Defense Ministry, the main role of the volunteers is control over the uniforms distribution system to avoid any disturbances.

Kovalev believed that the problem was not the system itself, but the human factor - for example, officers or ordinary soldiers who wanted to get benefits. Therefore, the volunteers themselves distribute, count, and catalog each piece of clothing, accept the applications, issue the appropriate number of forms to the units. The correspondent of the Open Dialog Foundation was present at the work of the volunteers in Odesa and could observe that the commanders of the units were at least dissatisfied

with the presence of the volunteers - as the activists consider themselves, because they interfere with someone to “make business”;

- Unfortunately, the volunteer movement is being discredited by the people who are dishonest, and even frank swindlers who use the charity of the Ukrainians for their own enrichment. There are cases of the direct fraud when collecting the funds, distorting and substituting the information about the volunteers, in particular, providing true accounts of the assistance with the substitution of the names and accounts, which people are requested to transfer the funds to;
- The legal base has been created for the volunteer activity in Ukraine that generally does not hinder such activity, provides an opportunity to decide independently the directions and forms of work during the ATO period; and
- The volunteering united the Ukrainian society for the sake of preserving statehood. Independence is sometimes given easily, but it is difficult enough to keep it. And the Ukrainian volunteers have played the most important role in this process.

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INDEX

A

- academic learning, 16
academic success, 18
adaptation, 61, 124, 190
adjustment, 107, 110
adolescent behavior, 101
adolescent behavior questionnaire, 90, 91
adolescent development, 2
adolescents, v, viii, 1, 2, 3, 4, 5, 6, 7, 8, 9, 11, 12, 13, 14, 17, 19, 39, 59, 60, 61, 62, 63, 65, 66, 81, 82, 86, 87, 88, 89, 90, 91, 95, 99, 101, 104, 106, 107, 108, 109, 110, 111, 112, 137, 141, 143
adult education, 35
adulthood, 26, 152
adults, 16, 33, 42, 60, 61, 62, 63, 111, 144, 150
age, 26, 27, 29, 47, 48, 50, 53, 69, 70, 72, 88, 91, 96, 117, 142, 145, 147, 185
agency, 2, 4, 5, 6, 9, 10, 13, 14, 15, 79, 87, 108, 115, 121, 122, 132, 137
aggression, 109, 181, 192, 197
alienation, 109
altruism, 22, 23, 26, 60, 87, 110, 111, 181, 183
antisocial behavior, 90, 91, 112
antiterrorist operation, 180, 185
armed conflict, 185, 193
armed forces, 181
attitudes, vii, viii, 3, 6, 8, 9, 10, 11, 12, 17, 68, 80, 160, 166
authorities, 23, 126, 129, 162, 168, 187, 189
automation, 188
autonomy, 9, 15, 71, 189

B

- bad habits, 152
behavioral change, 11
behavioral intentions, 6
behavioral problems, 107
behaviors, 2, 3, 4, 5, 9, 10, 12, 13, 42, 56, 68, 109
beneficial effect, 4, 58, 83, 143
benefits, 1, 2, 4, 6, 11, 14, 29, 56, 59, 62, 63, 68, 80, 87, 125, 158, 159, 161, 163, 164, 166, 168, 198

C

- case law, 120, 123
- changing environment, 166
- charitable organizations, 125, 187
- charitable redress system, 116, 134
- charity, 3, 25, 29, 31, 63, 116, 117, 119, 124, 132, 157, 165, 180, 183, 188, 199
- child maltreatment, 109
- childhood, 95, 109, 141, 144, 148
- children, 22, 27, 29, 33, 35, 95, 106, 109, 110, 111, 112, 139, 140, 141, 143, 144, 148, 151, 152, 154, 185, 197, 198
- China, 65, 85, 112
- Chinese, vi, 19, 66, 68, 70, 73, 76, 78, 83, 85, 86, 87, 89, 90, 91, 94, 95, 96, 104, 105, 106, 107, 109, 110, 111, 112, 113, 114, 137
- Chinese adolescents, vi, 85, 86, 87, 89, 90, 104, 111, 112
- Christianity, 48, 51, 54
- citizens, vii, 2, 23, 25, 28, 31, 34, 36, 42, 83, 161, 164, 196, 198
- citizenship, vii, 16, 18, 32, 113
- civil society, vii, 25, 39, 59, 158, 161, 162, 163, 164, 166, 175, 177, 179, 180, 189
- cognitive development, 62
- cognitive variables, 97, 99, 100, 101, 102
- common law, 117, 123, 131
- communication, 31, 36, 190, 198
- community service, v, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 16, 17, 18, 19, 63, 66, 68, 74, 80, 81, 83
- comparative analysis, 182
- competitive advantage, 165, 167, 170
- computer, 146, 149, 152, 153
- consciousness, 45, 164, 197
- consent, 47, 69, 96, 185
- construction, 57, 197
- cooperation, 26, 30, 35, 36, 37, 87, 157, 159, 163, 165, 169, 187, 189, 194, 195, 198
- coordination, 140, 188, 189
- corporate social responsibility, vi, 157, 158, 166, 167, 168, 175
- correlation, 9, 12, 13, 50, 53, 78, 97, 98, 99
- correlation coefficient, 50, 53, 97
- critical thinking, 11
- cultural differences, 105, 145
- cultural norms, 88, 106, 107
- cultural tradition, 144
- culture, 26, 95, 107, 145, 165, 167
- curriculum, 14, 17, 19, 66

D

- democracy, vii, 23, 30, 34, 161, 175
- demographic structure, 162
- dependent variable, 74, 99, 101
- developed countries, 32, 86, 147
- development, v, vii, 1, 2, 4, 5, 6, 7, 8, 9, 12, 14, 15, 17, 19, 21, 23, 25, 26, 27, 29, 30, 31, 32, 33, 35, 36, 37, 39, 44, 45, 46, 47, 56, 60, 62, 63, 77, 80, 81, 82, 83, 86, 87, 89, 94, 95, 104, 106, 107, 108, 109, 110, 111, 112, 113, 115, 116, 136, 140, 141, 142, 143, 144, 145, 150, 151, 152, 158, 159, 160, 161, 163, 165, 166, 167, 169, 170, 171, 172, 173, 176, 177, 183, 187, 188, 189
- development and life rhythm, 140
- development policy, 163
- developmental process, 4, 11, 13
- developmental psychopathology, 110
- distress, 86, 90, 91, 93, 94, 103
- doctors, 139, 140, 194, 195, 196

E

ecological systems, 89, 110
 economic competitiveness, 162
 economic development, 23, 26, 32, 36, 60,
 158, 161, 167, 172
 economic goods, 170
 economic growth, 161
 economic indicator, 26
 economic losses, 122
 economic policy, 162, 171, 175
 economic status, 47, 50, 53, 55
 economic values, 22, 23
 education, 26, 27, 34, 47, 48, 50, 53, 59, 66,
 73, 86, 88, 130, 142, 143, 144, 165, 168
 educational attainment, 47
 educational policy, 14
 educational programs, 36
 educators, 57, 107, 139, 140
 empathy, 86, 88, 89, 90, 91, 93, 95, 96, 97,
 98, 99, 100, 101, 102, 103, 104, 105,
 110, 111
 empirical studies, 25, 42, 43, 79
 employee volunteering, vi, 157, 158, 164,
 165, 166, 168, 170, 172, 173, 174, 177
 employees, 28, 116, 124, 158, 165, 166,
 167, 168, 175, 188
 employment, 116, 119, 131, 136, 158, 159,
 160, 162, 163
 employment opportunities, 160
 environment, viii, 3, 26, 82, 88, 139, 143,
 144, 146, 150, 154, 158, 159, 160, 161,
 164, 166, 167, 168, 173
 environmental aspects, 158, 167
 environmental protection, 23, 35, 37, 167,
 168
 equipment, 187, 190, 192, 196, 198
 external environment, 166, 167

F

Facebook, 149
 family, 26, 47, 50, 53, 54, 55, 61, 67, 88, 98,
 106, 112, 121, 139, 140, 141, 143, 144,
 145, 148, 151, 152, 154, 155, 162, 185,
 190, 193
 family functioning, 162
 family members, 106, 151, 185
 federal government, 125
 female subject, 100, 103
 financial, 25, 27, 31, 42, 145, 169, 181, 185,
 186
 financial condition, 145
 freedom, 53, 71, 131
 friendship, 36, 113
 funds, 29, 187, 199

G

gender differences, vii, 19, 86, 91, 96
 gender equality, 35
 giving, 14, 25, 42, 60, 80, 122, 166, 197
 globalization, 23, 34, 171
 goods and services, 160
 governance, 25, 59, 169, 172, 175, 177
 governments, 32, 36, 176

H

health, 32, 41, 42, 43, 44, 61, 88, 127, 142,
 145, 165, 186
 health insurance, 32, 186
 helping behavior, vii, 87, 88, 90, 96, 108
 helping intention, 97, 98, 99, 100
 high school, 3, 15, 17, 48, 50, 81, 86, 90,
 91, 113
 higher education, 47, 55, 63
 history, 27, 29, 31, 32, 37, 47, 182, 183, 197

Hong Kong, v, vi, 19, 41, 47, 65, 66, 67, 69, 70, 78, 79, 80, 82, 85, 86, 87, 88, 89, 90, 91, 96, 106, 107, 108, 109, 111, 112, 113, 114, 115, 116, 117, 119, 120, 123, 124, 129, 131, 132, 133, 135, 136, 137

hostilities, 185, 190, 191, 193, 194

housing, 184, 188, 190, 191

human, vii, 3, 15, 26, 30, 45, 59, 79, 88, 139, 140, 143, 144, 160, 164, 167, 169, 198

human activity, 143

human behavior, 88

human body, 140

human capital, 26, 164

human development, 15, 45

human resources, 79, 167, 169

human rights, 3, 30

humanitarian aid, 191

hygiene, 142, 197

hypothesis, 8, 9, 10, 44, 45, 46

I

immunity, 123, 124, 125, 130, 133

income, 26, 47, 48, 50, 53, 148, 162

independence, 22, 166, 182, 197, 199

individual competence, 90, 94

individual differences, 111

individuals, 24, 25, 27, 28, 30, 44, 88, 107, 161, 164, 167, 168, 183

inequality, 63

infrastructure, 23, 34, 146, 148, 169

injuries, 117, 118, 122, 126, 128, 129, 130, 131, 132, 134, 136

institutions, 9, 22, 23, 139, 142, 160, 161, 167, 169, 175, 186, 187, 192

insurance policy, 123

integration, 23, 34, 44, 60, 68, 70, 81, 166

interactional role theory, 44

interdependence, 2, 4, 5, 6, 7, 8, 11, 13, 14

internal environment, 167, 168

international volunteer movement, viii, 21, 22, 23, 27, 38

investments, 168, 181

issues, vii, viii, 6, 11, 12, 18, 23, 29, 30, 35, 37, 78, 79, 127, 181, 189, 197, 198

J

junior high school, 48, 50

L

law enforcement, 186, 191, 195

laws, 123, 125, 130, 132, 133, 136, 182, 200, 201

lawyers, 165

learning, 3, 10, 11, 14, 15, 16, 17, 18, 19, 35, 45, 66, 80, 81, 107, 108, 113, 140, 143, 145

learning environment, 107

learning outcomes, 18

learning process, 14

legal issues, 117, 131

legal protection, vi, viii, 116, 122, 125

legislation, 116, 123, 125, 130, 133, 136

leisure, 66, 80, 82, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 150, 151, 154, 165

leisure time, 66, 140, 141, 142, 143, 144, 145, 146, 148, 151, 154

life purpose, 41, 43, 44, 46, 49, 51, 52, 53, 54, 55, 56, 57, 58

life satisfaction, 41, 43, 44, 46, 48, 51, 52, 53, 54, 55, 56, 57, 58, 60, 61, 62, 66, 68, 82

local authorities, 167, 189

local community, 3, 158, 163, 191

local government, 150, 160, 161, 162, 163, 169, 171

longitudinal study, 59, 60, 62, 105, 108

M

male subject, 97, 100, 103
 management, 24, 39, 77, 80, 128, 129, 133, 158, 165, 167, 168, 169, 171, 173, 174, 177
 mandatory service, 66
 mental development, 143, 152
 mental health, 56, 110, 143
 meta-analysis, 4, 15, 16, 83
 military, 31, 35, 180, 184, 185, 186, 187, 188, 189, 190, 192, 193, 194, 195, 196
 militia, 181
 missions, 33, 36, 57, 129, 131, 132, 134, 193, 194, 197
 model, v, 1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 17, 19, 26, 43, 51, 52, 53, 54, 55, 56, 61, 74, 76, 88, 99, 100, 101, 102, 111, 123, 159, 160, 162, 166, 167, 168, 169
 moral development, 17
 moral identity, 19
 moral reasoning, 12, 86, 88, 89, 90, 95, 99, 101, 102, 103, 104, 109
 moral responsibility, 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 14
 motivation, viii, 12, 14, 26, 37, 82, 165, 166
 multidimensional, 49, 110
 multiple regression, 72, 103

N

negative effects, 11, 165
 negative relation, 86, 94
 nonprofit organizations, 81, 116, 117, 124, 125, 126, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 180
 non-renewable resources, 158
 normative acts, 163

O

operations, 116, 185, 186, 187
 opportunities, 14, 34, 36, 40, 66, 77, 151, 166, 191
 organize, 37, 148, 150

P

parenting, 106, 109
 parents, 22, 48, 86, 88, 89, 95, 96, 98, 99, 100, 101, 102, 103, 104, 105, 106, 142, 144, 145, 148, 150, 152, 155, 185, 193, 194
 participant observation, viii
 participants, 41, 47, 48, 50, 51, 53, 55, 58, 68, 69, 71, 73, 74, 76, 78, 79, 89, 91, 96, 103, 105, 106, 162, 169, 188, 190, 194
 peer group, 26
 peer influence, 112
 peer interaction questionnaire, 112
 peer relationship, 110, 112
 personal development, 36, 87, 165
 personal meaningfulness, 10
 personality, 61, 88, 109, 111, 112, 142, 144
 personality characteristics, 88
 playing, 146, 148, 149, 153, 180
 policy, 23, 38, 57, 59, 109, 112, 135, 160, 171, 172, 173, 186
 positive development, 41, 42, 43, 44, 46, 47, 58, 90
 poverty, 23, 33, 120
 prevention, 16, 18, 82, 134, 150
 primary school, 106
 principles, 22, 34, 117, 118, 121, 122, 124, 131, 132, 135, 163, 168, 182, 183
 process, vi, 2, 6, 11, 14, 19, 37, 42, 44, 45, 46, 57, 67, 88, 110, 132, 136, 139, 151, 157, 158, 160, 161, 163, 164, 180, 186, 199

prosocial acts, 105
 prosocial behavior, vi, viii, 42, 60, 85, 86,
 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97,
 98, 101, 102, 103, 104, 105, 106, 107,
 108, 111, 113
 prosocial development, 87, 94, 104, 106
 prosocial moral reasoning, 99
 prosperity, 24, 30, 31, 183
 protection, 22, 31, 35, 116, 122, 125, 126,
 130, 131, 133, 136, 188
 protective factors, 113
 psychological distress, 68
 psychological problems, 22
 psychological well-being, 22, 43, 58, 60
 psychosocial development, 44, 46, 47
 public administration, 163, 168, 169, 170,
 174
 public figures, 184, 197
 public opinion, 136
 public selfhood, 42, 45, 57
 public service, 25, 56

Q

quality of life, 30, 31, 141, 160, 161, 167
 questionnaire, 18, 48, 70, 90, 95, 141

R

reasoning, 86, 91, 93, 97, 98, 101, 102, 104,
 105, 112
 recognition, viii, 30, 44, 89, 96, 107
 recommendations, iv, 2, 59
 recreation, 79, 142, 146, 154, 155
 reflection, 1, 2, 3, 4, 5, 6, 10, 11, 12, 13, 14,
 17, 19
 reform, 119, 120, 135, 137, 200
 regression, 41, 51, 52, 53, 55, 66, 75, 76, 91,
 93, 95, 99, 100, 101, 102, 103
 regression analysis, 91, 93, 99, 101, 103

regression model, 41, 52, 99, 100, 101, 102,
 103
 regulations, 129, 166, 201
 religiosity, 43, 61, 62, 63
 religious beliefs, 47, 48, 50, 53, 55
 resources, 26, 37, 46, 60, 78, 120, 131, 132,
 159, 160, 162, 164, 169, 190, 192
 response, 52, 69, 91, 96, 111, 180
 rights, iv, 23, 35, 37, 116, 122, 123, 124,
 126, 129, 158, 160, 161, 186
 risk, 110, 120, 128, 129, 130, 133, 136, 195
 role accumulation perspective, 42, 46
 roles of volunteers, 66, 67, 77
 rules, 90, 122, 123, 166, 175
 rural areas, 33, 171, 173, 176

S

safety, 121, 126, 129
 school, vii, 3, 9, 14, 15, 16, 17, 18, 26, 27,
 29, 47, 48, 51, 59, 61, 66, 69, 76, 77, 78,
 81, 82, 86, 88, 89, 90, 91, 95, 96, 97, 98,
 99, 100, 101, 102, 103, 104, 105, 107,
 109, 113, 139, 140, 142, 143, 145, 146,
 148, 150, 151, 154, 155, 167, 200
 school adjustment, 109
 school community, 16, 81
 school culture, 107
 secondary school students, 66, 69, 76, 78,
 112
 secondary schools, 66, 69, 91
 secondary students, 96
 self-actualization, 81, 112
 self-awareness, 45
 self-concept, 49
 self-confidence, 165
 self-efficacy, 6, 10, 12, 61
 self-esteem, 3, 41, 43, 44, 46, 49, 51, 52, 53,
 54, 55, 56, 57, 58, 61, 62, 88, 107, 145
 self-identity, 32
 self-image, 62

- self-improvement, 31
 self-perceptions, 109
 self-regulation, vii
 self-reports, 13
 self-worth, 44
 service organization, 47
 service provider, 42, 56
 services, iv, vii, 25, 44, 46, 47, 50, 59, 68, 71, 77, 119, 120, 124, 127, 132, 137, 158, 159, 165, 169, 184, 190
 social activities, 142, 159, 163, 166
 social attitudes, 144, 166
 social benefits, 168
 social capital, 23, 26, 157, 160, 161, 162, 163, 166, 174, 176
 social change, 160, 176
 social construct, 42, 45, 57
 social constructivist, 42, 45, 57
 social development, 23, 30, 31, 81, 158, 166
 social environment, 112, 168
 social influence, vii, 86, 89, 94, 95, 96, 98, 99, 100, 101, 102, 103, 104, 105, 107
 social infrastructure, 160
 social integration hypothesis, 44
 social interests, 158, 167
 social justice, 12, 35
 social life, 25, 161, 165
 social network, 27, 62, 106, 108, 146, 148, 149, 153
 social order, 22, 36, 160, 164
 social organization, 169
 social policy, 18, 160, 162, 171, 175
 social problems, 23, 164, 168
 social relations, 22, 87, 160, 186
 social responsibility, 17, 18, 19, 41, 43, 44, 46, 49, 51, 52, 53, 54, 55, 56, 57, 58, 63, 105, 158, 164, 166, 167, 168, 170, 172, 174, 175, 176, 177
 social services, 22, 23, 29, 32, 33, 34, 96, 108
 social structure, 180
 social support, 31, 58, 61, 62, 86, 104, 180
 social welfare, 59, 159
 social withdrawal, 109
 social work, 22, 23, 25, 27, 33, 34, 38, 39, 47, 65, 66, 69, 76, 77, 79, 112, 113, 137, 165, 181, 200
 social-ecological model, vi, 85, 86, 87, 88, 89
 socialization, 86, 104, 106, 107, 111, 139
 society, vii, 3, 6, 7, 21, 22, 23, 24, 25, 26, 27, 29, 30, 31, 33, 49, 56, 65, 87, 90, 95, 131, 132, 134, 139, 141, 142, 160, 161, 166, 173, 175, 180, 181, 183, 189, 190, 197, 198, 199
 studying, 48, 53, 55, 91, 139, 140, 141, 153
 subjective well-being, 60, 62, 66, 82
 supervision, 35, 79, 142, 188
 sustainable development, vi, vii, 116, 157, 158, 159, 160, 169, 170, 172, 173, 175, 176
- T**
- teacher training, 34
 teachers, 66, 69, 150
 theoretical approach, 26, 75
 theoretical ideas, 7
 theory, 2, 4, 8, 10, 15, 16, 17, 38, 40, 59, 76, 170, 175
 Tort Law, 120, 124, 129, 131, 137
 total subject, 101, 103
 training, 35, 77, 82, 133, 147, 159, 188
 transition to adulthood, 17
 treatment, 166, 190, 196
- U**
- Ukraine, vi, 21, 22, 24, 27, 29, 37, 38, 40, 179, 180, 181, 182, 183, 184, 185, 186,

187, 188, 189, 191, 192, 193, 194, 195,
196, 197, 198, 199, 200, 201
United States, 3, 15, 43, 109, 116, 123, 124,
137
universities, 163, 167
urban, 26, 35
urban areas, 27

V

victims, 131, 132, 134, 135, 136, 183, 190
violence, 22, 150
voluntary organizations, vii, 32, 36
voluntary services, 44, 46, 47, 50, 71
volunteer, v, vi, vii, viii, 12, 18, 21, 22, 23,
24, 25, 26, 27, 28, 30, 31, 32, 33, 34, 35,
36, 37, 38, 39, 40, 42, 43, 44, 46, 60, 61,
63, 65, 66, 67, 68, 69, 70, 72, 73, 74, 75,
76, 77, 78, 79, 80, 81, 82, 83, 86, 87, 88,
90, 95, 96, 105, 106, 108, 112, 115, 116,
117, 119, 120, 121, 122, 123, 124, 125,
126, 127, 129, 130, 131, 132, 136, 137,
165, 179, 180, 181, 182, 184, 185, 186,
187, 188, 189, 190, 192, 194, 195, 196,
197, 198, 199, 200, 201
volunteer movement, vi, vii, 21, 23, 24, 25,
27, 31, 32, 33, 34, 137, 179, 180, 181,
182, 184, 186, 187, 189, 190, 192, 197,
199, 200, 201
volunteer project, 22, 23, 27, 33, 35, 181,
196
Volunteer Protection Act, 116, 123, 125,
126, 127, 130, 137
volunteer satisfaction, v, viii, 65, 66, 68, 69,
70, 72, 73, 74, 75, 76, 78, 79, 80, 83

volunteer work, 27, 28, 32, 33, 34, 67, 71,
90, 126, 131, 187
volunteering, 1, iii, v, vii, viii, 2, 3, 9, 13,
16, 18, 19, 21, 22, 23, 24, 25, 26, 27, 28,
29, 30, 31, 32, 33, 34, 37, 38, 39, 40, 41,
42, 43, 44, 45, 46, 47, 49, 51, 52, 53, 54,
55, 56, 57, 58, 59, 60, 61, 62, 63, 65, 66,
67, 68, 69, 70, 71, 72, 73, 74, 75, 76,
77, 78, 79, 80, 81, 82, 83, 85, 87, 88, 96,
98, 108, 109, 110, 111, 112, 114, 115,
116, 122, 137, 157, 158, 164, 165, 166,
172, 176, 177, 180, 181, 182, 183, 184,
186, 188, 191, 197, 199
volunteering participation, 44, 46, 47, 48,
49, 51, 52, 53, 55, 56, 57, 58, 59
volunteerism, 16, 17, 18, 22, 23, 24, 29, 30,
31, 33, 35, 37, 46, 60, 82, 124, 130, 136

W

welfare, 3, 5, 8, 9, 14, 24, 30, 127, 171, 183
well-being, 42, 45, 56, 59, 61, 62, 63, 183
workers, 77, 107, 132, 160
workforce, 33
workplace, 129
worldwide, 36, 116

Y

young adults, 12
young people, 2, 22, 27, 34, 36, 56, 59, 63,
66, 83, 85, 86, 87, 90, 104, 106, 107,
108, 141, 142, 143, 144, 146, 147, 148,
150, 151, 189
youth development, v, viii, 16, 41, 42, 107,
109, 113