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Motivation, Satisfaction & burnout of volunteers in sport

Salman Farzalipour, Behrouz Ghorbanzadeh, Cengiz Akalan , Mir Mohammad Kashef and Sadeg afroozeh

Ankara University School of Physical Education and Sports, Ankara, Turkey

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ABSTRACT

Nowadays, attracting, organizing and keeping volunteers are the important goals in sport management and human resources scope. The purpose of this study was surveying motivation, satisfaction and burnout among sporting volunteers in Iran. The population of this research consisted of 260 sport volunteers in Fars province sport committees. 74 individuals were selected as the sample of this study by cluster sampling. In this survey, we used four questionnaires (burnout questionnaire was developed and consisted of 21 items, motivation of volunteers questionnaire was developed by (24) and consisted of 27 items, satisfaction questionnaire of Omoto and demographic Questionnaire. The reliability was measured by alpha Cronbach (r=0.81, 0.87, 0.75) at P=0.05. The data were analyzed by the descriptive and deductive method that was tested by MANOVA and correlation tests. The findings showed that family-support factor was scored as highest and appreciation factor as lowest among volunteers. There was a meaningful relation between empowerment and family-support, perceived reward and appreciation. Also, satisfaction and burnout were higher in females than males. There was a meaningful relation between empowerment, lack of appreciation and perceived rewards to satisfaction. The results also showed a meaningful relation between religion, empowerment, perceived rewards and lack of appreciation in sport volunteer's burnout.

Key words: volunteers, motivational factors, satisfaction, burnout.

INTRODUCTION

UN named 2001 year as volunteers & volunteers assistance to people of countries. (30) described volunteering work as doing an activity for helping others without any expectation & completely freely. Also (32) name volunteering as ultra - society behavior and preferring others benefits over your benefit. Volunteers formally & informally engaged in servicing in different branches, in all over the world. Nowadays new approaches represent for employing and keeping volunteers, which each one is reviewable, according volunteers' different motivations..(20) said that in many democratic countries, non-governmental organizations have important role in showing this characteristic of government. Non-governmental organizations could be divided

into 5 dimensions as follow: 1.official 2.descriptive 3. Participatory 4.self-sufficiency 5.symbolic, also volunteering has different dimensions and it could be surveyed in its different aspects. But volunteering two important dimensions are social & economic aspects. Each researcher survey this subject with own viewpoint. Also volunteering has many benefits in various aspects. (19) agreed that volunteering activities & attending in nonprofit organizations (NPOs), by transferring knowledge & personal trust to other volunteers, will cause to increase social growth & human values in the society. Also. (15) in the Teenagers Today website ,call volunteering the cause of increasing self respect, life preparation, familiarity with society & civilization in this age. According (37) survey on volunteering types in 36 countries, found that there is 20.2 million full time works that is equal 360 billion dollars that perform by volunteers. The statistics of performed full time works were as follow: In France 1.02 million hours, in America 4.99 hours, England 1.12 hours, Germany 980000 hours, Japan 700000 hours, Netherland 390000 hours, Italy 380000 hours, Philippine 320000 hours, South Africa 260000 hours and Argentina 260000 hours. also there is some disagreements about the benefit of volunteering among researchers and persons like [7] ,studied on changing financial resources of humanity organizations (NGO- nongovernmental organization) in getting his PHD degree and tried to present new approach in this regard. According Canada statistics center & some other researchers, Canada is among the first countries which are active widely in nongovernmental & non benefit organizations. In Canada about 21% of organizations, i.e. 33469 organizations are in volunteering form. According Hall & et al study more than 71% i.e. abut 24000 sport organizations have volunteering activities & services. According National Survey of Giving Volunteering and Participating NSGVP statistics in 2000, about 1.17 million of Canada people are sport volunteers. Referring gathered data by National Center for Culture & Recreation Statistics (NCCRS) in 2005, 26% of volunteering organizations are sport organizations (including committees related Sydney Olympic & Paralympics related). The majority of volunteers in Australia are in Football club (about 25% of all volunteers), and other sport volunteer organizations allocate at least 5% of volunteers in water sports, bulling, cricket, netball & golf .In fact England sport volunteers are the base of London 2012 Olympic to held, and they are about to attract & organize 70000 thousands sport volunteers for to held this great sport event. England quota in sport volunteers is 5,821,400 volunteers in 2002 .there is about 26% of total volunteers in England in Sport & recreation. Also according Lincoln university research in 2003, bellow results obtained: more than 70000 thousands volunteers are active in sport & recreation that each person has more than 6 hours activity in a week. Also in other countries like United States the number of volunteers are about to increase. It is considerable that 11 September terroristic attack accelerates this process. The number of volunteers changed in some organization in United States between 1989 – 2005 years, so that the numbers of religious, international, sanitary and sport organizations decrease and the number of some other social & educational organizations increase. Anyway the minimum number of volunteers was related to sport organizations between 1989 – 2005 years. According obtained data from Korean committee in Korea & Japan Football world cup matches 2002 (Korean World Cup Organizing Committee – KOWOC) about 16169 volunteers worked in this competitions, include; 56% women (N=9055) & remain mans (N=7114) and more than half of volunteers were between 20-29 years old.

The number of volunteers in Athens' 2004 Olympic were more than previous Olympics. According statistics attended 35000 volunteers in Barcelona Olympic, 60500 volunteers in Atlanta Olympic and 47000 volunteers in Sydney Olympic in comparison 65000 volunteers in Athens Olympic. Based on Iran announced statistics in 2003, formal workers were 25000 persons, that in this year 1.07 % persons worked in sport section and until now we haven't any statistics regarding volunteers in Iran. In this study we want to survey & publish this movement

in Iran society, especially in sport field. At first we need to survey people's motivational reasons for exact understanding about methods, factors & processes of attracting people to volunteering, also we survey satisfaction factors for identification attracting & keeping volunteers and burnout factor that result in giving up volunteering.

Motivational Factors of Sport Volunteers

Some theorists know bellow reasons as the volunteers' motivational factors: 1.Philantropy 2.need to self-praise 3.social commitments 4.tendecy to obtaining new experiences & skills 5.job satisfaction. Some scientists like Muhlberger purposed some psychic reasons such as; self esteem and self control. Of course sociologists ignore person's some potential factors.

Participating in volunteering activities is described by many social and psychological theories. Sociologists know the factors such as human and social values, as the reason of people presence in this area. In terms of psychology the factors such as; empathy and objectivism are considered as the personal aspects of presence in volunteering activities. The political scientists also consider the factors such as; political values and attitudes. Political scientists know different aspects of volunteering in verification democratic governments. But actually participating in the voluntary programs doesn't mean confirmation of relevant policies. Individuals with their own reasons involve in volunteering movements that each person's motive is different according their moral, family, living conditions and environment. For recruiting and applying volunteers we should be aware of their expectations, to be able to manage their attraction and to focus on their demands. Also Recruiting and using volunteers is one of the basic jobs to held sport events and expanding sports tourism.

(6) in her thesis for getting Psychological PHD ,in California University, with volunteer motivation lifetime subject, conclude that volunteering help to decrease lifetime stresses. People in specific age groups, have the unique motivation for volunteering. Teenagers are volunteers because of identity and middle-ages attract to volunteering for production. Also the elderly persons are more volunteers because of the accuracy and completeness. The findings were consistent with the Ericsson theory.in the Paul Downward; Rita Ralston essay; "the survey of volunteers expectation & motivational factors before the common interest matches in Manchester ", volunteers express ,sport tourism as the personal factor for presence in volunteering works. Marta. E, Guglielmetti. C, Pozzi M, in the survey; "youth's volunteer orientation & surveying their motivational models", that performed on the 461 Italian youth that were occupied in volunteering movement in 2006, and their motivational factors was studied. In their study, they survey four factors like: value, society, profession and self support. in their Study (28) ,that performed on the 661 non profit & volunteering section in Canada , survey 2 factors for keeping volunteers, that contain organization's characteristics & executive managers' viewpoint. According this study, big organizations give more attention to volunteers and keeping them. Also the attitude of executive managers has important role on recruitment and functional role of volunteers in the organization.

in his research (36) about the members of manager board's commitment, performance & evolving in sport organization, found that the commitment & execution factors have a meaningful relation with each other. Also in The execution of volunteer members in manager's board he obtained 31% variance between commitment and involving in organization works. In another study by(9)that conducted on the effects of capitalism on philanthropy, researchers combined religious, non-religious (secular) and volunteers samples. They found that capitalist society has effect on individual's benevolence. When the capitalist society brings equality for people, it will have direct impact on capitalism thinking and the decline of religious thinking.

Satisfaction in sport volunteers

Social transaction theory discuses more regarding personal satisfaction in the areas of social, family, work and voluntary organizations, changed according balance between values and benefits of activities. (39) study on satisfaction include that volunteer satisfaction in sport organization is very important factor in volunteer's durability, sport organization stability & finally organization success. research's (24) showed that the satisfaction of boy volunteers was more than girl volunteers.

Burnout in sport volunteers

In some periods employees of organizations are suffering from paralysis and burnout. According (27) description, burnout is the experience of physical, emotional and mental exhaustion with constant stress. Although according volunteering definition, it is obvious that these activities are volunteering, but these types of activities have its special stress also. Of course to exposure stresses in the workplace could cause burnout in individuals. According some researches like (38) the burnout dimension in boys & girls are different. (3) announced that in each job was reported about 8% job sickness to work health center.also in research (22),mental burnout of boy volunteers were less than girl volunteers and characteristic decay in boys were more than girls. In the research of (26) about the relation between job expectation, job resources & burnout on the police officers, they study the effect of income & also health in the work on the burnout factor. Totally the level of burnout in police officers was low in comparison with other work groups. Work resources & job expectation had a meaningful relation with burnout. Also family work pressure had a meaningful relation with burnout all three dimensions. Income had a meaningful relation with burnout. In addition to job burnout, there was probability of burnout in athletes, himself. (8) in his research studied on this phenomenon between teenager athletes .He found that sometimes over exercise, cause to burnout in teenager athletes. Family pressure to compete and succeed is among other factors leading to burnout. According(8) on the gender effect on the job burnout in Taiwan, found that gender & work hours effects on burnout ,also factors such as; social support, job-related resources and burnout, are related to each other. The subject of research is belong to (41) that conducted on nurses in Sweden.

The statistical society & statistical sample

Our statistical society include 260 active sport volunteers in Fars province's sport committees that among them 74 person were selected by clustering sampling as statistical sample. In this study, 22 women and 48 men participated.

Evaluation tools

In this study were used 4 questionnaires include; burnout, motivation evaluation, satisfaction & personal characteristics. Burnout questionnaire was developed by Pines and consisted of 21 items. Replies were in the scale of 1(never) to 7(always), and its calculation by Cronbach Alpha gave number 0.81. Volunteers' motivation evaluation questionnaire was developed by (24) and some items added or removed to make it adaptable with Iran culture. In a guide study for assessing the reliability of the questionnaires ,using Cronbach's alpha coefficient was estimated 0.87.this questioner consist of 26 questions with 5 items, that evaluated motives in 7 factors such as; religion, power, family protection, rewarding, acknowledgment, wasting time and uncertain reasons.

To evaluate satisfaction of volunteering experience, benefits of volunteering for volunteers should be evaluated. Questionnaire (43) is used in this study for volunteers' satisfaction evaluation that contains 4 positive & 1 negative questions. Volunteers will reply to each item, from 1 (very poor) to 7 (very strong). At last the mean of volunteers' score, calculated as the

score of volunteers satisfaction score. Also, using Cronbach's alpha, reliability of above mentioned questionnaires was calculated 0.75. An anonymous questionnaire is used to determine sex, age, education, marital status, volunteering working hours and job.

Statistical method

Data analysis was conducted on two levels: descriptive and inferential statistics. Descriptive statistics methods include; calculation of frequency, percentage, scores means, yardstick deviations and standard deviation of scores. Also, inferential statistics such as correlation coefficient and MANOVA was used to survey significance of variables relation.

RESULTS AND DISCUSSION

At first we study personality characteristics of this study's volunteers (seen in Table 1)

Table 1: The demographic profile of volunteers

Volunteers	Demographic Characterist	Abundar	Abundance Perc
Gender	Man	48	64.86%
	Women	26	35.13%
Age	Under 20	1	1.3%
	20 – 30	15	20.27%
	30 – 40	24	32.43%
	40 – 50	31	41.89%
	Above 50	4	5.4%
Volunteers Job Status	Employee	46	62.16%
	Self-employed	14	18.91%
	Student	9	12.16%
	House keeping	5	6.7%
Marital Status	Single	13	17.56%
	Married	61	82.43%
Graduation Degree	Diploma & ingratiated	10	13.51%
	Association degree	14	18.91%
	B.A	48	64.86%
	Master of Arts & more	2	2.7%
Volunteers Weekly Work Ho	2 hour	4	5.4%
	5 hour	31	41.89%
	15 hour	35	45.94%
	20 & more	5	6.7%

According Table 1, most of the volunteers, 86/64% were male. Most common age range was 40 to 50 years (89/41%). Also almost one third of volunteers (16/62%) were employer and almost 82 percent of them were married. 64.86% of the volunteers have a bachelor's degree, and 45.94% of them work 15 hours per week in volunteer services.

Then we survey solidarity within the group in motivational factors, scores means (M) and standard deviations (SD) of volunteers scores.

According Table 2 , family and acquaintances protect factor(M = 3.97, SD = 0.74) obtained highest score and power (M = 3.69, SD = 0.55) was second in the ranking, religion factor (M = 3.26, SD = 0.84), receiving a reward (M = 3.22, SD = 0.65), unknown reasons (M = 2.19, SD = 0.55),wasting time (M = 2.14, SD = 0.54) and acknowledgement (M = 1.69, SD = 0.74), respectively, were in next levels.

Religious factor was correlated with the factor of family support. Also there was a meaningful relation between power factor with family protect, rewards and acknowledgement. Also Rewarding factor was established a meaningful relation with rewarding, acknowledgement and wasting time factor.

Table 2: Internal correlation between sport volunteers motivational variables

	Religion	Power	Family Support	Rewarding	Acknowledgement	Wasting Time	Unknown reasons
Religion	1	0.06	0.33**	0.02	0.02	0.05	0.05
Power		1	0.29**	0.35**	-0.36**	-0.32	-0.61
Family Support			1	0.23	-0.36	-0.17	-0.19
Rewarding				1	0.44**	0.35**	0.16
Acknowledgement					1	0.16	0.12
Wasting Time						1	0.16
Unknown reasons							-.016
M	**3.26**	**3.69**	**3.97**	**3.22**	**1.69**	**2.14**	**2.19**
SD	**0.84**	**0.55**	**0.74**	**0.65**	**0.74**	**0.87**	**0.54**

*P<0.05** *P<0.01***

To survey gender relation with volunteers' satisfaction & burnout, MANOVA statistical method was used, that finally the results of table 3 is obtained, so we could induct that there isn't meaningful difference between them.

According table, we found that, women's satisfaction (M = 6.45, SD = 1.66) is more than men (M = 6.21, SD = 1.03) and so burnout of women (M = 2.12, SD = 0.54) is more than men (M = 1.99, SD = 0.33).

Totally, based on 7 items of questionnaire (M = 6.33, SD = 1.34) was found high satisfaction between the volunteers.

Table 3: Gender relation with satisfaction & burnout in sport volunteers

	Men		Women		Total		F	X
	M	**SD**	**M**	**SD**	**M**	**SD**		
Satisfaction	6.21	1.03	6.45	1.66	6.33	1.34	1.65	0.08
Burnout	1.99	0.33	2.12	0.54	2.05	43.5		

Table 4: Evaluation of correlation between motivational factors of satisfaction & burnout factors

	Satisfaction	**Burnout**
Religion	**0.09**	**-0.32 ***
Power	**0.41***	**-0.36 ***
Family Support	**0.18**	**-0.19**
Rewarding	**0.45***	**-0.45****
Lack of Acknowledgment	**-0.41**	**0.55****
Wasting Time	**-0.29**	**0.12**
Unknown Reasons	**-0.39**	**0.15**

P<0.05* **P<0.01****

Then the relation of motivational factors with satisfaction & burnout factors were surveyed, which its results showed in table 4.according table, there is a meaningful relation between power, rewarding & lack of acknowledgment with volunteer's satisfaction, and of course lack of acknowledgment & appreciation has reverse correlation with satisfaction. Also there is a meaningful relation between religion, power, rewarding, lack of acknowledgment with sport volunteers burnout, and was reverse correlation between religion & power factor and volunteer burnout.

DISCUSSION AND CONCLUSION

Discussion about Volunteering in Iran is informally prevalent and it could be seen in Social or Political NGOs. Red Crescent can be known as official volunteering agencies. In sport scope, we can see volunteering movement poorly in cities & provinces sport committees. The purpose of this study is bellow items: spreading this movement in society, especially in sport scope, recognizing satisfaction factors that lead to keeping & attracting volunteers, and also burnout, that is a determiner factors in leaving volunteering groups. So in this survey these persons were identified and in obtained results, there are many differences between men & women scores, unlike other countries also most of the volunteers were employees, so it means the probability of non-effective working of these committees & volunteering groups, because employees must spend a lot of their time in offices. Also most of volunteers were not young, and youths had less activity in this field. Of course it is the same as other countries, according [Puzy, Marta & Buling] research, age has effect on volunteering and in older ages the sense & desire of volunteering reinforce. Family & acquaintance support factor had the highest score among motivational factors in volunteers that are the sign of individual inattention to the base & meaning of volunteering .this study's results were not consistence with other researches that were performed in this field. Religious factor was correlated with the factor of family support. Also there was a meaningful relation between power factors with the family support, rewarding and acknowledgement .also rewarding had a meaningful relation with acknowledgement and time wasting factors. Results showed that satisfaction is more in women than men, which was consistent with the results of Silver [Leaf and et al.] , and was not consistent with the findings of Liyat colit. Because of high satisfaction between volunteers, it seems that the volunteering works will be continuing in sport field. Also burnout in women was more than men, that was consistent with Hader,Clur ,Seri & Berner results. In general, most of researchers found that burnout in women was more than men .there was significant relation between 3 motivational factors such as; power, rewarding, lack of acknowledge with volunteers satisfaction, that financial reward is a factor for satisfaction & remaining in volunteering ,that its lacking has reverse relation with satisfaction .also there was a meaningful relation between religion ,power ,rewarding & lack of acknowledgment with sport volunteers burnout, and there was reverse relation between religion & power factor with volunteers burnout, that in some cases was consistence with Martiniosis results. Finally it could say that because of false perception about volunteering concept, volunteers' requirements are different from main approaches & goals of volunteering in sport scope, and for correcting these attitudes we must organize the volunteers properly, instruct them with necessary instructions and make them to communicate with each other & other countries' volunteers to reach main & final goals of volunteering easily.

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