VOLUNTEERISM

IN THE

DEVELOPMENTAL SOCIAL WELFARE

SERVICES

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VOLUNTEERISM IN THE DEVELOPMENTAL SOCIAL WELFARE SERVICES

BY

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SUBMITTED IN THE FULFILMENT OF THE

REQUIREMENTS

FOR THE DEGREE OF

DOCTOR OF PHILOSOPHY

IN THE

DEPARTMENT OF SOCIAL WORK

AT

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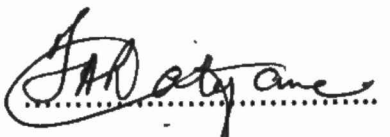
AUGUST 2005

DEDICATED TO MY LATE PARENTS

MR & MRS JOSEPH MOOKI & MOTLAGOMANG EVELYN LOBELO

DECLARATION

I, Tumelo Amanda Lobelo-Ratefane, declare that the thesis for the doctor of Philosophy in Social Work at the North West University entitled "Volunteerism in the Developmental Social Welfare Services" is my own original work. During the execution of the work I received assistance, all of which was technical and detailed in the acknowledgements; also that fieldwork was performed by me with the research assistants who were acting under my supervision; the calculations were verified by me; and that the findings which I have reached; and the recommendations are the results of my own research project. This thesis or part of it has not been submitted in the past, or is being submitted at any university other than this University, where I am currently a candidate as well as a member of staff in the Social Work Department.



T.A. LOBELO-RATEFANE

ACKNOWLEDGEMENTS

I most sincerely wish to express my greatest appreciation and gratitude to all the people, organisations and institutions that made the completion of this study possible. I therefore record my sincerest appreciation to:

- My supervisor, and previous Head of Department of Social Work at the North West University, Professor W.W. Anderson, for his counselling, enriching encouragement, guidance and support.
- The North West University for the offer of an opportunity and leave privileges to pursue and complete the study.
- The North West Provincial Department for Social Welfare Services for giving me the permission to conduct the fieldwork.
- The South African Council for Social Service Professions for assisting me with the list of registered professional Social Workers working in the North West Province.
- Suid Afrikaanse Vroue Federasie, Sociale Maatskaplike Raad, The Volunteer Centre and North West Welfare Social Services Development Forum for allowing me access to information during the experience survey and case studies execution.
- My colleagues at the North West University for their continuous support and encouragement.

- All people who participated as respondents: my colleagues practising in social work agencies, voluntary organisations and the community. Their contributions are of measurable value to the study.
- The students from our department of Social Work who were my research assistants when doing fieldwork, collecting data and doing analysis of the data.
- Ms. Thandi Manong who typed all the drafts and manuscripts without tiring and exercising all the patience and support.
- My children, Thabeng Ratefane, Kagiso Lobelo, Mooki Lobelo and Tumediso Lobelo for assisting in the layout, printing, and preparations of graphs and figures.
- My grand child Dimpho Ratefane for disturbed nights and lack of nurturing he experienced due to my occupation with studies.
- My closest family and friends who sacrificed a lot of their time and who untiringly gave me support to continue with my study work.
- The Grace of God that has sustained me and protected me throughout the period of my study, giving me the strength to endure the pressure I experienced.

ABSTRACT

The main assumption that is inherent in the present study is that better utilization of volunteers will add value to the quality of life of all South Africans. The social welfare service delivery is the responsibility of the professional social workers who are either employed by the Government department of Social Development, other Government departments with related responsibilities or well established Non-Governmental organizations who are referred to as voluntary organizations in this study.

The problem at hand that is being addressed by the study is :

- The nature and extent of volunteering which is unknown;
- The prevailing need for the use of volunteers and how those that are actively participating are being acknowledged and utilized; and
- There are no recruitment strategies to facilitate the selection, training, structuring of volunteers and supervision as well as evaluation of volunteers' service.

Voluntary work is an old phenomenon, which is older than social work profession itself. It is an ancient exercise enshrined within the African cultural heritage of Botho/Ubuntu, which is within some people and need to be cultivated. There are many people who are, or would be interested and enthusiastic to be involved in voluntary work is approved and properly motivated.

The present study was designed to investigate the indepth practice and extent of volunteering in the North West Province, establishing the cooperation between

professional social workers and volunteers. An attempt has been made in the study to determine the areas where volunteers can be legitimately utilized and the effective measures of how to recruit, select, train and place volunteers.

The study sample was drawn from four units of analysis listed below and different instruments for data collection were used in the process :

- Questionnaires were administered to 130 voluntary organizations drawn from the total population of North West Province;
- Mailed questionnaires were sent to professional social workers registered with the council, from North West and 54 responded;
- Telephonic interview schedule was administered to 102 respondent community members in the Province; and
- An experience survey was conducted which involved three case studies of organizations which are well established and known for utilizing volunteers.

The descriptive research design as well as exploratory design were used in the study. Both quantitative and qualitative research methods were used when collecting data through administered questionnaires and during case studies.

The findings indicated that there are a great number of volunteers that are unknown and those known by professional social workers but not acknowledged. Also, that there are no purposeful recruiting measures in place to facilitate the selection, training and placement of volunteers.

Whilst there is an oversight of identifying and acknowledging volunteers on the side by authorities and professionals, volunteers have been discovered to be playing a major role in the sustainability of economic development in the country. Towards the end of the Apartheid era, there were non-governmental organizations established in great numbers characterized by funding of their projects and programmes from foreign institutions or local government departments. However the study revealed that there is need for more organized support and training of both volunteers and professionals empowerment and capacity-building by structures that utilize volunteers.

The most significant measure for recruitment identified through the study is the establishment of a Bureau for Volunteers, a center which will recruit, select, train, place volunteers and coordinate their services. It is recommended that the Bureau should operate from National level under the Department of Social Development whilst its branches cascade down to the provincial departments of social services. Advanced training of both volunteers and professionals is recommended as a most powerful machinery for sustaining voluntary service. Community Liaison Officers presently responsible for Provincial Social development departmental programmes would serve as link between volunteers and professionals, to add value to the present noble service of volunteers. Recommendations and suggestions for further research are made.

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CHAPTER 1

INTRODUCTION AND RESEARCH PROCESS

1.1 INTRODUCTION

The entire world is in a turmoil and South Africa is no exception. People are involved or experience an abundance of violence, crime such as rape, murder and others, substance abuse, sexually transmitted diseases, child abuse, illiteracy, unemployment and poverty. One can look at the prevalence of socially unacceptable phenomena, its decreases or increases and how they compare with other countries. The result of it is that in the end actual people have been affected and need assistance. For instance, in the case of rape, approximately 24,000 girls yearly report cases of rape. However the majority of rapes are not reported but they are in a community where they possibly receive some form of assistance. Known cases receive individual professional treatment which is time consuming and may involve a greater spectrum of people such as close family members and friends. Added to these numbers are millions who are unemployed living in poverty, substance abusers, AIDS sufferers, criminals etc. People in need of care, need individual or family help, whereas a great number of people need to be empowered whilst preventative services are an absolute necessity.

It is today more than ever before that people need one another, especially those who have become victims of this unstable community life. The rate at

which the HIV/AIDS patients and problems escalate create a great problem for social workers. The challenge of social work professionals is that crime rate has grown and parents dying from AIDS leaving orphans cannot be counted. Financial constraints limited the opportunities for social workers to become employed. This leaves the practicing social workers with a high case load which does not enable them to meet the demand for professional intervention.

The gap that remains of non-delivery of service due to the mentioned high caseload of social workers therefore calls for some kind of intervention. It does seem that volunteers who have time to spare and the interest as well as the expertise may be the right team to bring in. In fighting poverty, economic development has to be sustained. It is therefore imperative that all the existing programmes for social development, voluntary initiatives and private as well as business resources be harnessed for the achievement of the national goals.

1.2 PROBLEM STATEMENT

It has been indicated by Schaffer and Lamm (1995:34) that the definition of the problem is the first step in a research project.

Up to the middle of the previous century volunteers played a major role in welfare services. It was volunteers who initiated and subsidized the professional training of social workers. Gradually since the 1930s volunteer

activities and interest started to diminish. In contrast to decreasing volunteer interest, problems such as unemployment, poverty, AIDS increased. Professionals in health, welfare or social services, education and other disciplines are apparently unable to deal with the growing problems because significant decreases are not visible. The lack of community initiatives which could be due to immeasurable size of disadvantaged members in the community who need to be capacitated and empowered, may be one of the main reasons why social and health problems are not effectively addressed.

Since voluntary work is an old phenomenon, and older than the social work profession itself, it is an ancient exercise which is within some people and need to be cultivated, many people would have or will be interested and enthusiastic to do voluntary work if approached and motivated correctly. The services of volunteers are needed as the problems in the community, increase day by day, whilst the people who have the potential to assist stay unutilized. Purposeful and organised recruitment of volunteers have not as yet been undertaken.

Volunteering is not only necessary to supplement a manpower crises, but to encourage community participation and to counteract the growing individualistic selfishness which has become characteristic of modern living.

It has therefore become imperative that the social services and welfare agencies that employ social workers formulate considerable standardized

procedures that will facilitate the coordination of the services of professionals with the volunteers that offer services to the said agencies. Those volunteers who are attracted but underutilized or not utilized at all, would become sufficiently used. This exercise would highly contribute to the effective performance of the employees and enhance the volunteer service capacity which will in turn benefit the community at large. Co-operation between professional social workers and volunteers is essential for the present complex socio-economic climate which leaves the people still disadvantaged and disempowered with poverty displaying increasing rates on a daily basis.

The problem at hand to be addressed by this study is therefore that:

- the nature and extent of volunteering in the province is unknown.
- the prevailing need for the utilization of volunteers and how are those that are actively participating being utilized.
- the lack of recruitment strategies which should facilitate the selection, training and structuring of volunteers.

1.3 OBJECTIVES

According to Lombard (1991:76) objectives spell out what should be done to achieve a goal. They are more directly related to the problem which the researcher is dealing with and can be determined by the situation.

Sensible measurement and successful implementation of research findings

can only take place in terms of clearly defined objectives. Uys and Basson (1985:30) concur that the stated objectives can only be meaningful if they have communicated to the reader the exact intent of the researcher. To be meaningful as well as to adhere to the researchers intentions, objectives should be observable and measurable. According to Anderson (2003:13 & 14) objectives need to be well planned and correctly formulated; they must indicate the scientific information needed to come to a meaningful conclusion; it should serve as a basis/guide for relevant literature and empirical studies; and finally all the objectives need to be sufficiently answered. In short the objectives indicate the ultimate goal of the research.

The objectives of this particular research study are as follows :

1.3.1 To determine the extent of volunteerism in the North West Province;

1.3.2 To study the nature, extent, need and utilization of volunteerism in social services and developmental welfare;

1.3.3 To establish the type of cooperation of practice between professional social workers and volunteers;

1.3.4 To establish and determine the areas where volunteers can be used legitimately; and

1.3.5 To determine the ways and measures (strategies) of how to recruit, select, train and place volunteers.

1.4 HYPOTHESIS/ASSUMPTIONS

According to Schaffer and Lamm (1995:35) for a hypothesis to be meaningful, it must be testable. Marx (1999:26) supports this by saying that a hypothesis is a testable statement between two or more variables. Of importance, according to Schaffer, Lamm and Marx, is that reference is made of a statement consisting of one or more variables which should be testable. Giddens (1989:661) is more specific by mentioning that a hypothesis answers the question of "what do I expect to find out with the investigation". It is formulated as a statement containing the relationship between an independent (causative) and dependent (resultant) variable. In social research a single testable statement can be replaced by assumptions which are accepted or supposed statements which are considered true without proof or demonstration.

In this particular research undertaking the following hypothesis can be formulated :

The better utilization of volunteers will add value to the quality of life of all South Africans.

The above statement does include both an independent and dependent

variable.

1.5 CONCEPTS

According to Rose (1987:93) concepts are the building blocks of theory. A concept is a word picture or mental idea of a phenomenon. Concepts are words or terms that symbolize some aspect of reality. The researcher is of the opinion that key concepts need to be clearly described, disseminated and converted into observable or workable definitions.

The following are the definitions of the key concepts to be used in the study :

1.5.1 Voluntarism

- The Readers Digest Universal Dictionary (1987:1682) defines voluntarism as :

> "The view that a project or course of action should be based on voluntary participation".

- The Publication 'Social Trends' in Poulton (1988:10) view voluntarism as the :

> "Principle of relying upon voluntary action rather than compulsion, encompasses a very much wider percentage of the population than those

who join voluntary organisations".

- The Webster's Third New International Dictionary (1981:2564) define voluntarism as :

> "The principle or system of supporting or doing something by voluntary action or of relying upon voluntary action".

- The Modern Dictionary of Sociology (1969:463) described voluntarism as:

> "the study of human behaviour, the orientation that emphasizes individual choice and decision making in determining behaviour. Human behaviour is viewed as rational and purposive and not entirely determined by external forces".

- For the purpose of this specific study voluntarism denotes :

> "the principle of relying upon voluntary action of individuals, organizations and social or community groups in the implementation of social intervention".

The concepts : voluntarism and volunteerism will be regarded as synonymous in this present study and the actual concept with the spelling volunteerism will be the one used unless it is part of a quotation.

1.5.2 Volunteers

- According to Kromel in Nickall (1992:74) volunteers can be described as:

> "people who undertake unpaid work for the community as a whole, or for individual members of the community. They may be qualified professional people giving unpaid service in the field of their expertise or they may be unskilled helpers performing humble tasks like making tea or running errands".

- The Universal Dictionary (1987:1682) defines a volunteer as:

"a person who performs or gives his services of his own free will".

- The Websters Third International Dictionary (1981:2564) describes a volunteer as :

> "One who enters into or offers himself for any

service of his own free will".

For the purpose of this study volunteers will mean :

> "people who, out of their own free will, provide an unpaid service for one or more other persons to whom the volunteers are not related, or to the community, through some kind of a formal scheme rather than an informal neighbourly assistance".

- The Universal Dictionary (1987:1682) defines voluntary as :

> "arising from one's own free will, acting on one's own initiative".

1.5.3 Volunteering

- Curtis and Noble (1988:10) describe volunteering to be involving the following:

> "Firstly that volunteers choose to engage in an activity. Secondly, that while some volunteers may be looking for paid work, their volunteer work is clearly not about

monetary payment".
Thirdly, their involvement adds a value to the community".

- Sheard in Curtis and Noble (1988:9) states that volunteering involves three main points that :

"it is concerned with activities which people undertake :

- of their own will
- without payment (other than out-of-pocket expenses) and
- for the benefit of the community, other than family and friends".

1.5.4 An Organisation

- The Websters New International Dictionary (1981:1590) describe an organisation as :

"a group of people that has a more or less constant membership, a body of officers, a purpose, and usually, a set of regulations".

- The Ave's Report (1969:93) shares the understanding of an organisation that it means :

> "the provision of a system within and through which volunteers are enabled to carry out their work as far as may be possible, effectively, smoothly and with satisfaction to their clients, themselves and the services which need their help".

- Lewis and Lewis (1983:75) describe an organization as a unit that has been purposefully designed to meet a set of goals through a regular series of planned and coordinated activities.

1.5.5 Voluntary Association

Fink (1974:5) in his effort to explain what a voluntary association is, describes the participants thereof in the following manner :

> "The passion and exuberance of the citizen who devotes his time, his talents and sometimes his resources to a concern for others is the lifeblood of the voluntary association".

1.5.6 A Voluntary Social Welfare Agency

According to Fink (1974:6) a voluntary social welfare agency is one :

"(a) in which social work contributes the central professional discipline of those employed (b) that carries out its function through a formal, non-profit organization that includes a governing board of citizens, self-elected or chosen by the membership representative of community interests, (c) that may receive financial support from various sources, including the general public (contributions), selected groups of contributors (bequests), earnings (fees) and the government (tax funds), and (d) that operates in a geographic area defined by its specific purposes".

1.5.7 Nonprofit Organisation (NPO)

- The Nonprofit Organisation's Act No. 71 (1997:2) define an NPO as follows :

"nonprofit organisation" means a trust, company or other association of persons :

- established for a public purpose; and
- the income and property of which are not

distributable to its members or office-
bearers except as reasonable compensation
for services rendered".

- A Department of Welfare, NGO Directorate publication (1999:2) describes Nonprofit organisations (NPOs) as:
  - voluntary
  - independent
  - not-for-profit and
  - not self-serving

- The publication states the other names for nonprofit organizations which include :

  - Non-governmental organisations (NGOs)
  - Community-based organisations (CBOs)
  - Civil society organisations (CSOs)
  - The voluntary sector

1.5.8 Non-Governmental Organisations

Ball and Dunn (1995:19) in defining non-governmental organisations give the following defining characteristics of NGOs :

1.5.8.1 Voluntary :

This means :

- They are formed voluntarily: there is nothing in the legal, statutory framework of any country which requires them to be formed or prevents them from being formed.
- There will be an element of voluntary participation in the organisation whether in the form of small numbers of board members or large numbers of members or beneficiaries giving their time voluntarily.

1.5.8.2 Independent

Within the law of society they are controlled by those who have formed them, or by Boards of management to which such people have delegated, or are required by law to delegate, responsibility for control and management.

1.5.8.3 Not-for-profit :

They are not for personal private profit or gain, although :

- NGOs may have employees, like other enterprises, who are paid for what they do. But in NGOs the employers - Boards of Management - are not paid for the work they perform on

Boards, beyond (most commonly) being reimbursed for expenses they incur in the course of performing their Board duties.

- NGOs may engage in revenue-generating activities. They do not, however, distribute profits or surpluses to shareholders or members. They use revenues generated solely in pursuit of their aims.

1.5.8.4 Not self-serving in aims and related values

The aims of NGOs are :

- to improve the circumstances and prospects of disadvantaged people who are unable to realise their potential or achieve their full rights in society, through direct or indirect forms of action, and/or
- to act on concerns and issues which are detrimental to the well-being, circumstances or prospects of people or society as a whole.
- For the purposes of this study the concepts 'voluntary organisation', 'welfare agencies', nonprofit organisations and nongovermental organisations will be used interchangeably.

1.5.9 Social Service

Eyden in Spicker (1988:74) defines a social service as :

> "a social institution that has developed to meet the personal needs of individual members of society not adequately or effectively met by either the individual from his own or his family's resources or by commercial or industrial concerns".

It is important to note that for the purposes of the present study - 'social welfare services', 'welfare services' and social services' will be used interchangeably.

1.5.10 Social Work

Skidmore and Thackeary (1982:7) recognise the definition of social work contained in the curriculum study sponsored by the Council on Social Work Education that :

> "social work seeks to enhance the social functioning of individuals, singly and in groups, by activities focused upon their social relationships which constitute the interaction

> between man and his environment. These activities can be grouped into three functions : restoration of impaired capacity, provision of individual and social resources and prevention of social dysfunction."

1.5.11 Social Worker

The International Encyclopedia of the Social Sciences (1968:495) acknowledges that :

> "the professional social worker is expected, because of his specialized training and experience, to bring a high degree of skill to their process of helping, and modifying the social conditions of individuals, groups of persons, and communities".

1.5.12 A Bureau

- The Websters New International Dictionary (1981:298) define bureau as:

> "a specialized administrative unit. A usually commercial agency that serves as a clearing house or intermediary for

exchanging information, making contacts, or coordinating cooperative activities"

- The Ave's Report (1969:103) recognises the main functions of volunteer bureaux as :

> "to collect information about the needs and opportunities for voluntary services in their areas, to provide a centre to which volunteers may come for advice and information and to refer them to appropriate organisations in which their help can be used ... Some bureau also advise volunteers about suitable educational courses, and some arrange discussion groups or seminars for volunteers".

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and some arrange discussion groups or seminars for volunteers".

1.5.13 Social Development

Midgley (1995:12) defines social development as :

> "an approach to social welfare which offers an effective response to current social problems".

Midgley (1995:8) states that :
Social development offers a comprehensive macro-perspective that focuses on communities and societies, emphasizes planned interventions, promotes a dynamic change-oriented approach which is inclusive and universalistic and above all seeks to harmonize social interventions with economic development efforts. The social development approach uniquely integrates economic and social objectives.

1.6 SIGNIFICANCE OF THE STUDY

This research study has attempted to address the need for volunteer services in the community. Also to determine whether people are keen to volunteer and are their efforts perceived as valuable to the community. The attempt has also been made to determine the nature and extent of the utilization of

volunteerism in the developmental social welfare; the relationship between professional social workers and volunteers, and measures and strategies towards the development and improvement of the status quo.

The findings of this research will therefore have a significant benefit to the following:

1.6.1 The Community

The community will be able to know how to use their valuable time, experience and skills that they have, more fruitfully for their needs and development through volunteering. The researcher hopes that the study will help create awareness in areas which would have been otherwise closed to people. The information will prompt interested people in the communities to want to increase their knowledge base, and develop skills, encouraging them to be innovative. Initiatives that add new services to the community, improves the quality of life of the people.

1.6.2 To the Voluntary Organisations

To the voluntary organizations there will be reassurance and feeling of selfworth to realise that some people are interested in what they are doing and that their work could be acknowledged. The suggestions that the organisations could assist the coordinators of the nonprofit organisations or voluntary organisations in harnessing the resources, which implies improved

networking and in turn effective performance that gives a more impressive image of the organisations.

1.6.3 Social Service Professionals

The researcher hopes that with the information acquired, the relationship between professional social workers and volunteers will be clearer and thus strengthened. There will be guidelines as to how to strategise when recruiting volunteers. In any job situation where there is a routemap or a working document, even the complicated work becomes simple and easy to be challenged.

1.6.4 The Authorities

The political and administrative heads of departments dealing with volunteers such as Departments of Social Development, Health Services, Justice and others may find a way of improving on their policies regarding control and management of human resources, reaching out to the disadvantaged and ensuring that they access resources, as well as knowing where there has been performance or nonperformance, directly or indirectly.

The researcher managed to obtain information and therefore collected data from sources such as, the community, voluntary organisations and professional social workers.The researcher also obtained valuable experience data from the three case studies who were prepared to share their experience

and expertise in working with volunteers and the authorities to learn from these organisations'.

1.6.5 Social Work as a Discipline

The universities are expected to find in the data and findings of the research, openings for new certificated programmes to be introduced or diplomas as well as degrees including postgraduate programmes that can be mounted.

1.7 LIMITATIONS

According to Uys and Basson (1991:40) limitations are obstacles that the researcher came across when conducting research and such obstacles can affect the research outcome. He further stated that early identification of stumbling blocks can help the researcher to adjust his plan of action. Limitations of this research undertaking were as follows :

- Literature specifically on volunteering is exceptionally limited especially in South Africa. Use however was made of related literature and documentation as well as information from workshops and conferences on related topics. To compensate for the lack of literature on volunteering, the researcher concentrated to a greater extent on empirical studies.

- The lower rate of responses from mailed questionnaires caused the researcher to become afraid that it could affect the representation of her samples. Repetitive responses, however, to some extent discarded this notion. This will be noted during the presentation of data from voluntary organisations and professional social workers.

1.8 THEORETICAL FRAMEWORK

Kotze and Van Wyk (1986:184) define theory as :

> "a number of statements including specific laws, which have a systematic relationship to one another and which are empirically correct (scientifically) and verifiable (measurable)".

According to Bless and Higson-Smith (2000:8) there is a fundamental relationship that exists between facts, defined as empirically verifiable observations, and theory, as the explanatory framework. The relationship is outlined as follows :

- Facts give rise to theory since they raise a need for explanation of the observed phenomena. It means an observation of reality can lead to systematic research and thus to the formulation of a general

explanation or theory.

- Theory serves as an orientation for the gathering of facts since it specifies the type of facts to be systematically observed.

- Facts allow a researcher to confirm, disprove, improve or formulate a theory. They lead to a redefinition or clarification of theory.

- Theory allows for a classification and conceptualization of facts. It therefore summarizes and provides explanations as to how facts relate to each other.
- Theory predicts facts.

The following theories served as framework to in the study process.

1.8.1 Role Theory

The role theory is concerned about roles that have to be performed within a system. People have certain roles that they are expected to perform: for instance in the home or family; in an organisation; as professional persons in the community or in a specific situation such as disaster. According to Smalley (1990:347) in order for one to feel comfortable in any interpersonal situation the individual attempts to induce his role partner to enact roles which will maintain the feeling of comfort.

Investigation has been made in the study on how volunteers perform their work, consideration on whether professionals or managers of agencies and structures in the community has been made and fact on what type of relationship prevails have been sought. In this study the role theory helped to identify the problem that could be corrected for the success of the achievement of the set social goals.

1.8.2 Functional Theory

According to Oskamp (1997:15) functional theories emphasize that attitudes perform various functions which may lead to attitude change. He gives four functions that attitude perform :-

- they are understanding
- need satisfaction
- they have ego defence and
- they value expression

According to functional theories, the attitudes that individuals have should fit and be relevant to their needs.

In this study the professional social workers and volunteers would be expected to have the attitudes that fit their needs as social workers and volunteers respectively. If social workers wish to utilize volunteers they would then be expected to have an attitude which encourages them to go out on recruiting campaigns.

1.8.3 Systems Theory and Ecological Perspectives

Zastrow (1985:218) describes systems theory as a component of the life model since it provides a paradigm, that focuses on multiple levels of phenomena simultaneously and emphasizes the interaction and transaction between parts. As a volunteer in a community one is exposed to a variety of challenges that as a member of one's own family, as volunteer in a project or agency, also performing a task different from home or from another situation in which one participates. The system theory focuses on the environmental system that a person interacts with. This theory therefore helps the social worker to understand behaviour in context and illustrate how systems impact on individual functioning. This will be demonstrated when analysis of tasks of volunteers, their relationship with social workers what their experience was when volunteering and whether they benefitted or feel satisfied to have served some people.

1.9 METHODOLOGY

Babbie (1995:18) mentioned that a subfield of epistemology might be the science of finding out. Methodology therefore, basically encompasses the technique a researcher uses to manipulate data to acquire knowledge. Mitchell (1989:125) prior to Babbie took a stance that methodology refers to the method which a particular discipline uses to manipulate and to acquire knowledge. According to Bailey (1987:33) methodology refers to the philosophy of the research process which includes the assumptions and values that serve as a rationale for research and the standard or criteria the researcher uses for interpreting data and reaching conclusions. Wood and Haber in Bailey (1987:156) plainly define methodology as methods that the researcher use to collect information about the subject.

In analysing the above methodological concepts, Bailey (1987:33) emphasizes the philosophy of the research process. However, the concept of philosophy refers to the pursuit of wisdom by intellectual means or the inquiry into the nature of things based on logical reasoning rather than empirical methods (Universal Dictionary 1987:1161). The first part of the concept, mainly the pursuit of wisdom by intellectual means, correlates with the idea expressed by other writers that methodology is the science of finding out or the technique in this regard refer to the research process without mentioning the specific techniques. The second part of the concept creates some form of confusion when mention is made of inquiry based on logical reasoning rather

than empirical methods. This may be true for basic research but decidedly not for practical research where empirical methods play a major role. Empirical methods mainly refer to data collection, sampling and data analysis. Correctly in explaining the process the mentioned writers do include assumptions, collecting information and the values to serve as rationale and criteria for interpreting data. In a methodological approach a well-considered rationale especially for causal arguments is of pivotal importance. Rationale allows the researcher to decide which causal direction makes more sense and to identify relevant variables and decide what role they might play. Rationale, however, is only possible and feasible if the researcher has sufficient literature knowledge and insight concerning the specific phenomenon.

Considering the aforementioned discussion the researcher define research methodology as follows :

> Research methodology is a scientific process following the statement of the problem, formulation of objectives and hypothesis. The process includes the research design, methods of data collection, sampling, rationale analysis, and interpretation of data and finally reaching a satisfactory conclusion.

In more detail the process will be discussed as follows :

1.9.1 Research design

A research design is a plan which includes every aspect of a proposed study from the conceptualization of the problem right through to the dissemination of the findings. In order to establish guidelines for the investigation of the problem, a set of planning decisions becomes important. Planning decisions of the design, make up a logical strategy for accomplishing the purpose of the study (Grinnell; 1983:219).

According to Bless and Higson-Smith (2000:63) research design relates directly to the 'core' of hypothesis. It is a specification of the most adequate operations to be performed in order to test a specific hypothesis under given conditions.

Thyer (1993:94) defines a research design as a blue-print or detailed plan for how a research study is to be conducted. The purpose of a specific research undertaking determines the research design best suited for the overall study. For this reason it was necessary for the researcher to clearly define what she wanted to measure and how to go about in measuring it. This procedure required a clear formulation of "a what" and "a who" that is to be measured as well as the techniques necessary for valid and reliable measurements. These dimensions included volunteerism in the developmental welfare field. Included in volunteerism are amongst others to clarify concepts to determine who are volunteers; where do they function within the welfare field, how are

they accepted by professional workers; and how their contribution can be made more effective.

Looking at the given community or population to be included, the researcher decided to include welfare organisations or voluntary organisations who use volunteers, professional social workers who are registered with the South African Council for Social Service Professions who work alongside with volunteers and finally to determine the proportion of community members involved in volunteerism. An evaluation research design would have been possible if more was known about the prevalence of volunteerism or if it was necessary to initiate some form of programming for volunteering. However, using the outcome of this research an evaluation design can be implemented to determine the credibility or accountability of volunteerism.

For the purpose of this research it became obvious that descriptive research was the most appropriate design to be utilized. Grinnell (1988:331) explains descriptive design as the demonstration of how variables are distributed in a population. Descriptive design according to Calling as cited in McKendrick (1990:257) includes both the quantitative as well as qualitative description of the phenomenon. The purpose of this study was to concentrate mainly on quantitative research, using questionnaires, but also to include qualitative research by means of case studies. According to Neuman (1997:86) quantitative studies comprise an enquiry into a social or human phenomenon where variables are quantified and analysed using statistical procedures to

determine whether the predictive generalization is met. Qualitative research deals with data that are more verbal, based on personal values and experiences and tries to describe situations in a narrative and holistic way. It is a more in-depth study of a unit. Qualitative research is more applicable to case studies and in-depth interview schedules. The goal is a holistic picture and the depth of understanding rather than a numerical analysis of data.

Utilizing the descriptive design it was possible for the researcher to describe the characteristics of volunteering, to estimate the proportion of people in the community and welfare or voluntary organisations who participate in volunteering as well as the attitudes of professional social workers in this regard, to possibly come up with specific predictions, and discovering or testing whether certain variables are associated.

1.9.2 Pilot Studies

Pilot studies were undertaken to determine the correctness and efficiency of the different questionnaires or other possible difficulties which may arise during the research undertaking. By doing the pilot study, the researcher was able to determine whether the respondents properly understood the questions, whether the questions asked were sufficient to meet the research objectives, and whether the questionnaires measures what they claim to measure. After the researcher completed the questionnaires based on her own experience and insight derived from literature studies and discussions with research experts, professional social workers and practising volunteers,

she distributed five questionnaires each to selected welfare organisations, and professional social workers. These respondents were purposefully selected to critically evaluate the questionnaires. Following the completion and evaluation of the questionnaires, the necessary changes were made.

1.9.3 Methods of Data Collection

The researcher realised that the methods of data collection to a great extent were prescribed by the research design. Methods were thus not only chosen for convenience purposes. To collect appropriate and relevant information one needs to look at all possible angles of the research problem in order to come to a satisfactory conclusion. For this reason the researcher utilized five methods of data collection to assure that all possible and relevant information were included. However, methods and contents of data collection methods were chosen in accordance with the objectives. Obviously it was necessary to answer all the objectives in order to make the entire study meaningful.

For the purposes of this study the following methods of data collection were used:

1.9.3.1 Literature Studies

- Wilkinson and McNeil (1996:47) mention that literature studies are a unique research step in that it encompasses two particularly

overlapping purposes: firstly, it serves to support the conduct of empirical studies and secondly as a type of non-empirical research. Literature studies are essential data collection methods as it helps the researcher to obtain data pertaining to the study. Grinnell (1988:45) stated that the purpose of literature review is to provide the basis and background for the study on hand. Respectable scholars make themselves familiar with related research efforts and relevant literature studies before and during their own study. Anderson (2003:21) mentioned the following benefits :

- An extensive study of prominent and obscure literature (census data, research files and reports, dissertations, monographs, journals, etc) may reveal a staggering amount of uncollated information pertaining to a given problem.

- After several weeks of immersion in the literature the investigator will surely get a better grip on his problem, enabling her to refine the measuring instrument(s) and make the data she will obtain more useful.

- It broadens the researchers knowledge of the topic, reflects previous research findings, comes up with findings which can either be accepted or scientifically rejected and gives direction to the researcher, for instance when drawing up a

questionnaire literature will assist with questions to be asked, formulation of questions and multi-choice possibilities.

Although the researcher experienced difficulty in securing sufficient literature she agrees with Gash cited in Garbers (1996:306) that literature search to trace all the published and unpublished information about a specific subject is of great importance in that it helps the researcher to determine the extent to which theory and research are or can be developed in the specific field of study. In order to expand the literature studies the researcher was compelled to concentrate, to a greater extent on empirical studies and experience surveys.

1.9.3.2 Experience Surveys

It is mentioned by Anderson (2003:224) that valuable information which is not always recorded in books or other forms of literature are available from experts and/or experienced people. In experience surveys the researcher can consult with people who are knowledgeable about the subject under study such as experts in that particular field, professionals and even colleagues. By means of correspondence and direct consultation, the researcher can obtain first hand information about the subject as well as possible defects in various procedures that rarely appears in print. The researcher consulted with experienced social workers, volunteers and researchers

and obtained valuable information and guidance concerning her research. The pilot study also included experienced professionals who not only looked at the correctness and feasibility of the measuring instruments but also came-up with valuable comments.

1.9.3.3 Questionnaires

The researcher had to make extensive use of questionnaires in order to obtain as much data as possible since there was insufficient literature or previous studies on volunteering. Bless and Higson-Smith (2000:107) say that the most structured way of getting information directly from respondents is by means of scheduled structured questionnaires. They alluded that the aim of structured interviews is mainly to determine the frequency of various answers and to find relationships between answers to different questions. Bless and Higson-Smith (2000:108) argue that although there are disadvantages, the advantages of structured interviews are that the questionnaires are filled out by an interviewer and can be administered to respondents who cannot read or write; they help overcome misunderstandings and misinterpretations of words or questions, and that the interviewers can ensure that all items on the questionnaire have been considered and that respondents did not omit difficult questions. De Vos (1998:156) also define a questionnaire as a data-gathering device that elicit from a respondent the answers or reactions to pre-arranged questions presented in a specific order.

In both mentioned definitions reference is made to structured or pre-arranged questions to yield the necessary information. In this particular study use was made of three scheduled structured questionnaires. Unfortunately, because of the widespread geographical area of the North West Province, the researcher had to make use of mailed questionnaires. These were mailed to the sampled respondents and were requested to send them back after completing them. According to Mouton and Marais (1991:120) a mailed questionnaire is a document distributed through the post to be filled out by the respondent on his/her own time. Although mailed questionnaires have useful advantages such as it covers a wider geographical area, respondents may answer questions more frankly and questions are greatly standardized, this method also have serious flaws. The disadvantages which the researcher experienced were amongst others that returns were much lower than expected and sometimes not properly completed. However the researcher was satisfied that sufficient returns were received to yield the necessary information and to come up with scientific conclusions.

Three questionnaires were compiled; one was distributed by mail to professional social workers, the other administered by interviewers (research assistants) to voluntary organisations, whereas the third questionnaire was a telephonic interview. The summary of contents of questionnaires is as follows:

- Questionnaire to welfare organisations (Addendum A).
  This questionnaire mainly consisted of questions to determine whether the organisations made use of volunteers; if not using volunteers, reasons for this; and those who use volunteers to indicate the functions of volunteers; time schedules; recruiting measures; what motivated them to volunteer; training and how it benefits the volunteer, community or organisation and evaluation of services rendered. The organisations were also asked to make suggestions of volunteerism.

- Questionnaire to professional social workers (Addendum B).
  Although corresponding questions with organisations were also addressed to the professional social workers, the emphasis here was on functions of volunteers and the cooperation between professional workers and volunteers. They were also asked for any suggestions on volunteerism.

- Telephone questionnaires (Addendum C).
  The telephone questionnaires mainly concentrated on whether community members are involved in voluntary work, what motivated them to become volunteers, do they obtain any satisfaction by volunteering, what are their specific functions if they are volunteering, have they received training, is their contribution (service delivery) evaluated, and co-operation with

professional social workers.

The above questionnaires represented the quantitative data of the empirical studies.

1.9.3.4 Case Studies

A case study is a comprehensive intensive and profound study of a specific unit that can be an individual, a family, a group or a community. The relationship between various details is sought and often the development or history of the unit is also included. Since data collected based on the sources of a case cannot completely be controlled, the researcher must make every possible effort to ensure that the information is as valid as possible. For this reason attention when dealing with case studies needs to be given to clarity of terminology and objectivity. Objectivity amongst others include the following : gather only relevant information, determine whether the sources are not prejudiced, when integrating the information, only collected data should be concentrated on, and consider general value systems (Websters Dictionary, 1961:346; de Vaus, 2001:221; and Anderson, 2003:33-34).

For the purpose of this study three well established organisations who have successfully employed volunteers since their inception were purposefully selected. These organisations were analysed, looking at

their history of development and sustainability in their use of volunteers. The multiple sources of data collection was used.

According to Babbie and Mouton (2001:282) this process involves using more than one method, multiple interview or observation occasions, and a variety of informants when the research questions calls for them, such as, in ethnographic studies or multiple-person case studies. The product of such a research process is usually a thickly described life history from point of view of the subject. The rationale for using multiple sources of evidence is based on the ideas of replication and convergence. In replication the number of occurrences of a phenomenon mounts, increasing the confidence the researcher can have that a finding is reliable. In multiple case study, convergence can be achieved by asking about the same phenomenon across cases, using multiple sources of evidence, sometimes called triangulation. In the present case studies, personal interview with leaders of organizations, pamphlets, constitutions, news letters and conference reports were used to obtain data. One questionnaire that was used for voluntary organizations was used in all three cases.

1.9.3.5 Validity and Reliability of the Measuring Instruments

To determine validity and reliability the following questions need to be accounted for :-

- The reason for which the instrument was originally completed;
- what was it meant to measure;
- Was the data provided by the instrument relevant to the characteristics in which the researcher was interested;
- To what extent did the difference in scores represent a true or actual reflection in the population.

According to Bless and Higson-Smith (2000:80) the central aim of research design is to establish whether there is a relationship between the independent and dependent variables with a high degree of certainty, the potential of a design to achieve this aim is referred to as the validity of the design. Validity is the degree to which a measuring instrument measures what it intends measuring. In verifying all the questionnaires used in this study, the researcher made use of content and face validity :

- content validity is concerned with the representativeness of the contents of the measuring instrument. In this regard the researcher together with experienced consultants made sure that the questions asked corresponded with met all the objectives of the research project. It was also sufficiently contemplated whether all the facets of each objective were properly measured.

- face validity refers to whether the measuring instruments measured what they claimed to measure. To adhere to this requirement, the researcher did pilot studies and also discussed and evaluated the outcome of these pilot studies with social workers, colleagues and research experts.

Reliability is the degree of accuracy or precision the measuring instrument possess. It is concerned with questions of stability and consistency. It can, however, be accepted that if the measuring instruments proved their validity, it also formed the basis for their reliability (Anderson, 2003:38). Considering the above measures, the researcher was completely satisfied that the measuring instruments were fully valid and reliable.

1.9.4 Sampling

Sampling is the procedure by which we can infer the characteristics of a large body of people (population) although we talk with only a few people (sample) or as Pilot and Hangler (1991:257) put it that sampling is the process of selecting a portion of the population to represent the entire population. Principally, a sample should be sufficiently representative in order to make sound generalisations and the sampling process should be left to chance to guard against own values, predispositions and biases. To prove the rationale

of sampling, Rowntree as cited by Anderson (2003:40) indicated in his classic study of poverty in York, England, where he investigated every working class household, i.e. the total population, that sampling is possible without loosing signification. To check the accuracy of sample methods and sample sizes, he selected according to a systematic procedure different representations of samples, i.e 1/10, 1/20, 1/30, 1/40, 1/50 and compared them with the findings of the total population. Taking one variable, income class, he managed to compare the results of each sample size with the findings of the total population. For instance, for one income class the total population yielded 26.5% whereas the following percentages were recorded for the different sample sizes : 1/10 - 26.6%, 1/20 - 25.9%, 1/30 - 27.0%, 1/40 - 28.3% and 1/50 - 27.1%. Rowntree came to the conclusion that although there are slight statistical errors for each of these samples, it did not significantly change the value and possible interpretation of the variable. Therefore one can conclude that an efficient probability sample, by practical definition, is one that yields the desired information within expected but tolerable limits of possible sampling errors.

Sampling or selection of respondents for the purposes of this study was done as follows :

1.9.4.1 Voluntary or Welfare Organisations

The researcher could not obtain any complete compiled official list of

voluntary organisations. She therefore chose to use the total population of the organisations that use volunteers and those operating as service centres in the North West Province. The names were obtained from various sources:- Department of Social Services, which did not have a list of registered organisations at the time but only those organisations with which the social workers are working in the Province; Non-Governmental Organisations Coalition; Agencies attached to the North-West University through placement of social work students; and the North West Welfare Social Service Development Forum (NWWSSDF).

Two community meetings were held where the five local districts were joined together where Bojanala and Southern District met together for one meeting at Klerksdorp and Central Bophirima and Kgalagadi Districts for a meeting at Mafikeng. The purpose for arranging these meetings were for the scheduled structured questionnaires to be administered and to ensure a complete and correct sample frame. The researcher used the non probability convenient sampling to ensure that the probability of including each element of the population, in this case, the voluntary organisation's, occurs. The structured questionnaires were administered by the trained research assistants under the supervision of the researcher to ensure that questions are well understood and the filling done properly since, some of the

voluntary organisations were from remote rural areas where the literacy level would not meet the level of understanding the questionnaire required.

All in all one hundred and thirty (130) representatives from various voluntary organizations, most of whom were volunteers themselves, completed the questionnaire. The researcher was satisfied to regard the number of the organisations as a total population since they were the ones that responded to the invitation from the total of organisations invited.

1.9.4.2 Professional Social Workers

A list of registered professional social workers in the North West Province was obtained from the South African Council for Social Service Professions. Here a sample was drawn through systematic random sampling from the list. Every third name from number five (determined by the use of random numbers) was selected. Mailed scheduled structured questionnaires were posted to all the selected social workers with instructions and deadlines indicated. Only fifty-five responded and one was spoiled, therefore remaining with 54 respondents.

1.9.4.3 Community Representation

A telephone directory was used to get a representative group for the community of North West Province. Systematic random sampling as technique was used to draw the sample from the community. A telephone number was selected from every third (3rd) page of the telephone directory. The page numbers and specific respondents were determined randomly. Telephone interviews was conducted by the researcher administering a structured questionnaire to one hundred and two (102) respondents.

An advise of Mitchell and Jolley (1992:459) was followed that: it is not always possible that one reaches everyone you attempt to phone, so there is a need for alternative names or telephone numbers. They suggest 25% more than the actually planned on interviewing. The planned numbers or names were 100 and an addition of 25% i.e 25 was added to make 125. Out of these 102 responded.

1.9.4.4 Case Studies

The researcher used the non-probability quota sampling method which according to Anderson (2003:50-51) usually consists of three steps viz:

- Firstly, a classification of the population in terms of properties known or assumed to be pertinent to the characteristics being studied, for instance in this study, how the selected organisations utilized volunteers. They were chosen because of their popularity and experience as voluntary organisations.

- Secondly, the proportion of the population falling into each class on the basis of the knowledge and assumed or estimated composition, was determined. Bearing this in mind the following organizations were selected : Suid Afrikaanse Vroue Federasie (South African Women's Federation) is known for its popular involvement in volunteering for considerable years in the country; Volunteer Centre in Cape Town is known as a prominent centre in the Western Cape Province which trains volunteers and all those wishing to work with volunteers across the country; and Welfare Forum in the North West Province who is actively involved in voluntary organisations with the coordination of resources and facilitation of empowerment towards sustainability. In this case, each of the organisations has their specialities which is the determined proportion of the population (existing voluntary organisations in the country).

- The fixing of quotas for each observer or interviewer, who in this case was the researcher, so that the total sample

contained the proportion of each class i.e types of volunteers.

Quota non-probability sampling was used jointly with judgement or purposive or expert choice sampling. The researcher selected the cases for study on the basis of her familiarity with the situation of volunteers of various types and her presumed expert judgement, as somebody who has participated as panel member in a number selections of organisations for the community awards as well as also being as active volunteer by practice. According to Anderson (2003:51) this may be advantageous only if the researcher is familiar with the situation and has expertise (skill and experience) in the matter.

1.9.5 Analysis of Data

After the empirical studies have been completed, it is necessary to quantify and interpret the quantitative information. It is important to code and organize the raw data and displaying them in a fashion that will provide answers to the research questions or objectives. Data analysis thus entails categorizing, ordering, manipulating and summarizing the data and describing them in meaningful terms. Garber (1996:282) explains that quantitative research is aimed at testing theories, determining facts, statistical analysis, demonstrating relationships between variables and prediction. These relationships and variance will be discussed in more detail in chapter five (5) on presentation of data. Garber further explains that a researcher who is

involved in quantitative research will typically choose to stay in the background and not to become involved in the events or 'objects' of enquiry, for instance, research subjects. This is a typical feature of the quantitative research. The researcher in this study attempted to distance herself from the professional social workers' except when she was mailing the questionnaires with addressed envelopes for the returns. She did not try to make follow-ups avoiding personal contact with subjects which disadvantaged her, since the returns were below the expected number.

As the type of analysis strategy used depended on the research design, type of variables, sampling method and methods of data collection, the analysis of this study was the descriptive design allowing for descriptive statistics (to calculate the central tendency and variance). Based on the principles of probability theory, generalisations emanating from the qualitative research samples could be made using frequency distributions. The fact that the study used both quantitative and qualitative research design was an advantage to the researcher. The researcher of this study had to familiarize herself as Garber (1996:283) suggests, with inter alia.

- The phenomenological approach - whereby researchers strive to understand the meaning of events and interactions to ordinary people in specific situations. This has reference in this study to the utilization of volunteers and that surrounds that e.g recruiting, training etc.

- Symbolic interaction - which is based on the assumption that objects, people, situations and events do not have inherent meaning - meaning is attributed to them and this process therefore involves interpretation.

- Ethnography - where the emphasis is on culture and aspects of culture;

- Ethnomethodology - which refers to the study of how individuals create and understand their daily lives - their daily way of life.

- Cultural studies - which are embedded in conceptual frameworks like neo-Marxism, feminist materialism, and feminist post-structuralism, and which reject the idea that the world is "directly knowable."

In qualitative research the researcher's position as outsider (quantitative design) shifts to an inter subjective position of insider. Garber (1996:284) affirms that the researcher - subject orientation within the critical theory with its concomitant ideal of emancipation is even more radical. This ideal is basic to the research approach of participant involvement. The researcher based her qualitative research design when administering scheduled structured questionnaires to the voluntary organisations (or volunteers); community through telephonic structured questionnaires; and during the case studies where there was a quota of questionnaires whilst the approach was non probability non-scheduled structured interviews.

The presentation of the data mainly consist of univariate distributions in the form of tables, graphs and histograms. According to Anderson (2003:53) with regard to univariate distributions, the distribution of each variable is described by itself. There are two types of statistics that are commonly used for the univariate descriptions being measures of central tendency and measures of dispersion. By central tendency it is referred to the way in which the scores of a variable cluster about a particular value. Dispersion refer to the spread of scores over all possible values of a variable. It is important to note that for nominal-level measures, the only appropriate measure of central tendency is the mode. The mode is the category containing the largest number of cases. The details and examples of the modes as measures of the central tendencies will be communicated in the chapter on data interpretation in this document.

1.10 DIVISION OF THE REPORT

CHAPTER 1

1. Introduction
2. Identification of the Research Problem
3. Objectives
4. Hypothesis/Assumptions
5. Definition of Concepts
6. Significance of the study
7. Limitations

8. Theoretical Framework

9. Methodology

9.1 Research design

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9.5 Analysis of Data

10. Division of the Report

CHAPTER 2

The Historical Background of Volunteerism in South Africa

CHAPTER 3

The Nature and Extent of Volunteerism

CHAPTER 4

Recruitment, Selection, Training and Placement of Volunteers

CHAPTER 5

Presentation of Data of Voluntary Organisations and Social Workers.

CHAPTER 6

Presentation of Data of Community members and Case Studies.

CHAPTER 7

Conclusions and Recommendations.

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ADDENDA

CHAPTER 2

HISTORICAL BACKGROUND OF VOLUNTEERISM IN SOUTH AFRICA

2.1 INTRODUCTION

The challenges that people face in their daily lives and the increasing dynamics of interaction between people from different cultural settings, socio-economic backgrounds, with intellectual capacities that differ often lead to an unmanageable situation. The inability of those faced with the challenge to engage in effective problem-solving behaviours result in the situation turning into a social problem. This means that people or neighbours and friends become aware of such problem/s. From hearing or witnessing this, the humane gesture, "Botho" or "Ubuntu" becomes challenged. It is then that people decide to offer help out of own free will and without payment for the benefit of the individual sufferers or the community needs or problems witnessed.

It is evident therefore that volunteering in the nature of "Botho" or "Ubuntu" is as old as the origin of human beings. People practiced "Botho/Ubuntu" without conceptualizing that one day it will be theorized as 'volunteerism' and made a science. Any social situation which presents a problem, a disaster or

civil war could challenge some people to have to volunteer or offer service. More important historical events which caused a great deal of poverty, unemployment, orphans or children in need of care, provoked urgent intervention. It was during the time of these events that volunteerism came to the fore.

2.2 HISTORICAL BACKGROUND OF SOUTH AFRICA

It was after the civil war between the British and the Dutch people, when the British gained sovereignty in 1814, that the Dutch were put under some pressure from the British. From resentment they decided to migrate to the sub-continent of Africa. In 1820 some British settlers arrived to settle as immigrants in Southern Africa. In 1833 slavery was abolished throughout the British Empire. At that time the British Government turned to the Native, so called Bantu tribes' control. This action infuriated the Dutch speaking people. Then two years after the abolition of slavery in Britain, in 1835, the Dutch speaking people (the Boers) became slave owners (Bahr and Johnston, 1995:298).

2.2.1 The Great Trek

There were disagreements which prevailed between the British who moved to Southern Africa and were having Bantu tribes' control and the Dutch speaking

people who were keen in being slave owners. This led to many of the Dutch people starting the 'Great Trek' north from the Cape. The Boers, who were at the time known as the Voortrekkers, eventually founded at the time the independent states of Transvaal in 1852 and the Orange Free State in 1854. According to Bahr and Johnston (1995:298) it was the mounting hatred of British rule that drove the Boers to take the "Great Trek" seeking a place to settle where they would be free from British interference and dominance. Bahr and Johnston (1995:299) postulate that the Dutch Reformed Church Clergy were strongly against and opposing the "Great Trek" move. As a result none of the church clergy accompanied the Voortrekkers.

2.2.2 The Great Trek and Economic Development

During the process of the Great Trek many economic developments and political events occurred. Bahr and Johnston (1995:299) state that some events mark the history of this move. The following examples are some of the milestones.

- In 1870 it was the opening of the diamond mines in Kimberley.
- The opening of the Suez Canal in 1869.
- In 1876 it was the annexation of Kimberley to the Cape Colony.
- In 1881 the Cape Boers organized a distinctive political party, the Afrikaner Bond.
- During the premiership of Cecil Rhodes at the Cape Colony in 1890-1896, the Bond gave substantial support to Government.

- In 1898 Scheider of the Bond became the prime minister of the Cape Colony but was opposed to President Paul Kruger of the Transvaal.
- In 1877 the Transvaal was annexed by Great Britain.
- In 1879 the Zulus were continuously and alarmingly threatening the Transvaal governance . They were defeated by a British force.
- In 1881 the country was returned to Boers control after defeating the British.
- In 1883 Paul Kruger was elected president of the then South African Republic.
- Opening of gold mines in 1886 and the inrush of the so-called "uitlanders" who were mostly English-speaking. Not very long thereafter the newcomers (uitlanders) outnumbered the Boers, and tension developed between the groups in an alarming manner. Then the Boers in Orange Free State, were induced into supporting the Transvaal.
- In 1899 war was declared on Great Britain.
- 1899-1902 is the duration of the Boer War, also called the South African War and the Anglo-Boer War which was a conflict between Great Britain and the two Boer, or Afrikaner republics, the Orange Free State and the South African Republic (Transvaal) [Bahr and Johston, 1995:300].
- In May 1902 a peace treaty was signed at Vereeniging.

2.2.3 The Results of War

According to Bahr and Johnston (1995:304) the end of the Boer War was hastened by the Native/African tribal hostility toward the Boers. The Boers then developed fear and resentment at the British arming of native African scouts and sentries, and thus reacted ruthlessly with cruelty towards the natives, which contrasted markedly with their humane treatment of the British.

After the Anglo-Boer War and the signing of the Peace Treaty at Vereeniging in 1902, the question of the native African franchise was shelved with the hope that the Boers would in due course have a more liberal attitude. Bahr and Johnston (1995:305) postulates that the Great Britain people and Afrikaner moderates such as Botha and Smuts had hoped for a healing of war wounds and the creation of a united Anglo-Afrikaner South Africa loyal to the Crown. What turned out to be was that "Krugerism" which is Afrikaner nationalism and apartheid or racial separation was the real victor of the Boer War. This affirmed that the question of franchise for Africans, according to Sisulu (2003:32), was sacrificed in the interests of white supremacy. It lead to the South African Act of 1909 becoming law in May 1910. Sisulu (2003:32) purports that the act disenfranchised all so-called non-Europeans, except those in the Cape. Sparks in Sisulu (2003:32) referred to it as an unprecedented betrayal of the black South Africans.

As would be expected, the Africans were deeply disturbed by an imperial power that gave sovereign independence to a racial minority, which led to the

exclusion of any African voice from the incorporation of the colonies into the Union. Also by the plans for a constitution based on racial division. Sisulu (2003:32) acknowledges that the South African Native Congress, which is the progenator of African National Congress (ANC), had been founded in 1902 at the Eastern Cape, partly in response to the concern about issues of political rights and land, by the educated black elite. African vigilance associations continued to be formed all over South Africa in order to explore ways to safeguard their rights. This culminated into a conference spearheaded and convened by Seme after consulting and presenting his ideas to his colleagues who were law graduates of overseas institutions viz. Alfred Mangena, D. Montshiwa and R.W. Msimang including Sol Plaatje.

The conference was held on 8 January 1912 bringing together chiefs and prominent educated people. Selope Thema in Sisulu (2003:33) describes the conference as a gathering of : (i) tribes that had never met before except on the battlefields; (ii) of educated Africans who had never exchanged news before; (iii) as well as a gathering of departed spirits of the African race, among whom were Sandile, Tshaka, Moshoeshoe, Cetywayo, Moroka, Kgama, Sekhukhune, Soshangana and Ramapulana. At the conference a unanimous vote agreed to the formation of a national congress. The South African Native National Congress (SANNC) which was later renamed the African National Congress (ANC) came into being. According to Pixley-ka-Isaka-Seme in Sisulu (2003:33) the purpose of the congress was to create a national unity of Africans who will stand to defend their rights and privileges.

It was also for Africans to safeguard the land of their birth, where White people in the country had formed a Union of South Africa in which the Africans had no voice in the making of the laws and no part to play in the administration.

The Africans were put under pressure to rebel over the treatment they were receiving from the white community. Deprived of the opportunity to be part of the development of their area by people who found them there, sensitized the Africans to come into solidarity and fight for their rights.

2.3 THE GREAT TREK AND EVOLUTION OF VOLUNTEERISM

Movement from one place to the other without resources caused a lot of loss to the families. Many lost their shelters (homes), clothing, had no food and families became disbanded. Some people died from hunger, weather and illnesses contacted when there were no medical facilities.

When the Voortrekkers decided to move to the subcontinent of Africa, the then residents of that subcontinent, Southern Africa, were predominantly African tribal societies. During this process of moving to resettle elsewhere a number of families became disintegrated; children became neglected and abandoned; some people lost parts of their limbs and were disabled, whilst others were gradually becoming poorer and poorer (Greyling, 1939:159).

The welfare resources were mainly initiated by the Dutch Reformed Church which focused on three areas of concern viz:-

- care for the children
- care for the people with disabilities and,
- relief of the indigent

2.3.1 Evolution of Volunteerism

According to Greyling (1939:159) a number of institutions emerged from approximately 1880-1900, based on the abovementioned three areas of concern then. An example of the institutions that emerged initiated by the Dutch Reformed Church are the following :

2.3.1.1 Children's Day Centre - 1883

Children who were met during home visits and found to be indigent were encouraged to attend the Sunday school. They were borrowed clothes at the Day Centre in order to go to school, thereafter come back to change and leave the clothes for the following day use.

2.3.1.2 The Newton Orphanage in Kimberley - 1891

It started with a few children who were found to be helpless, homeless and abandoned. According to Greyling (1939:162) the flu epidemic

caused more adults or parents to die leaving children in homes without proper care. The number of children at the orphanage increased due to the intake from the homes where parents died from the epidemic.

2.3.1.3 Daisyfield Orphanage - Rhodesia

As the voluntary work of the Dutch Reformed Church was unfolding, it did not only limit their interest to children in South Africa but also stretched their interest to across the boundaries, as far as, in this instance, Rhodesia. Some of the Voortrekker children were discovered to have been abandoned in Bulawayo, after the Anglo Boer War. The minister of the mentioned church resident in Rhodesia, Bulawayo, assisted in finding such children and bringing them to the orphanage (Greyling, 1939:163).

2.3.1.4 The Flu Epidemic Homes

According to Greyling four other children's homes or orphanages were established due to the flu epidemic which left some children parentless and without any relative that could take care of them. These homes were at Robertson, Mooresburg, Ugie and Piet Retief.

2.3.2 The Anglo-Boer War After-math and Church Volunteers

As a result of war a poor white community developed. Since war had

destroyed people's homes, properties Including livestock and reduced land that was used for crop farming, the community was left with almost nothing. The resources were insufficient for the survival of the people. Some of the white community members decided to work in urban centres whilst others could not do otherwise but remain in destitution i.e stayed poor.

The plight of these poor whites elicited an immediate response not only from the church such as the Dutch Reformed Church, but also from the community. Whilst the church was developing more organisations and programmes in addition to those established before the war, both the church and women's organisation's voluntarily organized successive conferences to find means of ameliorating white poverty. On the same note the poor Africans who were found in the land by whites were living under political pressure and becoming poorer and poorer. With no representation in policy making and excluded from whatever efforts made by the Dutch Reformed Church and other organizations, the Africans remained disempowered and destitute.

What became evident is that after the war, the white community, activities were centred around finding employment, assistance to them with basic needs such as clothes, food, shelter and medical services. The African community due to lack of land and support had activities focusing mainly on rights of the land and opportunities to participate in law making and education of their children. The basic needs' provision could only be obtained through the humane principle of "botho" or "Ubuntu" from fellow Africans.

2.3.3 Voluntary Initiatives of Women and Other Organisations

A number of organisations were initiated by women voluntarily to become proactive to the environment around them. The following initiatives came into being.

The "Zuid-Afrikaansche Vrouwen Federasie"

Two years after the war, a group of influential women in Pretoria, were greatly disturbed by the unbearable social conditions at the time. Mrs Botha and Mrs Solomon had just returned from a journey through rural areas. At a meeting held in October 1904 at General Botha's residence women were informed by the two ladies of the sufferings around the areas they visited. From the discussions and deliberations at the meeting the women were motivated to form the "Zuid-Afrikaansche Vrouwen Federasie" which means the South African Women's Federation (SAVF Pamphlet : 2).

In an experience survey interview between the researcher and the Director of the South African Women's Federation (SAWF) it was found that various institutions and projects emerged influenced by the organisation's voluntary and spiritual commitment as depicted by the motto of the Federation. The motto says : "with God's help, we women hope to become a blessing to the Transvaal in spiritual and material

affairs". Some of the voluntary initiatives by SAWF, that emerged during the beginning of the century are :

- Christian national education at schools :
  A domestic school for the girls who had no academic education beyond standard four was established.

- Armstrong-Berning Home for unmarried mothers:
  This came as a result of visits to families who experienced especially teenage pregnancy problems.

- First Old Age Home at Krugersdorp:
  It was established after lack of care to the needy elderly persons was identified.

- The first registered "Afrikaans" nursery School in the Transvaal was established after realizing the need to care for young children.

- "Moedersbond"
  The training of maternity nurses was initiated in a "Moedersbond" maternity home.

Later the SAVF spread across the country and other organisations, viz. the Natal Christian Women's Association, the Orange Free State Women's Organisation; and the Afrikaans Christian Women's Organisation in the Cape were established.

2.3.3.2 The Christian Social Council (Christelike Maatskaplike Raad)

In 1936 another "Afrikaans" women's organisation named the "Christelike Maatskaplike Raad" under the arm of the Uniting Reformed Church was established. This organisation also has services stretching across the country. According to their 60 years celebration magazine produced in 1996 and an interview with the Director some of the projects and programmes started since it's inception are amongst others :

- The utilization of services of volunteers and employment of social workers to supervise field training of student social workers.

- Women's Outreach Foundation
  Impoverished women are taught how to cook, sew and bake.

- Maternity Home
  This is a home for pregnant women who are almost due to

deliver.

- Berg-en-Dal Children's Home
  It was established for neglected and abandoned children.

2.3.3.3 The African National Congress Women's League

The Women's League was formed in 1943 under the leadership of MadieHall Xuma, the African-American educationist, who was a social worker and wife of Dr Xuma. According to Sisulu (2003:186) the Women's League operated in a supportive capacity to the African National Congress political organisation in activities such as catering and fund-raising which were all voluntary.

2.3.3.4 The Federation of South African Women (FEDSAW)

Sisulu (2003:186) purports that the launching of FEDSAW in April 1954 at a conference held at the Trades Hall in Johannesburg, was a boost to the ANC Women's League. At this conference a special "Women's Charter" was presented, wherein the aims of FEDSAW) were stated as follows :

- to fight apartheid's unjust laws, and
- to emancipate women from the special disabilities they suffered

in society.

Not very long after the conference, what was called a Congress of the People was held where both the ANC Women's League and FEDSAW participated.

2.3.3.5 Joint Work of ANC Women's League and FEDSAW

At the time, after the launching of FEDSAW and the affiliation of ANC Women's League to FEDSAW, the two bodies started joint efforts in support to the African National Congress as community participants. One of the laws or legislation that prompted anger and outrage in black communities was the Bantu Education Act of 1953. This act laid down rules that all education of Africans should be transferred to the Bantu Education Department with effect from 1 April 1955.

In response to the abovementioned Bantu Education Act, the ANC planned a boycott to the implementation of the Education Act. According to Sisulu (2003:187) the ANC Women's League and FEDSAW played a key role in the boycott campaign. In support of the boycott they organized alternative schools for children so that the children did not attend schools run according to Bantu Education. Some of the teachers that resigned in order to abstain from support of Bantu Education, offered to teach at the Congress-organized alternative schools. However a new law was passed which made it illegal to run unregistered schools. Sisulu further states, that due to

pressure from regulatory laws, such as for instance, that boycotting schools be closed forever, the boycott and the alternate schools project could not be sustained. The ANC Women's League and FEDSAW continued with their support and initiatives which focused on empowering the disadvantaged for survival.

2.3.3.6 Women's National Coalition

The organisation was formed at a historic women's conference in April 1992, which was attended by a diverse representation of National Organisations of Women across the racial, political and religious spectrum in South Africa. The Women's National Coalition Research Report (1993:2) indicate that the momentous change, when South Africa was struggling to find democratic constitutional solutions through negotiated settlement, is what prompted the women to organise themselves. The research report show that the women were united by the threat and fear of being marginalised from the political process. Therefore all National Voluntary Women's organisations irrespective of racial groups were invited to join.

It was in February to December 1993 when the Women's National Coalition (WNC) conducted research focusing on the following :-

- the legal status of women
- access to land and resources
- women and violence

- women and health
- women and work

Whilst the African National Congress' formation was prompted by the deprivation of the opportunity to Africans to participate in the decision making and contributing to the formation of laws to govern, the women country-wide, also felt that they needed to come together and fight for effective equality.

It was not a specific organisation that came up with the outcome of the findings and recommendations, but a coalition of all organisations as already mentioned. The outcome was the Women's Charter for Effective Equality which became adopted at the National Convention convened by the National Women's Coalition on 25-27 February 1994. A brief outline of articles covered by the Charter are as follows :-

- Article 1 : Equality
  Demand that equality apply to every aspect of women's lives, including the family, the workplace and the state.

- Article 2 : Law and the Administration of Justice
  It was to be noted that this can only be achieved with the full participation of women.

- **Article 3 : Economy**

  Women claimed involvement in decision-making and full participation at all levels and in all aspects of the formal and informal economy.

- Article 4 : Education and Training

  Education and training including curriculum development, should acknowledge and accommodate the diversity of women's needs.

- Article 5 : Development, Infrastructure and the Environment

  Women shall have access to the full range of the basic development resources and services necessary to sustain a healthy and productive life.

- Article 6 : Social Services

  Accessible and affordable development oriented social services should be a right and not a privilege.

- Article 7 : Political and Civic Life

  Women shall have the right to participate fully in all levels of political, civic and community life.

- Article 8 : Family Life and Partnerships

All family types should receive recognition.

- Article 9 : Custom, Culture and Religion

  Custom, culture and religion as they affect women's social status shall be subject to equality.

- Article 10 : Violence Against Women

  Women shall be protected from all forms of violence in all spheres of their life.

- Article 11 : Health

  Equal, affordable, accessible and appropriate health care services, which meet women's specific health needs, and which treat women with dignity and respect, shall be provided.

- Article 12 : Media

  The diversity of women's lifes and experiences and their contributions in all areas of public and private life, shall be reflected in the media. Negative and injurious portrayals of women and narrowly defined roles must be challenged.

The participation of women in the formulation of the mentioned women's Charter sensitized them towards their own needs and rights and this stimulated high level of creativity from women as well as

bringing about the evolution of voluntary activities not only on women's needs but on a broader scope and a redress of concerns in the community.

Since the organisations which started volunteering earlier such as the "Suid Afrikaanse Vroue Federasie" and the Christian Social Council were basically focusing on white poverty, the poverty of Africans continued to escalate in all areas especially in farms, towns and rural areas. The women's National Coalition only brought about some amount of increasing community involvement in 1992, when the country was heading towards freedom. The following discussion will indicate how the development or establishment of the Department of Social Welfare in 1937 later showed interest in the welfare programmes that were initiated by voluntary and church organizations although it perpetuated the situation in Africans.

2.4 THE ESTABLISHMENT OF THE DEPARTMENT OF SOCIAL WELFARE

According to McKendrick (1987:12) there was a scientific investigation which was conducted by the Carnegie Cooperation in 1932. This Carnegie Commission of Enquiry investigated the causes of the poor whites, its extent, and the means by which this poverty could be reduced. The report of the Enquiry had an impact on South African Social Welfare. This could be due to the fact that the Commission found that the cause of poverty amongst whites

was because of the country's changing economy and social structure rather than the peoples inadequacy, for instance, education.

The Commissions recommendations were the following :-

- that there be an establishment of a State Bureau to be responsible for the people's social welfare.
- that there be a plan for skilled university trained social workers, well-versed in the social sciences.

Bahr and Johnston (1995:703 and Winkler (1969:79) affirm that the Department of Social Welfare became established in October 1937. By the time the department was established there had already been National councils that were established by concerned voluntary workers such as :

- the South African National Council of Child Welfare which was established in 1924;
- the National Council for the Blind in 1929 and;
- the National Council of the Deaf established in 1929.

Developing with the times it became necessary that there should be cooperation, planning and coordination of the welfare services. This became evident between the years 1947 to 1956. During this period the Department of Social Welfare joined efforts of coordinated services with private initiatives of welfare communities including the National councils mentioned earlier.

According to Winckler (1969:79) the position and growth of the Department depended, to a large extent, on the potential and extent of services of voluntary organisations which were motivated through subsidization by Government. McKendrick (1987:34) purports that the voluntary organisations were increasingly becoming community sponsored and by 1968 such organisations were registered according to the National Welfare Act of 1965.

According to Bahr and Johnston (1995:703) in no way did the establishment of the social welfare Department satisfactorily address the plight of the poor Africans. The problems and needs of Africans, coloureds and Indian people remained unaddressed, due to the fact that all the processes and initiatives including policies and mandate of the Carnegie Commission of enquiry were focusing on reducing poverty of the white community. The racial attitudes of white people were observed to have been reflected by the very discriminatory way in which the State administered social welfare and social assistance programmes and resources.

2.5 THE SURVIVAL OF AFRICANS FROM POVERTY SUSTAINED BY BOTHO/UBUNTU PRINCIPLE

During the time of struggle, suffering and attempts to survive, the marginalised African groups became increasingly poor by the day. Their only chance for survival was through their cultural heritage Botho/Ubuntu an inborn principle which sustained them through their difficult times. "Ubuntu" in

Xhosa language means "Botho" in Setswana and Sotho languages meaning "humaneness" in English. "Ubuntu" is explained by Lovemore Mbigi (1996:2) in his paper "Collective Personhood and Collective Morality", presented at a training course at Witwatersrand (Wits) University, that "Botho" can play a creative role in rebuilding social relationships in a socially divided society. Botho/Ubuntu is symbolized by a number of activities such as : when one does not have food and a relative, a friend or a neighbour comes by to give a hand and offer something when requested and when not requested; when one is ill, be it a child or an adult, people sit around or visit to give one another support; and when one person dies in a family, the others come without being invited to give ideas, and offer support materially and otherwise in comforting the family and facilitating a decent burial of the deceased.

Mbigi further states that Botho/Ubuntu shares its concerns for people, with other great humanistic philosophies and religions in other cultures such as Islam, Hinduism and of course Christianity. He affirms that Botho/Ubuntu is not a "principle of individual self-sufficiency", but it plays a significant role of building a spirit of harmony, reconciliation and facilitating the healing process. All these mentioned gestures are done in a voluntary manner, through one's own free will. The Batswana tribe have an expression that affirm this principle of 'Botho and encouraging volunteering in a collective way by saying : "hihing go tshwaranwa ka dikobo". This literally means when things are not well, clouds are dark within homes and families, 'people should hold one another's hands and give support to one another'.

In furthering the healing process through Botho/Ubuntu principle, the Government of the Day allowed people of different racial groups, those who experienced greatly dehumanizing situations in the past and those who actually inflicted pain on others through brutal dehumanistic exercises to reconcile through the Truth and Reconciliation Commission (1995). People were invited to apply for amnesty. This brought about challenges of the New Era, people of South Africa learning to live together in solidarity towards one Nation. The South African Broadcasting Corporation (SABC) affirms it as "Simunye", "We are One".

Whilst the Ubuntu process was going on through the Reconciliation proceedings, the South African Government, since 1994, formulated a number of policies to empower and build the capacities of the previously marginalised and disadvantaged persons. This was an effort to balance the groups. Examples of a few of these policies are : Reconstruction and Development; Masakhane (Lets Develop each other); Batho-Pele (People First) and Flagship.

McKendrick (1987:16) commends the urban African people, as well as the rural Africans, for the action they took in facilitating their Botho/Ubuntu processes. The complex city life created the situation which made the organized social welfare services not to be the ones exactly required, but rather comprehensive social welfare provisions, and in the absence of these the African people established a variety of voluntary associations. McKendrick

observed that most of these organisations had welfare or mutual aid functions such as burial societies and "mogodisano" societies or "stokvels" which serve to circulate sums of money amongst members. What is involved in the "mogodisano" or "stokvels", is that individual members pay in a fixed sum of money at regular intervals, and total contributions at a certain time are later donated to one member on a rotational basis.

The inaccessibility of social welfare services, due to legislation or geographical proximity as well as the lack of empowerment programmes including recreational facilities facilitated or inspired the situation of the mentioned burial societies and "mogodisano" or "stokvels". Whilst the exercise was and still is enabling, a form of having for members to prepare purchases and investments, this also serve as a leisure activity with opportunities for social interaction and a feeling of identity to belong to a group. This also serve as a collective behavioural operation of Botho/Ubuntu.

Vogel (1988:191) maintains that a volunteer of yesterday is different from a volunteer of today. She observed that the volunteer of today is not just a "do-gooder" but is offering a very valuable service with more skill, confidence and rich background of knowledge, whilst at the same time their life styles are more demanding, coupled with busy schedule, unlike in the case of volunteers of the past. It shows that there is great interest from people out there and commitment to volunteer.

2.6 THE ACCELERATION OF VOLUNTEERISM THROUGH PROGRAMMES AND PRIVATE INITIATIVES

The more people participate in volunteering activities, the more they gain experience and become more empowered in their field of interest. Moore in Keen (1988:13) observed that a volunteer nowadays is like an out-of-work actor, who is energetic, like a professional lawyer, a youthful retiree, a radical student, or a working teacher with free evenings. The enthusiasm in volunteering which is proved by the increasing number of initiatives on projects and programmes in the community geared towards development of the previously disadvantaged and marginalised people, has become a challenge to the government and training institutions. For instance the 1996-1997Annual Report of the Department of Social Welfare of the Government of National Unity reflected the Government's sensitivity to a great number of issues and how networking as well as volunteerism could be encouraged, implemented and supported. Prioritization of networking and participation in projects dealing with drug dependency, family violence, child and youth care, youth offenders as well as homelessness was made by the Department. This facilitated creativity, mobilized participation and accelerated the interest of ordinary people.

The National Department mobilized consultative regional and provincial conferences on social welfare which culminated in the National Consultative Conference on Social Welfare which was held on 26-28 June 1995 in

Bloemfontein. This conference addressed a broad variety of issues some of which were volunteering and private initiatives. All the concerns and decisions became contents of the White Paper on Social Welfare that was gazetted in 1997. Some of the recommendations made in the White Paper emanating from the deliberations and discussions at the consultative conference centred around concerns such as making professional social work relevant; training and empowerment of lay helpers; encouragement of community participation; maximizing multi-disciplinary team work and many others.

Another activity that prompted people's initiatives and accelerated volunteerism, was the Conference on Poverty held in Johannesburg, hosted by the Government in 1997. From the presentations and discussions it became evident and therefore a discovery made, that people of South Africa are poor because their talents and potentials were locked up by the previous systems and laws. Conference participants were urged that the time has come to unpack these potentials and unravel the riches that have been imprisoned for centuries. All people of South Africa as a Nation, no barriers in between, were called upon to expose their potentials, develop themselves and eradicate poverty. The purpose of this was to ensure services to the needy which was integrated with those of the physically challenged (people with disabilities) and also to encourage equal distribution of resources ensuring quality life for all. The Department of Social Welfare committed itself to prioritize networking and strengthening their partnership with non-

governmental organisations (NGOs) and community-based organisations (CBOs). As a result, the salaries of social workers working for the said registered organisations were increased by 8.5%. Funds were borne by National Government to facilitate encouragement to the voluntary organisations that are working hand in hand to improve and equalize the living standards of the people.

In the January 8th Statement of the Year 2002, President Mbeki declared 2002 as the Year of the Volunteer for Reconstruction and Development to honour all the outstanding revolutionaries, to mark the 90th Anniversary of the ANC and the 50th Anniversary of the Defiance Campaign. He called upon the nation to focus on the mobilization of the people to actually engage in the process of continuing to be their own liberators, occupying the front line in the popular struggle for the reconstruction and development of the country. Mbeki (2002:19) further announced that:

> "to help attain our goal, the membership of the ANC will celebrate the 90th Anniversary of our movement, the ANC, by taking the lead in rendering voluntary service to the people, to recapture the community spirit of 'letsema', 'ilima'".

The collective community participation and campaigns addressing the needs

of the people in that light were witnessed as was planned in that form of "letsema" across the country. Without ignoring the existing programmes and ongoing voluntary services, focus was encouraged by Mbeki (2002:20) to be made as follows :

- January - Education
- February - Safety and Security
- March - Human Rights
- April - Health
- May - Rural, urban and Community Development
- June - Youth Development
- July - African and international solidarity
- August - Women's emancipation
- September - Culture and heritage
- October - The Rights of the Child; and
- November - The Environment

2.7 CONCLUSION

In conclusion it is noted that the history of volunteerism in South Africa has gone through various dimensions, full of political, religious, cultural and civic influences. It should however be borne in mind that all these developments

were centred around free will or voluntary initiatives based on the humaneness of individuals. The good landmarks of South Africa's achievements amongst others, are great shift to integrated approach in service delivery, equal opportunities and quality life for all of the Rainbow Nation. What the current situation is will be discussed in the following chapters from data collected.

CHAPTER 3

THE NATURE AND EXTENT OF VOLUNTEERISM

1 INTRODUCTION

The nature and extent of volunteerism often remains unremarked and causes people to continue asking questions and expressing their own opinions on the issue. Shaw, (1983:114) observed that it is sometimes discussed confusedly because of lack of clarity on the terminology, definition, as well as classification being employed in a specific situation. In other words, what exactly is meant or referred to by the words "volunteerism", its "nature" and "extent" stays unclear and in many instances confusing. It is, however, one of the aims of this study to clarify and clearly conceptualize the term volunteerism.

There are people who consider volunteerism as an activity by some prominent people for prestige purposes; serving on welfare boards or people on an irregular basis doing hospital visiting to the sick or doing a good gesture to a neighbour who is in need of food, clothing, shelter or any basics - practising what is called 'Botho' or 'Ubuntu', humaneness.

1.2 NATURE OF VOLUNTEERING

Volunteering clearly taps into a natural urge that people have to help their fellow citizens, brothers and sisters. Volunteering also enables individuals to place boundaries around their involvement that is, what are they involved in, whom is it they intend to serve, how and where. Naturally, it is offered by both males and females in different organisations, in which, they as volunteers, provide unpaid direct services to their fellow citizens, to whom they are not related. The organisations referred to here are usually voluntary or non-governmental, charity, welfare and health in nature.

Vogel (1988:173) affirms that volunteering is the willingness to give oneself without monetary reward, in order to help others, which is characteristic of humane societies and is expressed in the millions of people who give their time, energy and talents to make better lives for a better nation in the world. It may be necessary to note that:

- to the organisations, volunteering means voluntary community effort and care, a free service enhancing existing services through participation of people in voluntary organisations;

- to the volunteer, volunteering provides an opportunity to realise one's potentialities by giving oneself to others; and

- **the core issue here being the human endeavour, of any person willing to share irrespective of the nature of volunteering.**

Ball and Dunn (1995:14) in examining the historical roots of non-governmental organisations (NGOs), observed that many non-governmental organisations are involved in what can be termed care and welfare activities, inherited from the charitable work of philanthropy which flourished in industrialised countries from the 19th century onwards. Such work led to organisations being formed by the middle and wealthy classes to provide relief, charity and welfare to the poor and less privileged. The purpose was either to meet the organisations' nationally identified needs or to help the members attend to the locally identified needs by themselves with the people in the local communities. This was in other words, helping people to help themselves. It was a way of transferring resources from the rich to the poor. This kind of work is termed voluntary action. It led to the establishment of non-governmental organisations called charities, charitable organisations or welfare organisations. This is the same as voluntary organisations and may be interpreted as voluntary community effort and care, referred to in the previous page.

3.2.1 Community Organisation and Volunteering

According to Dunham (1970:4) the exact nature of volunteer participation will be observed to differ from agency to agency, and from community to

community. He infers that community work activities involves organizing people to act together as well as devising policies and programmes, to meet social needs, which will be explained later, and counteract social problems. He further explains that in the process of organising people to act together, in devising solutions to their own problems, it may become necessary to use community organisation as an intervention strategy. In community organisation a great deal of coordination as well as collaboration of activities by various organisations, charities, and programmes mounted or intended to be implemented by some humanitarian group, is implied. This community organisation strategy as suggested by Dunham (1970:4) would help to prevent duplication of services by participating organisations.

3.2.2 Social needs and Volunteering

A clarification of what social needs in communities are may be necessary. Social researchers refer to social needs mentioned above as social problems perceived as needing intervention. For example, no water facilities, or a public facility required in the community, like a school or a clinic for medical and health services. Social needs may also mean the gap between the current and the desired state of affairs. To cite an example: the poor state of affairs amongst most families in the community, with many people being unemployed when the desired state of affairs would be that people be employed and earn a living. Voluntary organisations are the core of the concerned groups that initiate an intervention strategy towards the identified social needs. In some instances it is the local authorities or government

structures that initiate such strategies.

3.2.3 Community Action and Volunteering

Besides transferring the resources from the wealthy and the rich to the poor, through charitable organisations and programmes, Ball and Dunn (1995:14) observed that other philanthropists of the 19th century, in their concern and humanitarian efforts, recognised the need for other approaches such as programmes in political action and advocacy. In this regard, concerned people became involved in community action, where they voiced their concerns for their social needs through joint activism to approach the political structures or local authorities that were in place at the time.

Joint activism approaches have led to the development of activities of a strategic nature, bringing about many changes in the society. For instance, the abolition of slavery and child labour as well as the instigation of universal adult suffrage; the freedom of South Africans from the oppression and sufferings during the apartheid system and prevention of violence against children and women. What these philanthropists were doing, therefore, was to address the deeper causes of the plight of the disadvantaged by advocating change and raising public awareness of issues. These activities were strategically bridging the gap between the current status of the community and the desired status. They were complementing the care and welfare activities both through helping people to help themselves, working with people rather than doing things for them, and also working towards

bringing about major changes in the society.

3.2.4 Voluntary Action or Non-Governmental Organisations' Initiatives

The Non-governmental or voluntary organisations that are involved in intervention strategies mainly consists of concerned community members or interested people, who come together to form community groups of common interests in order to pool their skills to solve the commonly identified problems. The problem areas addressed by such groups, may differ from one group to the other, depending on the need or problem identified and the interest of the people involved.

The language used nowadays to describe the challenge and development activities of non-governmental organisations (NGOs) has evolved considerably around helping people to help themselves. Tandon (1989:14) argues that in colonial times, non-governmental organisations work was oriented towards welfare activities, whereas those of today as mentioned above, go beyond welfare functions. They are working for structural change in the society to remove dehumanizing elements. These new approaches imply that the non-governmental organisations are in the process of identifying systematic factors addressing the inequality and exploitation that marginalises various groups within society. It is the shift of a paradigm, an effort of working towards transformation of existing structures, systems and relationships to benefit the less privileged. The main aim of the effort is to enhance human

dignity among the socio-economically deprived groups.

3.2.5 Empowerment of People

Apart from the above paradigm shift, NGOs seek to enhance human dignity and are therefore increasingly involved in advocacy, public education and research. In addition to this, volunteers are still visibly involved in services to the sick, needy and destitute people as a major starting point for much of the philanthropic welfarist social services of the non-governmental organisations. According to Ball and Dunn (1995:15), the rationale for this approach serve to establish the basis for the emergence and development of some non-governmental organisations, as mentioned earlier, who aim at empowerment of the poor and oppressed, the building and strengthening of communities, reviving and rejuvenating of social movements and the promotion of democratic practices and processes.

3.3 NEW APPROACHES TO VOLUNTEERISM

Ball and Dunn (1995:16) recognise that many governments welcome and cooperate with NGOs who are involved in change and developmental activities. They observe that these organisations are both manifestations of democracy and work towards extending democratic practices, especially among the disadvantaged and marginalised. At the same time they observed that the changes of the 1970's, 80's and 90's have fuelled a debate among many NGOs about their role and function in the society (Ball and Dunn, 1995:16).

3.3.1 Advocacy by NGOs / Volunteers

The observation made by Ball and Dunn (1995:17) is the new approach of addressing issues and developing trends globally which has now catapulted non-governmental organisations onto centre stage as a result of the major role they perform in dealing with new social, economic, political and environmental concerns. Organisations now seek to be contemporary, globally relevant, and visible. This has been particularly challenging as it had to raise awareness, become involved n social organisation, conscientization as well as sensitization and advocating. A few examples noted by Ball and Dunn (1995:17) are the role of organisations and involvement at:- the Copenhagen Social Development Summit, 1993; the United Nations Convention on the Elimination of all Forms of Discrimination Against Women (CEDAW), 1979; The Beijing Conference on Women, 1995; The Rio Earth Summit, 1992. Additional similar examples observed by the writer are The Johannesburg Conference on Poverty and Inequality in South Africa, 1998; The National Conference on the World Summit For Social Development Follow-up, 1998; The National Conference of Commitments on Gender Equality and Women Empowerment in South Africa, 1996. The Johannesburg 2002 World Summit on Sustainable Development held in South Africa; the North West Provincial Gender Summit held in Rustenburg 2003; as well as the National Consultative workshop hosted by National Department of Social Development on the Service Delivery Model For Developmental Social Services, 2005. The list is long, one can go on and on.

3.3.2 Recognition of NGOs and Volunteers

The acknowledgement globally, regarding the involvement of the aforementioned non-governmental organisations attest to the importance accorded to them, on the mentioned major issues of current concern. Also strongly supported by the fact that they undertook to play a full and active role in the New United Nations Aids Agency which was established in 1996. These NGOs have proved to be particularly active in promoting debates about women and development, and more recently on gender issues and development, as well as child protection and abuse.

In support to non-governmental organisations (NGOs) or volunteer organisations, Beigbeder (1991:101) argued that volunteerism was one of the most effective instruments of development especially at the present time as already shown earlier. He believed that, the spirit of volunteerism, if so noble and fragile, if nurtured, would continue to be a powerful force for development. He however, affirmed that the force can only become powerful if it was fully acknowledged. The establishment of the United Nations Aids Agency mentioned above proved his point. Broadly speaking, it therefore means that a new breed of NGOs has emerged over the past few decades, spawned by growing concerns about environment, the effects of globalized economics and trade, population growth, civil and human rights, poverty, the needs of people with disabilities, unemployment, gender issues, the rights of children, rights of indigenous people and the HIV/AIDS pandemic.

3.3.3 NGOs as Support System to Government Structures

The role played by voluntary groups and non-governmental organisations in working with and supporting governments and intergovernmental international authorities, is complemented by the responsible and accountable stand these groups take in questioning and challenging them. The type of emerging relationships that bridges governments with voluntary groups is very broad. In some places and on some issues, there is obviously open hostility. In other incidents, on other issues, recognition of voluntary organisations' achievements is tempered with, by resistance to allow them to participate in affairs which are perceived as the preservation of governments or intergovernmental authorities. It is now apparent that most governments recognise that as long as non-governmental or voluntary organisations operate within the law, their activities are legitimate, including those which may at times be discomforting. For example, the establishment of the non-profit Organisation Act no. 71 of 1997 in South Africa.

3.4. CHARACTERISTICS OF A NON-GOVERNMENTAL ORGANIZATION (NGO)

The characteristics of NGOs shall clarify further and postulate the nature of volunteerism on the basis of all the previously mentioned arguments. Ball and Dunn (1995:19) try to give a clear picture and describe a non-governmental organisation as an organisation which possess four defining

characteristics which enable them to be distinguished from other organisations in civil society, that is, they are voluntary; independent, not for profit, and self-serving.

According to Ball and Dunn (1995:20) the label or term "non-governmental" has raised concern. This is a negative term, defining the organisations by what they are not, rather than what they are. This term misdirects the perception of people altogether as to how to perceive the nature of such organisations and what to expect from them. Ball and Dunn (1995:20) further alluded that in some countries non-governmental is understood to imply anti-governmental, that is, not in support of government. Some authors prefer to use the term non-profit or not-for-profit organisations. For the purpose of this study we will use non-profit-organisation and voluntary organisation interchangeably. Non-governmental organisations will only be referred to in this study when reference or acknowledgement is made of authors who used the concept. So the nature of a non-governmental organisation is the same as non-profit or voluntary organisations.

The four defining characteristics described by Ball and Dunn (1995:19) are that non-governmental organisations may be distinguished from other organisations in civil society as :-

3.4.1 Voluntary

It means that :-

3.4.1.1 they are formed voluntarily, out of ones own free will. There is nothing in the legal, statutory framework of any country which requires them to be formed or prevents t hem from being formed.

3.4.1.2 there will be an element of voluntary participation in the organisation: whether in small numbers of constituting a board of members, or large numbers of members or beneficiaries giving their time voluntarily.

3.4.2 Independent

What it means is that within the laws of society, they are controlled by those who have formed them, or boards of management to which such people have been delegated, or are required by law to delegate responsibility for control and management.

3.4.3 Not-for-Profit

This means that they are not formed for personal, private, profit or gain. It is

however important to note that :-

3.4.3.1 NGOs may have employees, like other enterprises, who are paid for what they do. Members of the board of management of these NGOs are not paid for their work that they perform on boards, but most commonly they are reimbursed for the expenses they incur in the course of performing their board duties.

3.4.3.2 NGOs may engage in revenue generating activities. They do not, however, distribute the profits or funds generated to shareholders or members. They use these funds solely in pursuit of their welfare and development aims.

3.4.4 Not Self-serving - in aims and related values

The aims of NGOs are therefore :-

3.4.4.1 to improve the circumstances and prospects of disadvantaged people who are unable to realise their potential or achieve their full rights and potentials in society through direct or indirect forms of action.

3.4.4.2 to act on concerns and issues which are detrimental to the well being, circumstances or prospects of people or society as a whole.

GUIDELINE ON HOW A NON-PROFIT ORGANISATION (NPO)/VOLUNTARY ORGANISATION IS FORMED

In order to understand the voluntary organisations better it may be helpful to have information of how a voluntary organisation comes into being. The how, then decides the nature of that specific voluntary or non-profit organisation (NPO). According to Malevu (1985:19) there are different stages that one has to follow in establishing a voluntary organisation. Mamabolo (1991:1) has certain levels included in these stages.

For the purpose of this study the two versions of Malevu and Mamabolo will be merged. They are as follows :-

3.5.1 Compiling a Community Profile

First and foremost it is important to know at this first stage one's own community that is intended to be served. It is therefore vital that one compiles a community profile to get the background of that community as a first step. Mamabolo (1991:1) advises that this will inform one on :-

3.5.1.1 who is who and what his/her stand is in the community;

3.5.1.2 who does what; and

3.5.1.3 names and types of formal and informal community groups that already exist in that community and what they are involved in.

3.5.2 Determining Community Needs

In order to develop and provide effective social development services one would need to explore further the first stage. This means to do fact finding or research; identifying the needs and determining the priorities. The process of fact finding or research may be done through compiling questionnaires and training volunteers to administer them. Malevu (1985:19) suggest that after collecting and analysing the information, it should be referred back to the community to determine and agree on the specific needs which deserve attention. Another method which may or can be followed is by calling a community meeting to discuss the issues of concern and decide what existing problems need to be attended to.

3.5.3 Building an Organisation

The outcome of the community profile and process of determining needs could give one an indication and clue on how to go about building or forming a structured voluntary organisation. There is a possibility however, that already existing organisations formed by concerned volunteers in the

identified community are discovered during the compilization of the community profile. It could also be found that one of the already existing organisations is in some way or the other responding to the need one is intending to address. If such a group is identified, it is advisable to join and continue with it rather than to start another group of volunteers serving the same interest. The efforts of this existing voluntary organisation should be established and be developed. The organisation should be empowered and reinforced so that it becomes more effective. If there is no existing group or voluntary organisation that is responding to the needs that one wishes to address then a group of interested people who wishes to volunteer may be formed in order to address the identified need and be oriented on the activities.

When the recruiter has decided to enrich the services rendered by an existing particular group; or has established a new group of interested people in the identified and prioritised needs to be addressed; when the voluntary group and community it serves knows what the project is all about; when the recruiter has built a relationship with the community members and the identified interested members of the group trust the recruiter and regard him/her as one of them; then the organiser or recruiter may start talking about committees, documents and policies. This process then takes us into the next stage which is planning.

3.5.4 The Planning Stage

This is the fourth stage where a bond is beginning amongst members and cohesion is giving a signal. The agreed upon responsibilities and demands emerge.

According to Malevu (1985:20) this stage is challenging, ongoing process of development and welfare planning which is directed towards creating changes in the ways in which welfare or social services are conceived, developed and delivered. It is a deliberate, rationale and process that involves the choice of actions that are calculated to achieve specified objectives. At a local level the various welfare agencies, health organisations, educational and other community institutions could come together to plan comprehensively for meeting welfare needs in the community and go through a number of processes.

3.5.4.1 Grobblelaar in Malevu (1985:6) observed that participation of volunteers in the process of planning the welfare programmes create an opportunity for skilled volunteers or volunteers with expertise to contribute ideas. Also that the community volunteers some of whom, may be funders of programmes, would ensure that the programmes being developed are responsive to the identified needs within the community or to specific

individuals identified as being in need. What involves the planning process will further clarify the nature of volunteerism in communities.

3.5.4.2 During the process of planning, volunteers may be effectively involved in defining and setting the goals of a community social development programme. These formulated goals should clearly indicate the course of action to be taken. This infers that the programme should outline the step by step movement towards achieving the task goals. It is also important to plan for the assessment of the impact the programme is intended to make. The volunteers who live in the community could act as valuable channels for feedback. They become informed about the impact the programme has made on community residents, when having informal conversation and discussions during their daily interaction with family, friends, neighbours and co-workers.

3.5.4.3.1 Planners need to observe and select which planning tool is likely to serve their objectives best. Committees are the most commonly used tool. Dunham (1970:336) describes a committee as a group of persons limited in

membership by selective appointment, having a joint responsibility for inquiry, deliberation, decision action or related activities with regard to matters assigned to them. A committee usually has a definite task, as well as volunteers accepting to share their talents, skills, and knowledge with others to achieve this task within the committee as secretaries, treasurers, bookkeepers and leaders. Further, a committee should have a constitution or terms of reference which define its nature and task. A constitution would have to be reviewed if any. If there is none, then one would have to be drawn and business plans of the organisation also written down.

3.5.4.3.1 Sometimes volunteers serving on boards or committees are referred to as administration volunteers, and serve in leadership positions. Lombard (1992:79) infers that everyone who is involved in any function that directs people towards an objective or goal performs a strategic leadership role that will virtually affect the agency that is served. An effective committee, work as a well organised team in which members cooperate with one another until their tasks are completed and visions realised.

3.5.5 Implementation Stage

This is the step where the planned ideas, tested and budgeted for are put to practice. According to Mamabolo (1991:2) this is when the actual service delivery is performed by the organisation. The volunteers, community groups and leaders from various administrative local structures are at this stage jointly working together. This is a very important step and delicate, because it involves bringing about change which might not be easy to accept.

During implementation, volunteers may be engaged to act as social work aides or assistants and to help increase the level of social service delivery by professional social workers. According to Curtis and Noble (1988:19) volunteers that are in direct service may be used to visit clients, give supportive services, administer material help, offer counselling during crisis situations, or give guidance on socialization of clients.

3.5.6 Promotions, Public Relations and Community Relations

According to Dunham (1970:340) public relations form a significant part of any welfare organisation. Also, that good public relations and favourable publicity are essential to an organisation's planning and development efforts. Publicity promotes the image of the agency or organisation and establishes a base for community support.

The effective nature of volunteer involvement could be through public relations, marketing the services of the organisation and through community education. When the community is educated about their own needs or problems, possible causes can be identified and likely solutions put forward. Public opinion created by publicity and community relations created by publicity, community relations may promote action within a concerned government. For instance, the government could make available more funds or even undertake to establish the needed resources in the community. Properly done publicity may also prompt bequests from volunteer funders or sponsors. To cite an example, the Soroptimists International of Great Britain and Ireland Federation of Women (SIGBI) to which Soroptimist International of South Africa (SISA) is affiliated took as their international project the task of assisting the Aids orphans and homes headed by orphans. Mafikeng Soroptimists International Club of Women adopted a family of seven children headed by an Aids orphan in response to the call for participation. After a well presented report bequests were received from volunteer funders in the name of Yorkshire - Richmond and Dales Club and Scotland - Falkirk Club. Furthermore, concerning public relations and community relations, volunteers may use local daily newspapers, television, radio and public meetings to educate the community on the nature of their voluntary service and how the community can participate. This involves spelling out what needs can be met and problems alleviated by money or through funding, and how donating time could promote the well being of fellow human beings. It therefore means that using volunteers effectively could make a significant contribution towards the

organisations' positive image in the community as well as acknowledged social services which maximize required resources.

3.5.7 Fundraising

The South African Non-Profit Organisations Act No. 71 of 1997 provides for the authorisation of organizations and people to collect funds from the public. On application for registration as a non-profit organisation, thorough screening of the submitted documents, which include the motivation for registration as a fundraising organisation is done by the registering panel. Thereafter a registration number is given to the applicant organisation. It is important that the volunteers involved in fundraising be familiar with the aims and objective of the organisation they are serving, as well as the requirements by the fundraising Act. The Acts would obviously differ from country to country.

In considering fundraising strategies target groups should be clearly identified and process goals planned accordingly. Appropriate selection criteria of the targeted groups is important. The business plan of the voluntary organisation searching for funds may serve as a guideline to how much income is required for the year including the minimum monthly income. The budget that is broken down into income and expenditure that show accountable money accounts, facilities monitoring and control is a major requirement. It helps when the utilization of funds is in digestible dosages rather than large and unmanageable amounts. For instance, the National Lotteries Fund when

giving out approved money to a beneficiary organisation, they distribute the grant in trenches, to facilitate proper monitoring and accounting.

3.5.8 Evaluation

It is imperative to evaluate and improve volunteering standards. In this respect, experienced volunteers may play a significant role. Curtis and Noble (1988:25) recognised retired social workers as the most appropriate persons to be used as experienced volunteers for that would ensure quality service with minimal costs. They observed that volunteers are not just a free resource of help, the cost in terms of their recruitment, training and supervision may be substantial. Volunteers, therefore, require job descriptions, in-service training programmes, supervision as well as planned rewards for meritorious services. The view of Curtis and Noble (1988:125) implies that nothing should be taken for granted regarding volunteers. A lot of effort should be given in organising and coordinating services of volunteers or in facilitating their efforts or helping them to operate, managing their performance to ensure cost-effective delivery of service.

The essence of the process here is that after all is set and done at some stage after some time the organisation and the community need to look back. The purpose would be to assess progress made by the organisation, the relevance of the service to the purported needs and the impact that the project has on the community as well as the lives of people being catered for. Where progress is satisfactory all that would be necessary would be

reinforcement and continued practice. If there is dissatisfaction or unhappiness or any activities or emerging negative unintended goals, then there would be a need to review the specific responsibilities and restrategise for improved quality service delivery.

PREREQUISITES FOR EFFECTIVE FUNCTIONING OF VOLUNTEERS

Labuschagne (1991:31) addressed what has been discussed as guidelines for the formation of a voluntary organisation from another angle. It is viewed as equally important to note his view point. He argues that there are certain norms that should be taken into consideration when evaluating or assessing the 'right' of existence of a voluntary service. He suggests the definite prerequisites that should be adhered to for any voluntary service to effectively function in an effort to meet the needs of its clients. The prerequisites appear to be related to the guidelines discussed. Labuschagne's prerequisites are as follows :-

3.6.1 Demand for a Specific Service

According to Labuschagne (1991:31) an assessment should be made, on whether there is a demand for the service and the extend of the problem the service will be addressing. He emphasizes the need to conduct a careful study of the existing services of the same nature in the community to be

serviced. Proper planning is encouraged so that there is no duplication of services

3.6.2 Viability of the Service

It is only when the intended service originates from a healthy basis that it becomes viable, and not when it is from ill considered emotional decisions with little thought of the consequences. Labuschagne suggests that human service programmes must give more regard to the demands of their communities, what the people identified as their own need or problem and not the service providers' heartfelt convictions about programme needs.

3.6.3 Constitution

The need for a voluntary service to have a proper constitution which clearly spells out the aims and objectives and procedures or mechanisms that are going to be followed in the implementation.

3.6.4 Structure of Service

Volunteer service should be formally structured with each component having a specific function to perform for instance:

3.6.1.1 a management body that control the service

3.6.1.2 substantial membership to carry out the promised services

3.6.5 Costs of the Service

It is advised that estimated costs of the service be carefully calculated in advance and intended fundraising mechanisms drawn up.

3.6.6 Contact with the Service

Adequate mechanisms should be made available and known so that the clients can have easy access and contact of the service. For instance call centre, radio-call system or referral by clinics.

3.6.7 Balanced Nature of the Service

A service should also offer assistance to the significant others in the life of the client. This is in order to give a balanced nature of service, for example, child or woman abuse. Labuschagne (1991:32) emphasizes that an unbalanced service which excludes or discriminate against people because of race, gender or religion could be functioning with a purpose of unacceptable motives.

3.6.8 Nature of the Community

The nature of the community that is serviced should be taken into consideration. Cultural differences, language, race groups and religion of the members of the community should be acknowledged.

3.6.9 Relationships with Authorities

A voluntary service should draw or formulate a policy regarding the relationship with authorities such as government structures in the form of health, social development, social security or police departments.

3.6.10 Scientific Basis

The use of scientifically founded techniques should be the standard of the service delivered, for the sake of the client's safety and protection of the community.

3.6.11 Accountability of Members

The structure of the service should be in such a way that the service providers can account for their practice and be monitored.

3.6.12 Discipline

It is recommended that there be disciplinary measures that will assist in

controlling those who practise against the policy.

3.6.13 Evaluation

Evaluation is regarded as imperative, since it will allow the service deliverers to assess the effects of the programme against the initially set goals.

7 THE EXTENT OF VOLUNTEERISM

The extent to which volunteerism is practised was partly embraced when discussing the nature of volunteerism. It is however, still necessary to expand and specifically focus and dwell on how volunteerism has stretched its arms in operational exercises. What specific areas are covered and how broad is the representation of people participating as volunteers including the categories of work they do and the types of communities they serve should enable us to have an overview of the extent to which volunteerism has been done.

3.7.1 Engagement in Volunteering

According to Maves (1981:20) volunteerism is fundamental in America. It has shaped the people's way of life and the role of democratic principles which imply that everyone has something to contribute to the good of the whole society. Volunteerism should not only be considered as a privilege of the elite

members of society. Maves infers that approximately forty to fifty million Americans are engaged in volunteer services. The engagement is done through approximately seven million volunteer organisations, clubs, churches and political parties, which would not have existed if it was not for the energy and money poured into them by members who believe in the said organisations, and realising benefits in supporting them financially.

3.7.2 Areas covered in Volunteerism

Originality plays a very important role in influencing people to volunteer. People do what their hearts desire to do as a service to those who need it. Einstein (1969:224) mentions some of the services offered, such as; emergency hotline services, counselling and support services, hospice support services, need assessment services, transportation to medical sources, crime protection assistant services, as well as telephone reassurance service. Other additional services observed were that some centres were involved in teaching, tutoring, leading, recreation, playground supervising, rendering income tax assistance, service at health clinics, helping with day care services, consulting on business management, information and referral services as well as community block watch or neighbourhood watch. Another extent of volunteering is advocacy work done by democratic volunteer groups for example those advocating no violence against women and children, rights of animals to protection, and environmental issues.

3.7.3 Challenges of Volunteering

3.7.3.1 According to the National Association of Social Workers (1977:1583) volunteers represent all strata of economic, educational and social levels including the unemployed. This means that the extent of interest and keenness to participate as volunteers cut across the cross-section of the society.

3.7.3.2 The Association further observed that volunteers in fundraising tended to have high levels of income but not necessarily education. There are people who have low educational level of achievement but owning high level companies which are capable of funding projects heavily. A further observation was that, although women outnumbered men, there were eight male group leaders for every five female group leaders, and more men served as organisers and planners.

3.7.3.3 Swartz (1984:225) has an observation which supports that of the Association of Social Workers, mentioned above. He infers that the 1980's and the 1990's were the challenging periods to volunteers and personnel working with volunteer opportunities. The extent to which the

challenges calling for volunteerism are occurring is rapid and the rate at which people are becoming sensitised to volunteer in various situations is rapid and complex in the national and international arenas. People are becoming informed and understand their rights to participate in their own development.

3.7.3.4 Swartz (1984:225) further observed that the profile of the volunteer had changed : that nowadays a volunteer may be any person from the age of approximately five years to one hundred years. These people give time, energy, skills and knowledge voluntarily to a chosen cause of activity without any monetary profit.

3.7.3.5 Schindler and Lippitt (1975:67) purport that other areas from which volunteers come are a variety of different religions, racial and cultural groups, gender and people with different family backgrounds or life styles. This adds to the extent to which participation in volunteerism has been done. The volunteering call has no discrimination it lends on anybody's heart.

3.7.3.6 The Southern African Student Volunteers Organisation

(SASVO) (1988:1) observed that volunteering could also be extended to people who are working on projects around their own homes. They do plumbing, carpentry, upholstery, car repairs, housework, child and home-based care to the sick. It was observed by SASVO that these people make a contribution as volunteers individually, operating from their own homes. To cite an example : a grand mother who realised that she could baby-sit for some other child/ren while she looked after her own grand child. Another example is that of a carpenter who as a parent or member of the school council, offered to repair school desks and chairs whilst operating from his home, and without a charge for the work done.

3.7.3.7 The above mentioned Southern African Student Volunteers Organisation (SASVO) was established in 1993 to involve students from more than forty universities and technikons in Southern Africa to do volunteer work. These students' volunteering is done during the three weeks school holidays working outside their own campuses. They assist local communities working in the renovation of schools and clinics. They also provide families with physical reconstruction of their

homes i.e renovations, and counselling to improve interaction amongst family members. SASVO argues that volunteering is influenced and extended by the environmental status of freedom to volunteer. This freedom to volunteer develops, and can be instilled or comes easier to those who have some confidence about their skills or who welcome the opportunity to get some skills through training and experience in human relations, group life, as well as leadership education available to volunteers.

3.7.3.8 There is a significant role that volunteering plays in the lives of volunteers themselves and the lives of those who need the services of volunteers. The following are examples of the significant roles.

3.7.3.8.1 Student Volunteers

The significance of these students volunteering is characterised by the satisfaction that the students gain from making a concrete and observable well being of their communities in the different regions of Southern Africa. This operates primarily in South Africa, Malawi, Mozambique, Zambia and Zimbabwe. Whilst volunteering is extended by the students' involvement

mentioned, there is also a gain on their side : they get an opportunity to see new places and meet people from other parts of the region. Their activities foster in the students self reliance, pride, the values of hard work and care for one's own community, patriotism depicting love of Africa and links between people who transcend national boarders. This relationship dissolves the barriers created by xenophobia.

3.7.3.8.2 Significance of Volunteering as a Morale Builder

According to the Volunteerism Cooperate Report (1997:12) involvement of the community in self development is seen as a morale builder. It has been observed that volunteering helps one to climb corporate leadership. It helps one in achieving high variability that enables him/her to showcase his/her talents more than the daily routine work allows. The involvement will obviously vary according to the needs identified and the types of environments and communities to be served.

- To Community People

  Many people have been creative enough to initiate community projects through the community based organisations and centres for income generating.

Ideally the said community based centres offer opportunities for jobs for some people whilst it is a service delivery on the other hand.

- To people in management

  Some people are holding positions in local boards as chairpersons or presidents of specific councils or just as ordinary members of such boards or councils. To quote a few examples of such bodies; the Regional Commissioner of the Girl Guides Association; the Chairperson of the National Welfare, Social Service and Development Forum; President of National Council for Social Service Professions and the National/Provincial Geographic Names Committee. People holding positions in the mentioned organisations above, participate in such activities which demonstrate or showcase their talents as Fuller puts it. At the same time these people have their own full-time jobs. This displays the extent to which people go out of their way to volunteer for the benefit of the community and at times it serves the purpose of ploughing back the knowledge.

In addition to what has been mentioned, Maree in Nickall (1992:36) identified volunteer roles performed

which reflect the extent of volunteering. They are administrative roles where volunteers perform duties such as visiting patients/clients; teaching, leading games and recreation; helping with day care services; policy-making roles that have to do with rendering activities such as making presentations, agitating and influencing policy. Consultation role, where a person shares knowledge and experience in conversation and fundraising, may also be added to this category.

3.7.3.9 According to Barr (1971:46) some of the challenges of volunteering are the conscious or unconscious motives, which prompt one to offer a service and these are complex and subtle. What motivates a person to volunteer could be observed as a challenge to the person. It should be noted that volunteering does not occur in a vacuum, but that, it involves a deliberate choice being made by a volunteer to follow a certain course of action.

Sherrot in Poulton (1988:22) explains the choices observed in a study of fifty (50) volunteers who got engaged in welfare activities. Their choices were classified under headings of instrumental, moral and

normative.

Instrumental choices explanations for volunteering showed tangible benefits which individuals felt are the outcome of their voluntary activity. These included gain of friendship; a substitute for employment whilst at the same time continuing to be engaged in family obligations; a means of enhancing job prospects; a supplement to employment and; a leisure pursuit.

The moral and normative list included a way of neighbourhood living; a social duty; an appeasement of guilt and; the expression of religious beliefs. The concept of volunteering providing participants with a sense of identity, satisfaction and to some extent demonstration of the ability to use power or authority can be realised.

Malevu (1985:28) observed that volunteers are motivated by the opportunity to participate in problem-solving and significant decision-making. It is observed that opportunities for self improvement, self-actualisation and meaningful service to others seem to increase volunteer motivation.

THE VALUE OF VOLUNTEERING

The wide variety of volunteer areas which have been mentioned indicate the increasing rate at which people get involved in volunteer work. The scope covered by voluntary services is also increasingly broadening. These increasing numbers of people and organisations that are becoming involved in voluntary work imply that the said people find some value in volunteering.

Curtis and Noble (1988:12) addressing the extent of volunteering in Australia, argue that volunteering, when based on sound principles, benefits the volunteers, organisations or groups within which they work and the communities where these services are delivered. In addition to that, the society at large benefits from the increased skill of volunteers. The fact that the skilled and knowledgeable volunteers plough back their knowledge and skills into the community enriches the society. Curtis et. al. refer to the two Australian Bureaus of Statistic Studies that were conducted, one in Victoria in 1982 and the other in New Wales District in 1986. These studies provide the most comprehensive and pertinent information. Just to give one example: the Victorian findings study, found that 28.2 percent of Victorians, aged 15 years and over, were involved in voluntary work. The volunteers in question gave an average of 123.6 hours per person in the previous year. This is an equivalent of three weeks full-time work per person. This demonstrates sacrifice of valuable time by volunteers which could have been used for something more personal.

Not all volunteers are involved in direct service provision. As already mentioned earlier, some advocate for the necessary changes in the community or new services. It is also noted that volunteering is not limited to working within organisations only, such as for instance : offering meals on wheels. Many volunteers work in self-help groups or community based organisations. This proves that a great deal of volunteering is done in different places covering a variety of tasks. So the society benefits in many ways from the various tasks of volunteers.

3.8.1 The Contributions of Volunteer Effort

In support to the broad area within which volunteerism may be operationalized, Curtis et. al. (1988:13) add the following to illustrate the value of volunteer effort which further explains the extent of volunteerism. They indicated that volunteer efforts :

- provide a means of tapping the energy and time of people who have a need to be wanted, to belong and to contribute;
- provide opportunities for democratic involvement in the community;
- improve the quality of community life as people who give of their personal experience and expertise developed over a long period of time;
- develop knowledge and skills as a means for people, especially young people, to enter the work force;
- provide mutual help within self-help groups;

- enhance coping mechanisms of humanities, and extends services provided by paid workers e.g consultants, particularly in areas where an additional type of imput is required;
- provide immediate protection and assistance in times of emergency;
- provide community development through local government, service clubs and other organisations; and
- provide an outside view and brings the community to an agency.

The above demonstrate that contributions through volunteering are manifested across a variety of community activities as volunteers actively get involved and choose their own special area of interest. As creativity grows among people, they become more innovative, coming up with unusual activities to serve the communities which add value to their services.

3.8.2 The Value of Experience in Volunteering

The value of volunteering is further explained by Simmons (1990:3545). In examining the information service implemented in the Seke District of Zimbabwe, where people were to be counselled, assisted with information and referred to relevant professionals or volunteers where necessary, Simmons found that most volunteers chosen for their previous experience in community activism carried out their duties as volunteers adequately. As groups they were helpful and supportive to clients who regarded their service as valuable. However, individually the volunteers differed in levels and

investment of time, and they also learnt the content as well as context that necessitated quality referrals, from their own experience. They also had the experience and learnt the context within which respective clients could be referred. The volunteers with a previous longest term of service meaning that they were more experienced in the community, had higher numbers of consultations and were fast in attending to clients. Where service providers were uncertain of what is expected of them by clients, in other words - inexperienced, they were slow in their actual service delivery, at times, even the consumers of the service developed mistrust to those inexperienced service providers.

Primarily, the clients of these above mentioned Seke District Volunteers, came from the poorer segment of the community. They had as their major problem, a need for child support. In their effort to find assistance, they mainly sued errant fathers in court for maintenance or applied for subsistence payments. Simmons (1990:3545) however, found that most payments would be solved after a year, indicating slow and unresponsive bureaucracies at referral agencies. It was apparent that the service providers were not knowledgeable on what to do as this was newly initiated and unusual programme, and thus dragged their feet. Since the volunteers with different levels of experience in volunteering, initiated the system of helping these poor and desperate clients in need, referring them to the respective and relevant agencies, the positive responses to clients' requests were faster than when done by service deliverers. This proved how valuable volunteering especially

of those with experience could be to the community in need.

It was further discovered that service deliverers could have been productive, and more efficient and effective if they were given information on newly established programmes and how referrals were to be made. The conclusions of the studies at the said Seke District emphasized :

- the need for local involvement in planning rural services;
- the importance of appropriate introduction of a service to a community;
- the need for adequate training programmes that assist intermediaries including volunteers, in dealing with challenges they will face;
- and the need for abundant quantities of printed information to be available at the beginning, so that it becomes a normal part of the information and helping process.

It was realised after intervention by volunteers that it is important for the intermediaries to have an operational plan of how the needs of the community would be identified and attended to.
According to Vogel (1988:617) a number of issues needed to be addressed concerning the extent of volunteering and all about volunteering. The specifics mentioned by Vogel in the recommendations of her study are:

- The role of the volunteer in rendering of welfare or voluntary service to specific groups of people be built in as a subsection of any relevant

Act or that a special legislation or Act be passed on issues dealing specifically with volunteers working in any field of social service.

- The need for the formation of an Advisory Board on Volunteerism.
- That further studies be conducted on :-
  - the recruitment, selection, placement and dismissal of volunteers.
  - the orientation, initial and ongoing training, supervision and evaluation of volunteers.
  - responsibility for the coordination of the volunteer programme.
  - the reimbursement of volunteers.
  - liability for loss arising from volunteer service.
  - records on volunteerism
  - the boundary between professional and volunteer service.

Going through this document, it will be noted that this study attempts to address some of the above mentioned specifics.

.9 CONCLUSION

The nature of volunteerism involves and consists of a milieu of interests of people who wish to do something to the other person or to the society as a whole. One cannot give a list of voluntary organisations and their nature of volunteer service since this type of service grows day by day due to the new initiatives from the people with vision who are creative and wish to

demonstrate their creativity. However one could summarise the nature of volunteering to be characterised by :

- an action to serve and help a neighbour, friends, or any person in need of a specific service or a community in need of a certain service.
- an initiative to serve and help comes out of one's own free will, that is, voluntarily, and it is not for remuneration.
- the service that can be performed by an individual on his/her own or by a group of people who have organised themselves into a non-profit organisation to serve the community.
- a certain identified need of an individual or of a community that will determine the nature of volunteer service to be offered.
- the environment within which the need is identified that is, whether it is rural or urban also determines the nature of the voluntary service to be offered.

Volunteering initiatives stretch across the generations from the age group of approximately five years to one hundred (100) years of age; from one religion to the other; from the non-educated to the highly academically educated people; from most humble to the high profile business persons or funders; and from one culture to the other including males and females. Swilling and Russell (2002:85) observed that 53 percent (53%) of all Non-Profit-Organisations (NGOs) in South Africa can be classified as less formalised, largely local and community-based. This implies that :

- The dominant image of the Community-Based Organisations (CBOs) which were mostly established by whites to provide services for the poor, need to be replaced by the image that represent the greater number of non-profit organisations (NPOs) that have been established by the volunteers from poor communities to serve the communities in which they themselves come from.

- The reason for the existence of many of these community-based non-profit organisations (NPOs) is a range of activities that require neither state recognition nor legalisation. Emphasis is made, that it should be assumed that these NPOs require formalised contractually controlled state funding for their diverse and ever changing activities which are sustained by the commitment and time of their volunteers.

- Given the increased numbers of community-based NPOs in the poorer communities, the persistence of poverty despite real increases in social spending, and South Africa's long standing history of oppositional activity rooted in civil society, further research is required into whether these organisations will act as spring boards for the re-emergence of broad-based social movements, or are they going to remain focussed on particular needs and related activities.

The next chapter will be dealing with the recruitment, selection, training and placement of volunteers.

CHAPTER 4

RECRUITMENT, SELECTION, TRAINING AND PLACEMENT OF VOLUNTEERS

4.1 INTRODUCTION

Community participation in developmental social welfare need to be coordinated in order that the programmes initiated meet the needs of the people and serve the purpose for which they are intended. The first thing to do would be to look for the expertise and skills required, make a selection as a recruiter and prepare the selected people for placement through training. Thereafter allocation of responsibilities according to their specific expertise, skills, areas of interest and needs of the agency or organisation would have to be done.

4.2 RECRUITMENT AND SELECTION OF VOLUNTEERS

The process of recruitment and selection of volunteers has partly been discussed under the nature of voluntary organisations, when referring to the process of building or establishing an organisation. According to the Websters Third International Dictionary recruitment involves: making up by enlisting of people to increase the number in order to provide with what is needed, such

as fresh ideas, material, efforts and initiatives, filling up the reinforcement of community service delivery.

4.2.1 Effective Recruitment of Volunteers

According to the Ave's Report (1969:11) effective recruitment include linking a person who wants to give time and energy to an organisation that needs volunteers to complement its operation. Through effective recruitment, volunteers may become actual service deliverers and decision-making agents. The recruiters or recruiting agency must be clear about the kind of duties or tasks that need to be done. They should also be able to identify the kind of volunteer that will be best suited for the job or task. Beigbeder (1991:102) suggests that in finding clarity on jobs the recruiting organisation should search for the volunteers' motivations, desires and interests in order to match those with the service opportunities available.

4.2.1.1 Recruitment Strategies for Volunteering

4.2.1.1.1 Use of Advertisement, Media and Public Announcements

Volunteers may be recruited in several ways, some of which may be effective or non-effective. Maves (1981:21) observed that volunteers often present themselves responding to general appeals such as announcements in the church, newspapers, advertisements, talent

survey questionnaires, radio and public appeals as well as call for persons to come forward to take volunteer responsibilities. Maves further observed that some churches use general mailing or posting of available jobs through displays on bulletin boards or information sent through mail. It should be noted that this process of advertising for volunteers may reach people who may not be available at the particular days and times when volunteer services would be desperately required. It may also provide an opportunity to those who are interested to get more information about possibilities or, the displays may intrigue and pique their interests. These views suggest that a process of selection of volunteers should be in place when a recruiter starts with advertising.

4.2.1.1.2 Recruitment through Posters, Email and Personal Contact

According to the Corporate Volunteerism Report (1997:9) communication via posters, sign-up sheets and e-mail is another effective recruiting strategy. A recruiter may put a call for volunteers on a conspicuous poster, written in a catchy and influential way to attract the right people. This would also be put at a strategic place to be easily seen. Personal communication, that is recruitment by word of mouth is also emphasized. When managers or recruiters identify the potential and interest of the people they have contact with, then they

tell them about the importance of being involved and the opportunities to have fun through volunteering, feel good about helping others and make a difference in the community. This method of recruitment and selection has an advantage of ensuring the recruitment of the right people and at the same time it ensures that the agency retains the same type of people. Selection is important during the recruitment process, because there are at times, people who do voluntary work because they are requested to, or because a friend persuaded them or for an absolutely wrong purpose which could retard the progress of the organisation.

4.2.1.1.3 Advertisement on Pay-cheque Envelopes

There is an observation made by Loeser (1975:20), that in order to attract the relevant people who already have the background and interest in the organisation, some organisations put notices or advertisements on the pay-cheque envelope of employees. This serves as an internal advert which will certainly be seen by people that are already known to the organisation, although selection would still need to be done.

It is believed that such employees if recruited would serve the interest of the organisation better as loyal worker/s and would already be knowing the policy of the organisation. On the other hand, even if the employees were not interested and prefer to recruit someone else for

the organisation, it is still believed that the choice of the recruited volunteers may be a more appropriate choice than the one done by any other person. When an employee is attracted to an internal advertisement for volunteers, he/she obtains an opportunity for self actualization with an opportunity for experience. Malevu (1985:29) infers that recruiting entails linking a need to be creative with a chance of being most creative, and linking a need to learn with learning opportunities.

The recruited employee and potential volunteer could become an actual service and decision making agent of the organisation, because of the organisation or agencies background obtained from experience during the period of employment. This person may later serve as a link between the agency and the community.

4.2.1.2 Recruitment Aims and Objectives

The different strategies and methods of recruiting have various aims. These aims are related to the nature of the service the organisation is offering in the community. According to Malevu (1985:30) there could be a need for establishment of a committee in an organisation or agency to deal specifically with the recruitment of volunteers. The committee would be able to focus on the needs of the organisation, strategic plans and aspirations of the organisation.

Poulton (1988:37) identified the need to be clear about expected roles and responsibilities during recruitment, with people who are volunteering to give their time and energies to the organisation. It was observed that whenever a willingness to help or volunteer was expressed, there was a need to be careful not to allow an escape route to be established. If allowed, it would put some limits on the level of commitment expected of the volunteers. The careful exercise of recruiters should ensure long term service.

According to Curtis and Noble (1988:96) a good recruitment process which results in finding the best person for the job aims at the following to ensure:

- more satisfied volunteers
- more committed volunteers
- enhancement and provision of quality service
- diminished strain on the volunteer's manager and paid staff

In order to achieve the above, the recruitment program should proceed after planning for the setting up of a volunteer programme has been carried out. At that time, the reason to involve volunteers, that is, why they are to be recruited, for what type of a job, what kind of a person, and when should the volunteer programme start will have been clearly stated.

With regard to the satisfaction of volunteers Mann (1989:16) specifically referred to the recruitment campaign of the older volunteers. Mann advised that cognisance should be taken of the implications that volunteering would have on the older persons and that emphasis be made on the physical, psychological and social well being volunteering imparts to the volunteers. In acknowledgement of the above view note should be taken of Skidmore and Thackeray (1982:328) quoting what Bertrand Russel wrote about volunteering after retirement :

> "It is the great reward of losing youth that one finds oneself able to be of use".

The above words were affirming that to many retired people, volunteering brings the opportunity to spend freely valuable periods of time serving others as an elderly person.

4.2.1.3 The Recruitment Process

According to the Ave's Report (1969:13) stages for recruitment could be: when people respond to the advert, and express an interest in doing voluntary work, they should be given an appointment for the interview by the recruiting agency or organisation. Setting an appointment will not be difficult to arrange since the logistics of what is required for which job shall have been put in place before advertisement. Most people who want to go ahead and desperately wish to volunteer, are usually always ready and happy to give the names of a referee. Thereafter a referee would then be sent a standard letter explaining the set up of the agency or organisation and what is expected of volunteers, with a form which the referee would be expected to complete. A final selection is then made after the form has been returned. Those that did not give referees and yet have experience and qualities required to offer the service needed, may also be called in for the interview. A selection is then made by the selection committee or panel as may be arranged by the recruiting organisation.

4.2.1.4 Desirable characteristics of Recruited Volunteers

Desirable characteristics of volunteers that should be borne in mind by a recruiting organisation during the selection process are suggested by Muller (1970:118) as follows :

- the ability to make contact with people;
- sensitivity for and understanding of human feelings;
- possible previous experience;
- ability to accept the philosophy and functions of the agency;
- interest in and love for people;
- ability to treat cases with confidentiality; and
- a good educational standard, although not essential, is recommended so that volunteers may be able to acquire knowledge and benefit from preparation or orientation and training made available to them.

Muller insists that the recruitment and selection of volunteers should be taken seriously as well as administered properly like the recruitment of paid workers for commercial purposes.

4.2.2 Selection of Volunteers

The purpose of selection is to choose the appropriate required skills and expertise for the specific need and service that has to be accomplished by the organisation. This function of the selection or choices of expertise would be best performed by a selection committee appointed, managers or social workers working in that recruiting agency or organisation. This

obviously impacts on the placement of the volunteers recruited and selected. Where and how a person is placed will be discussed in detail at a later stage.

4.2.2.1 Establishing Legitimate need for Volunteers

The need for recruitment should be measured against the tasks to be undertaken, as this will ensure that voluntary associate's morale is maintained. Rodger in Labuschagne (1991:33) emphasizing the above, suggests that recruitment should only take place or be done when there is a legitimate need for the services of volunteers. There are situations where it is discovered that it is not so much the need for extra manpower or volunteers, but that there is a need for employees to increase their performance level.

The careful assessment of the need for recruitment, properly administered and monitored recruitment as well as selection of volunteers are encouraged. Naran (1982:82) purports that when this is done and ongoing it would ensure a constant support from volunteers. They would appreciate the organised way in which their invitation to serve is handled.

4.2.2.2 Selection Combined with Training

Labuschagne (1991:33) suggests that the selection of volunteers during recruitment should be done before training and after training and recommends a certain approach, which should be the

responsibility of the management committee of the recruiting organisation. He recommends an approach where the following considerations are made during the process:

- that candidates should be aware from the start, that they might not be acceptable for the training or the tasks available;
- that the recruiting agency or organisation should adopt an honest and forthright but sensitive approach with regard to the unsuitability of candidate volunteers;
- that after training, another level of screening of candidates need to be done;
- should a candidate volunteer be found unsuitable after undergoing training, he or she should be asked to attend further training organised by the agency or organisation and thereafter counselled.
- the unsuccessful volunteer during the process of selection has the right to know on what grounds he/she was not acceptable.

The above require some level of interactional skill and human relations capacity on the side of recruiting personnel or officers.

4.2.2.3 Retired Persons as Priority for Selection

According to Mann in Nickall (1992:78) the richest source of volunteers is the newly retired people, whose functional capacity is still in tact. The approach that he recommends is that the management of large institutions and industries be approached by the recruiting agency or organisation to organise talks to groups of workers who are about to retire and who may be searching for something useful to do during retirement. Through this exercise prospective volunteers would be identified and their interest noted to be marketed to recruiters of volunteers. A point was made that recruiting older volunteers would also have a great bearing on the social well being, physical as well as psychological satisfaction on the older persons serving as volunteers or beneficiaries of the volunteer service. The feeling of being of worth plays a significant role in their lives and emotions both as volunteers and as people who are being served by older volunteers. Another point is that such newly retired volunteers would be easily trainable and oriented for the responsibility identified in the recruiting organisation or agency.

4.2.3 Placement of Volunteers

Whenever recruitment is done, the need should have been identified for volunteer service. This is when it is specially done by the organisation in need of the manpower to provide the required service or when it is through a recruiting agency that has been requested to recruit persons with certain

expertise.

As Rodger in Labuschagne (1991:33) indicated that recruitment should only be done when there is a legitimate need. This implies therefore, that placement is attended to concurrently with recruitment, identification of the need and the selection of the volunteer. Paragraph 4.2.2.1 of this chapter has reference on the matter.

When the training is planned for, it will be with a purpose of addressing the needs of the potential volunteers, the tasks that are to be performed, and also addressing the need of the specific recruiting organisation. Placements overlaps with recruitment and selection of volunteers.

.3 TRAINING AND ORIENTATION OF VOLUNTEERS

The training and orientation of volunteers is usually done at the beginning when the volunteers start serving in the organisation. This process of training and orientation prepares volunteers for the tasks they are expected to do. It is a vitally important process which also facilitates establishment of a bond between the authorities of the agency or organisation and the volunteers. Although there could be organisations who regard training and preparation of volunteers as unnecessary due to the cost implication, there are those who still value that and regard training as a great necessity.

4.3.1 The Need for the Training and Orientation of Volunteers

According to Muller (1970:207) the main purpose of an educational training programme for volunteers at an agency, is to motivate volunteers to exploit their natural gifts and to use their qualities of warmth and compassion in disciplined way. She further observed that training equips volunteers to be able to work effectively in partnership with professionals and team members in the agency and organisation they are serving. Therefore there is a need to train the volunteers. Both volunteers as well as the organisation have a gain from training and orientation programmes for volunteers.

Muller (1970:208) in examining the dynamics of training and supervision of services offered by volunteers, analysed the responses relating to specific jobs at community child and family welfare organisations. The findings showed that at least seventy-five percent (75%) of the volunteers and seventy three (73%) of the professionals, regard training as important. With regard to participation in the training and preparation courses for volunteers, eighty-one percent (81%) of social workers expressed willingness, whilst eighty-percent (80%) of the volunteers also expressed willingness to be associated with the preparation for training. Muller emphasizes the importance of supervision and the need for ensuring that supervision of volunteers is done by senior professional staff in the agency or organisation that has volunteer programmes.

The need to introduce training and education programmes on volunteering, managing and placing volunteers at the local universities at

postgraduate level was identified by Vogel (1988:616). This would enhance the quality of coordination of volunteer programmes.

People who have not known each other before, who come from various disciplines and career paths, who also differ in experience, have various levels of educational backgrounds, differ in culture, religion and also come from their own respective and differing family backgrounds may need to orientate one another when they have to work together as a team.

4.3.2 Contents of the Orientation and Induction Programme for Volunteers

The focus of the orientation programme for volunteer trainees will always differ from organisation to organisation. This is due to the unique and specific service that the organisation offer to the communities, addressing the need or problem identified by both the organisation and the community.

According to Mann (1990:4) training and orientation of volunteers should start with the overall view of the voluntary effort within the region of the organisation. It should be reflecting on the environmental background of the community, the culture and social practice of the community and the purpose of the voluntary service started by the said organisation.

Since training of new volunteers is induction of them into the organisation they are to serve, an overall view of the voluntary effort should be followed

by information about the organisation of which the volunteer is now a member. The information should include: the organisation's policies and aims, organisational structure, list of services provided and the proper use of technical facilities eg. computers, telephones, and key personnel. This includes showing the candidates round the complex if there is a building structure of the organisation and the actual projects being done as well as introduction to existing staff members and projects members or other volunteers who might have joined the organisation earlier.

4.3.3 Contents of the Training Programme

Continued education of volunteers is necessary. Lack of this may lead to failure in performance and disillusionment of volunteers that result in resentment by the community. Lack of training may also cause people to do things which negates the purposes and intent of the organisation.

According to Maves (1981:300) the training of volunteers should contain and be designed around three major categories which are :-

- What volunteers need to know;
- How volunteers feel about themselves and others;
- What volunteers need to be able to do.

The details of the contents of the above mentioned categories are as follows:-

4.3.3.1 What volunteers need to know in the training

In this regard, an explanation of what makes people behave the way they do, which involves training in understanding human nature and development should be done. Maves (1981:301) explains that this knowledge will facilitate the volunteers perception of the community or the organisation and the people they are to serve and simply their role as volunteers.

The recommendation is that training be conducted in the form of workshops or seminars where trainees can ask questions or comment, would be most ideal. The process will make it easier for the needs of the individual volunteers to be identified and addressed, making the training programme to be relevant to the shortcomings of the volunteers.

The shortcomings would also be expected to include required skills especially related to the responsibility one is given by the organisation as well as previous exposure or experience. If one has never been a secretary or treasurer or chairperson of a meeting or a committee, then it is important in the training workshop or during orientation to mention that. One views the basic training for volunteers when they join the organisation to be designed to help these new volunteers to understand and become fulfilled through serving others.

4.3.3.2 Training on How Volunteers Feel about Themselves and Others

Maves (1981:300) infers that satisfaction and success in volunteer activity depends on elements such as acceptance and commitment to the purpose and mission of the non-profit-organisation or voluntary organisation. Danish and Hauer in Keen (1988:14) identified the contents of this category to include the necessary skills in the training of a volunteer as a helper. They are listed under the component of "understanding oneself" as named by Danish and Hauer in Keen (1988:14). This means how much of oneself does the volunteer know: that is, the way the volunteer as an individual communicates with others, his/her emotions and tempers in response to situations.

The need for trust to prevail is emphasized as it will facilitate the realization of the purpose, instill confidence in the volunteers own ability to do the job and commitment to learning as well as growth of themselves as human beings. Trust becomes evident and stronger when honesty between parties prevails' where the volunteer will be honest about oneself, his/her behaviour and reactions. The organisations' authorities and the clients being served would also need to be honest to reciprocate the commitments towards growth.

4.3.3.3 Training on What Volunteers Need to be able to do

The volunteers are recruited by a variety of organisations who are sometimes serving the same community and who have different types of objectives and goals. What is expected of the volunteers would then be partly what they need to know which was imparted with under training on 'what they need to know' category especially regarding the challenges followed by what they have to do to intervene.

If the volunteer has been informed that he/she need to have the skills on understanding interviewing, empathising or interacting with people in need, then what one would be expected under this category is for one to be able to apply the skills. In other words how one intervenes, make follow-ups or handle any type of situation would have to be exercised. For instance if a volunteer is recruited to work at a crisis's centre, it would be expected that, the volunteer would need to know what crisis is and be able to know how to handle a client who is in a crisis; if it is a centre for the elderly or for trauma treatment, then the volunteer would need to understand how to attend to an elderly or how to handle a traumatised person. This implies knowing at least the basics.

Danish and Hauer in Keen (1988:14) acknowledge these contents of the category as an opportunity for experience in applying the

helping exercise, doing it on one's own. If the volunteer had been exposed before then growth in that sector or area of training will show or shall be demonstrated by the said volunteer. Schindler-Rainmain and Lippitt (1975:171) identified the additional skills to be demonstrated during the training exercise as the ability to relate and communicate with others, more especially the skill of active listening and the ability to carry out assignments for which they are responsible.

According to Keen (1988:14) if the volunteers lack the education and training to perform satisfactorily in many positions and if their services are to be fully utilized, then the volunteer programme of any organisation or agency should be geared to their capabilities or, the organisation should undertake to train such volunteers.

Danish and Hauer in Keen (1988:14) identified six specific skills that should be included when a training programme for volunteers is compiled. The specific skills are:-

- understanding one's needs to be a helper. What is it that one have to know in order to be able to help others.

- using effective non-verbal behaviour - being successful in communicating through gestures - knowing how to get the information or response one want.

- **using effective verbal behaviour - being able to effectively or successfully and fruitfully interact with people seeking help - through verbal communication.**

- using effective self-involving behaviour - being able to empathise and feel with the client and not sympathise.

- understanding others communication - being able to read people's messages when they communicate and apprehend.

- establishing effective helping relationships - being able to build relationships with clients that will facilitate sustainability of the helping process and achievement of the goals set.

Furthermore, Keen emphasizes that volunteers should be trained on how to make use of supervision. It would be noted that when it comes to direct client service, the professional worker holds the ultimate responsibility for the treatment of the client. The volunteer will only be responsible for the intake of information at the beginning or giving support to the professional worker at certain times during the professional intervention as may be found necessary by the professional worker.

4.3.4 Using Conference Setting as a Training Forum

Maves (1981:310) suggests that workers' conferences and regularly called meetings of volunteers who are working in the same area of service may also serve as a means of learning and teaching. At such sessions new ideas are introduced and there arises opportunity for practice in the laboratory type of situation. At such gatherings the lectures are presented by telling through the spoken and written word combined with listening and learning. Through seminars volunteers become enabled to participate in discussions, do research, organise their findings and report back.

According to Adams (1985:11) one excellent way of ensuring that everyone gets useful training experience with a common base, is to require a basic training programme and give long-term volunteers some role in the training design. This increases the range of volunteer interaction, encourage volunteers to be resources for each other and provide both with new experiences and a good basis for later use of volunteers as volunteer trainers.

Schwartz and Florence (1988:173) observed that agencies which cannot, or choose not to utilize volunteers in advanced skills, and capacity building could lose a great number of their clients due to unsatisfactory service from incapacitated volunteers. This may lead to termination of undesired number of their existing programmes as a result of lack of sufficiently trained volunteers. On the other hand, the agencies who use volunteers in advanced capabilities and responsibilities need to train their volunteers

thoroughly and well. Munday (1984:11) confirms that the agency gains a lot once the volunteer has been trained.

To demonstrate how conferences empower and train volunteers through participation and becoming informed from presentations made, Poulton (1988:21) gives an example of a two-day conference held in Southampton during 1987. He identified that the aim of the conference was to sell community work training to people with a wide range of experiences of working in communities. The conference had to provide a forum within which informed discussions about a new organization in the area could be held. The training of voluntary associations as a project was clearly explained.

Poulton (1988:22) further observed that the goals and aims set by the organisers were met through designing a programme which offered thirteen individual workshops which were open for two individual sessions under the general heading "Learning for Action". The themes of the workshops at that conference included the following :

- Introduction to community work
- Recognizing peoples experience
- Black groups and community action
- Understanding local government
- Resourcing neighbourhood advice centres
- Anti-racism training
- Tailor-made programmes

- Training for volunteer organisers and volunteer groups
- Women and community work
- Unemployment and community action
- Resourcing play
- Managing community centres and employing workers
- Leadership skills

The above topics show that a wide area of training was covered by the conference and this does give evidence that, if the training is properly executed then the needs of the trainees could have been met at the end of the conference. Conducting seminars for training would still take the same format of conference although it would be on a smaller scale with a small group of people and fewer topics.

4.3.5 Advanced Training of Volunteers

Continued education to volunteers is necessary. Lack of this may lead to failure or a drop in performance and disillusionment of volunteers, that may result in resentment by the community. Lack of continued training may also cause people to do things which negates the purposes and intent of the organisation. Continued education therefore suggests even advanced training of volunteers. According to Stenzel and Feency (1968:30) advanced training follows upon and builds on previous courses of training events and also upon the volunteers' job experience and special interests. The aim of advanced training is to help the volunteer increase and deepen knowledge as well as the understanding of the job

and the organisation's purpose of the programme.

Advanced training which is usually done after some period of practice by the worker or volunteer is called advanced since, there was training at the initial stage of selection of the volunteer and during orientation. During this advanced training, emphasis is on progress made by the volunteer since the appointment as a voluntary service provider. The assessment of the individual volunteer's ability for decision-making; carrying out tasks with minimal help; skills development in the understanding of the job; and growth in knowledge is done by the trainers who could be supervisors in the organisation or consultants invited to do the training.

4.3.6 Methods of Training Volunteers

The Ave's Report (1969:230) identified the need for regular ongoing in-service training after the initial period of orientation. Since evaluation is usually done at the in-service or advanced training the Aves' Report suggests that after that evaluation the volunteer may be kept at the same job or given other higher responsibilities depending on their availability and previous task performance.

In order to ensure effective training and to accomplish intended outcomes of the training outcome the Aves Report (1969:240) recommends the following methods of training :

4.3.6.1 Lecture or Paper Presentation

This method involves educating through the spoken and written word combined with effective listening and hearing. In the process the lecturer or presenter makes information immediately available to persons in a systematic manner. In some cases some presenters even give hand-outs of what they were presenting. These serve as notes for future reference during practice. Cognisance should be taken of volunteers with disabilities, for instance the deaf and the blind (hearing and visually impaired persons).

Equipment used in some instances would be overhead projectors and transparencies or with the present technological developments, computer, powerpoint presentation i.e if there is electricity in the area where training is conducted.

4.3.6.2 Role Play

In role playing, the situation is described and persons take particular roles from the description made. Then the participant trainees spontaneously play through the action. Thereafter the role play is analysed and evaluated by member participants including the trainer. The roles may be reversed or other learners asked to do them differently. Malevu (1985:42) advises that where there is

need for correction in the form of repeating the play it would still be role play.

4.3.6.3 Field Trips

This method entails visiting other agencies and on-going programmes which could be very stimulating and illuminating what the volunteers are doing in their own organisation. The field trips will only be valuable if they are carefully planned and prepared for. The visiting volunteers should be in the know, what particular things and ideas to look for and to ask for.

4.3.6.4 Seminars

Here the volunteers are asked to do research on topics which are within the concerns or needs of the organisation. Then the volunteer-researchers would compile their findings and report back in a seminar. Malevu (1985:42) also infers that participation through discussions during the report back is a learning process which help participants to develop.

4.4 CONCLUSION

In conclusion it should be borne in mind that volunteers have needs, interests, and skills which have to be discovered before they are placed in any specific job. Also that these identified elements in the form of needs,

interests and skills should be cultivated, developed or fulfilled through training in order for volunteers to perform effectively.

Socialization that take place during the training through contacts made helps the volunteers to have references in the form of colleagues from other organisations; or experts who are trainers and could be consulted when there is a need; new friendship links are made increasing number of associates that one had before.

CHAPTER 5

ATA PRESENTATION OF VOLUNTARY ORGANISATIONS AND PROFESSIONAL SOCIAL WORKERS

INTRODUCTION

The purpose of this chapter is to present the data and allow the discussion of the findings from research. The information that was gathered through literature study, questionnaires to voluntary organisations and professional social workers as well as case studies, will be assessed, evaluated, compared and merged together. The whole analysis of data will guide the readers of this study through the findings on how the volunteers in social development are perceived.

The process of collecting data was done in the following ways :

- Literature study : A number of previous research studies on volunteerism in various fields and books were consulted.
- Questionnaires : Three types of questionnaires were compiled. Mailed questionnaires were sent to professional social workers. The second questionnaire was completed through self administered interviewing schedules directed towards voluntary organisations.
- Structured interview schedule in the form of a questionnaires for

telephone interviews were compiled to get the view of the cross section of the community concerning volunteerism.

- Case studies : Major organisations utilising volunteers were evaluated

The discussion and evaluation of all the above mentioned exercises of data gathering will be done forthwith.

PRESENTATION OF RESEARCH RESULTS

5.2.1 Voluntary Organisations/Non-Profit Organisations

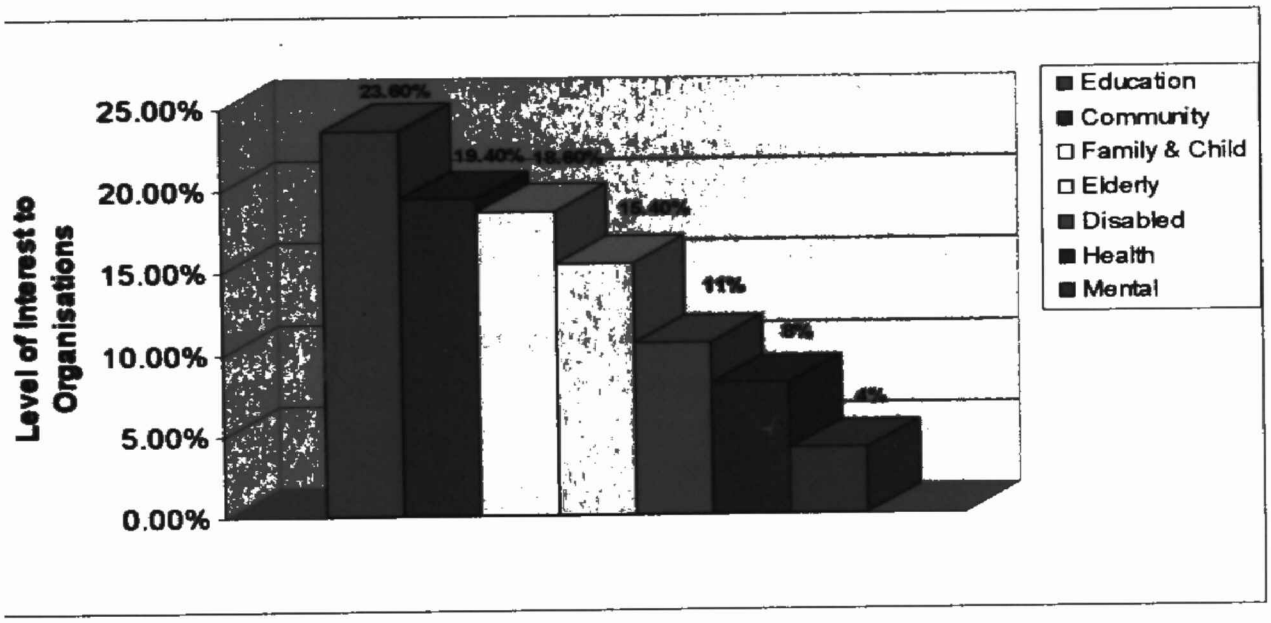
A total of 130 questionnaires were administered to voluntary organisations, welfare agencies and non-profit organisations. The concepts voluntary organisation and non-profit organisation which also mean non-gorvernmental organisation will be used interchangeably within the discussions in this chapter and the whole study.

The following are the responses from the voluntary organisations that participated during the research practice.

5.2.1.1 Participating Organisations' Background

Illustration of the fields covered by respondent organisations and agencies is shown below. This is a profile of services in descending order of important.

Figure 1: Specialized fields covered by the Respondent Organisations

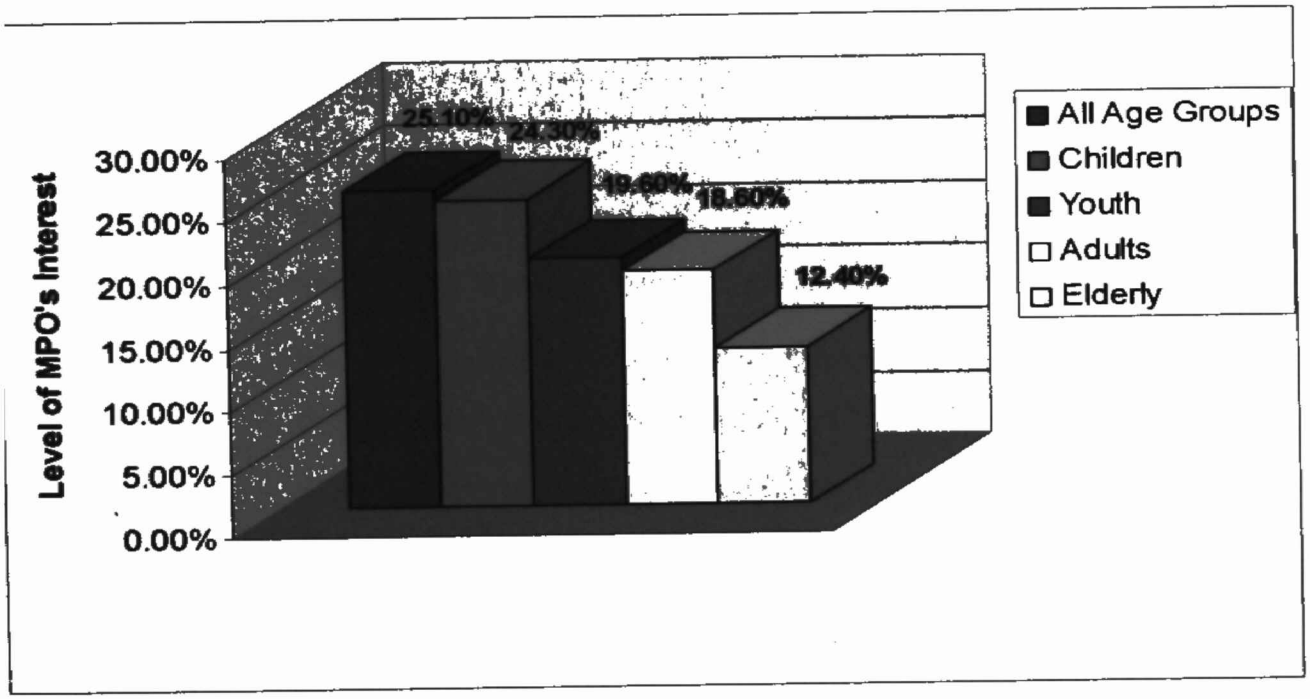


The above figure show the agencies or non-profit organisations (NPOs) that were targeted as respondents, which cover a wide variety of specialized fields. In descending order of importance, the services of the organisations show that educational services are 23.6%; community services 19.4%; family and child care services 18.60%; services for the elderly 15.4%; health care services 8.0%; services for persons with disabilities 11.0%; and mental health services 4.0%; whereas the rest offered a diversity of services. This variance of activities was referred to by Ball and Dunn (1995 :23) when giving a spectrum of NGO activities. Some of the above services fall under service and delivery activities, others under human resource development activities, whilst others are public information, education and advocacy activities. All in all they are

forming the care and welfare of the NGO's/NPO's.

When looking at the age groups being assisted it was discovered that another variance prevailed. The figure show the level of assistance by NPO's to different groups :

Figure 2 : Age groups served by Organisations



The above illustration show that children as expected are the main group with 24.3% of the targeted organisations assisting them; whereas 19.6% are youth; 18.6% adults; 12.4% are the elderly persons; and the rest 25.1% of the organisations assisted or dealt

with all ages. An explanation cannot be given at this stage as to why children were the main group attended to by the targeted organisations. One of the reasons could be that children cannot always help and fend for themselves, somebody else has to take care for them.

In answering the question of how these agencies or organisations were originally initiated, it was found that concerned philanthropists were responsible for the establishment of most of the organisations (36.2%).

According to Ball and Dunn (1995:14) as mentioned in chapter 3 of this study, such services are usually formed by the middle and wealthy classes to provide relief, charity and welfare to the destitute and disadvantaged. 28.5% of the organisations were initiated on request by the people in the community; 27.7% were from the statistics which reflected the seriousness of the problem and the necessity for intervention; and the balance of the organisations were initiated because of a variety of reasons. According to Labuschagne (1991:31) and Malevu (1985:19) a need had to be identified first before any programme, project or organisation is initiated for the provision of service.

Regarding the life of the organisations, since all these organisations are community based, they are to a great extent responsible for generating their own funds. In this regard, it is

found that the majority of the voluntary organisations (73.6%) depended on membership fees, donations and general fund-raising efforts. The income distribution is indicated in the figure below :

Figure 3 : Organisations Sources of Income

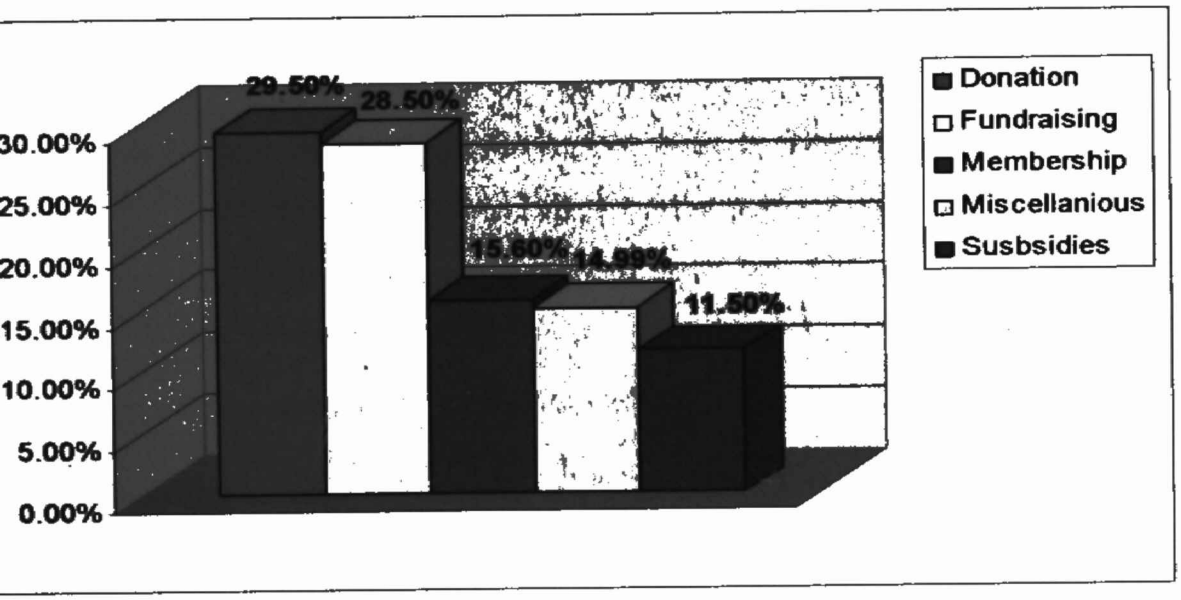
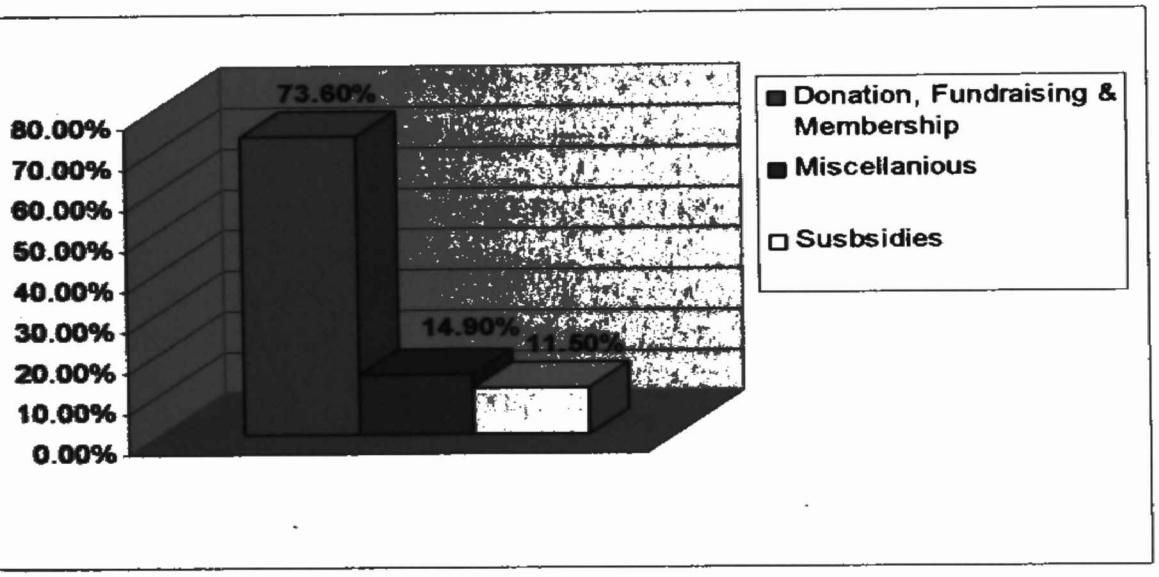


Figure 4: Summary of Sources of Income



e: As indicated in the above figures, fundraising refers to efforts by voluntary organizations and vidual volunteers to generate funds through activities such as cake sales, bazaars, jumble sales and lications to lotteries, community chest and major industries.

Looking at the financial sustainability of the organisations it was found that 29.5% was from donations; 28.5% from fund-raising; 15.6% from membership fees. The total of this makes up the 73.6% mentioned above. Only 11.5% is from subsidies by government. The rest (14.9%) is from miscellaneous sources. This is a demonstration that for a voluntary organisation to survive and offer important services to people in need and the community, interest in the community and full participation are imperative. Two important factors arise from the aforementioned.

- Firstly, that a great portion of the South African community are in need of assistance from fellow members to live a better life or even survive. It is for this reason that Dunham (1970:340) advised that after establishing a community resource, it is important that there be promotions of services, public relations and community relations as it helps promote the image of the organisation.

- Secondly, as these community resources are all community based organisations, they rely heavily on the support of the community. The 29.5% from donations and 28.5% from fund-raising bear evidence to the fact. Dunham (1970:340) also alludes that well planned publicity establishes a base for community support. Community has to be well informed and

understand what the project is all about and be part of it, in other words, own it in order to participate fully in joining as volunteers for membership, fund-raisers and asking for donations. It is in this regard that volunteers become of great importance.

The study investigated the utilization of volunteers. In the following table the organisations or agencies were regulated to indicate whether they make use of volunteers or not.

Table 1 : Use of Volunteers Services by Organisations

Response	Number	Percentage
Use volunteers	105	80.8
Do not use volunteers	25	19.2
Total	130	100%

It was found that 80.8% of the organisations indicated that they make use of volunteers. Of interest is that the agencies mentioned that it is mainly females (53.8%) who offer their services to voluntary organisations. The rest of the organisations either only have male volunteers ranging at 26.9%, or accommodate both male and female volunteers.

5.2.1.2 Responsibilities of volunteers serving in voluntary organizations

In the following table attention will be given to the tasks allocated to volunteers.

Table 2: The main tasks of the volunteers (N – 130)

Main Tasks	Number of Tasks	Percentage
Not applicable	14	5.0
Fundraising	72	25.6
Committee member	71	25.3
Administrative duties	52	18.5
Work with clients	40	14.2
Transport	13	4.6
Other	19	6.8
Total	281	100.0%

According to table 2 it is obvious that volunteers mainly perform fund-raising (25.6%) and committee functions (25.3%). Only 14.2% of the volunteers' tasks were those of working directly with clients. The foregoing information may explain why the financial resources came

mainly from donations (29.5%), membership (15.6%) and fund-raising (28.5%) making a total of 73.6% (see figure 4). People who call for donations are ordinary voluntary members or those who are committee members as well as those who do administration, voluntarily or through appointment. These voluntary members are also the ones that pay the membership fees (15.6%). Fundraisers, who produce the 25.6% of the income above, are usually drawn from a committee formed for that specific purpose which includes some committee members, and of course, some administrators. The findings above therefore demonstrate that there is a relationship between the main financial sources to organisations and the main tasks of the volunteers. The 73.6% total sources of income from donations, membership and fundraising is build up through the main tasks of 69.4% volunteers by means of fundraising (25.6%), committee membership 25.3%, and administrative duties (18.5%) as shown in Table 2.

This aforementioned relationship if empowered or strengthened may contribute heavily to the sustainability of the organisations. This also proves the meaningfulness of the point made by Rodger in Labuschagne (1991:33) in chapter four of this study that the need for recruitment should be measured against the tasks to be undertaken. Also that recruitment should only take place or be done where there is a legitimate need for the services of volunteers.

The data in table 2, above could also explain why some people are disinterested in attaching themselves to welfare agencies and organisations. If the volunteers are mainly recruited to do fund-raising, to be a committee member or board member or to do administrative duties of the organisation, they may not be attracted to the advertisement for such responsibilities, as they may be more interested in direct service or contact with clients. The respondent organisations showed that only 14.2% of the tasks or activities involved direct contact and work with clients. This is very minimal. However, Muller (1970:243) when addressing the issue of working relationships of volunteers and social workers, did encourage further research to be done on motivation, characteristics and role relationships of volunteers. There are many people in the community with knowledge, skills, training, experience or time who if they know where their services are required, they can contribute according to their abilities. They will not hesitate to attach themselves to various welfare agencies or non profit organisations.

5.2.1.3 The Manner in which services of volunteers are structured

If the volunteers know which of their services are required and where, they would then be able to indicate their availability to the relevant and specific agency or organisation that need their services. This does not

mean that they would be expected to work for the agency on a daily basis. What it means is that volunteers indicate how many hours and what regularity of work at the organisation will be suitable to them.

In the following table the nature of the structures of services offered by volunteers are discussed.

Table 3 : How structured/organised are services of Volunteers

Response	Number of organisations	Percentage
Not applicable	25	19.2
Use volunteers on full time basis	4	3.1
Use volunteers on part-time basis	51	39.2
When the need arises	50	38.5
Total	130	100%

According to the above table the majority of volunteers are either used on part-time basis (39.2%) or their services are requested when the need arises (38.5%). This seems to be a sound arrangement as the voluntary work is essential it will not infringe on the privacy or free time of the people involved.

5.2.1.4 The Value of Structured Services to Volunteers

The next table looks at the value of organised/structured or scheduled services to the volunteers themselves.

Table 4 : Value of organised/structured volunteers' service to the Volunteers themselves (N – 130)

Response	Number of organisations	Percentage
Not applicable	25	19.2
It is of no benefit to the volunteer	2	1.5
It saves the time of the volunteer	7	5.4
It gives the volunteer worth	29	22.3
It helps the volunteer to be better organised	24	18.5
The volunteer becomes more productive	30	23.1
Enables the volunteer to attend to her other chores	13	10.0
Total	130	100%

41.6

63.9

According to the responses above 23.1%, which is the majority, indicated that structured volunteering make them more productive. It is apparent that when volunteers have not planned and scheduled their services with the agencies and organisations they are attached to, they do not do much therefore unproductive. In other words, their structured or scheduled services are more effective and productive. It also means that where they had been feeling idle and without direction, they feel more sufficiently occupied, and more useful to society with structured services. Statistics show that 22.3% mentioned that volunteering which is structured and scheduled give them worth whilst 18.5% felt it helps them to be better organised. The total outcome of volunteer worth (22.3%); volunteer becoming more productive (23.1%); as well as volunteer becoming better organised (18.5%); makes 63.9% of the total value of structured service. It is therefore evident that offering voluntary service which is structured or scheduled is of great value to the volunteers. They also feel their service is of value to the society and themselves and in an organised way. This gives a good image of their service which gives them, as volunteers, credit.

5.2.1.5 Benefits of the agency from structured services of volunteers

In the following table the benefits derived from organised and

structured volunteering by the agency are discussed.

Table 5 : The value of organised/structured volunteering to the agency (N – 130)

Response	Number	Percentage
Not applicable	25	19.2
The clients would know when to contact the volunteer	42	32.3
Coordination of work with social workers would be easier	23	17.7
Coordination of work with other volunteers would be less complex	40	30.8
Total	130	100%

If volunteers are only used when it suits them and when it is convenient to them, then it may not benefit the agency as they cannot rely on their services. In contrast if services are properly organised clients will know when to contact the volunteers for assistance as shown by the 32.3% of the responses. In this regard the agencies will have the assurance that proper care and responsibility is taken, for a portion of their workload that is allocated to volunteers. This is

affirmed by the 30.8% who indicated that coordination of work with volunteers would be less complex and simpler.

The value of structured and scheduled volunteer service to the volunteers themselves and the agency should be coupled with the statement that Rodger in Labuschagne (1991:33) made. He emphasized that properly planned recruitment process for volunteers should be implemented only when there is a legitimate need for the services of volunteers. This means that there is a necessity to establish and assess the need for volunteers first and then recruit afterwards. Curtis and Noble (1988:96) also alluded that a good and properly done recruitment process, firstly ensures more satisfied and committed volunteers which is affirmed by the responses in Table 4 above on the value of structured volunteering to the volunteers themselves. Secondly it ensures enhancement and provision of quality service as well as diminish strain on the volunteers manager and paid staff. This is confirmed by the responses on the value of organised or structured volunteering to the agency in Table 5.

It is agreed that since there would be a schedule and structure as to when to contact or consult the volunteers attached to the agency or organisation, the manager of the volunteers and employees would not be constrained by having to continuously explain to clients when and where to find available volunteers. As reflected in Table 4, that a great

number of volunteers (41.6%) felt they would become better organised and more productive it shows that quality service would certainly be enhanced, to use the words of Curtis and Noble mentioned above. The number of responses in Table 5 also affirms this quality service: 17.7% felt it would foster improved coordination of work with professional workers, whilst 30.8% showed that more effective cooperation amongst the voluntary organisations would be more beneficial.

5.2.1.6 What Motivates Volunteers to offer Services

The number of people in the community that are prepared to offer services to social service organisations on a voluntary basis especially directly to clients are minimal (14.2%) as mentioned in table 2. The question may arise as to what actually motivates people to do volunteering. An attempt has been made to analyse these motives in the following table.

Table 6 : Reasons which motivate People to do Voluntary Work (N – 130)

Reasons from Respondents	Number of Reasons	Percentage	
Not applicable	10	1.3	
Experience in the field	118	15.6	
Interest in the welfare of the community	161	21.3	
Utilize available free time constructively	123	16.3	
Calling	95	12.6	
Religious commitment	106	14.0	26.6
To acquire prestige for oneself	59	7.8	
To acquire prestige for the organisation	66	8.7	
Other	18	2.4	
Total	756	100.0%	

In descending order of importance the motives are indicated as follows:

Most people 21.3% gave interest in the welfare of the community as their reason for volunteering. Although in modern life people tend to be selfish and only look after themselves, there are fortunately, a portion of those people in the community who will be concerned about the welfare of fellow human beings. Ball and Dunn (1995:22) summarised

the types of activities commonly practised by non-profit organisations which are mainly composed of volunteers. They described these activities as follows.

> "They fall across a spectrum from those directed at the care and welfare of the disadvantaged to change and development activities which are directed either at concerns and issues which affect the disadvantaged or are detrimental to the well-being of people or society as a whole."

The majority of the people that followed (16.3%) are those that prefer to utilize their free time more constructively and therefore are motivated to serve their fellow men and women. There are also those people who may be professionals with experience in the field which the organisations service is focused on, or it may be the person who has had a family member or relative close to him or her who suffered the concern, illness, problem or field focused on e.g. mental illness. This is regarded as experience in the field even if it may mean indirect contact with the problem, through associates. This was the next high group with 15.6% of the respondents showing that experience in the field is what motivated them to do voluntary work. The motivations to follow the above are religious commitment with 14.0%, which also corresponds with a calling (12.6%) and finally to acquire prestige for

the organisation (8.7%) or prestige for oneself with 7.8%.

Looking at the above motivations it does seem that the caritas principle still prevails. As indicated a quarter (26.6%) of the volunteers undertake volunteering on the basis of their religious commitment (14.0%)and calling. (12.6%) making a total of 26.6%. Contrary to the above mentioned commitment a portion of the volunteers (7.8%) offer 16.5% their services for prestige purpose, either for themselves (7.8%) or for the prestige of the organisation (8.7%). Fuller (1997:22) alludes that involvement in the development of the community appears to be a morale-builder to people who participate. He observed that people who offer services as volunteers, are helped by volunteering to climb the corporate leadership. It certainly helps one in achieving a variety of positions that enables her/him to show-case personal talents more than the daily routine duties at a work setting. This is obviously a prestigious position in that cooperate leadership in society. Although this motivation may not be fully admirable, the fact is that it benefits people and the development of the organisation they serve and therefore is also acceptable.

5.2.1.7 Non-Utilization of Volunteers

In the previous tables it has been highlighted that volunteers do offer valuable services to welfare or voluntary organisations. However,

some organisations, 19.2% shown in Table 1, do not use volunteers. Reasons given by these 25 organisations for this limitation of not utilizing volunteers are indicated in the following table.

Table 7 : Reasons for not utilizing Volunteers (N – 25)

Response	Number	Percentage
Organisation has sufficient paid staff to do the work	6	12.2
People are not motivated to do voluntary work	18	36.7
Organisation does not have time to train volunteers	2	4.1
Organisation cannot find volunteers with the experience relevant to its specific field of interest	7	14.3
Do not have social workers to coordinate volunteers	9	18.4
Uncertain	6	12.2
Other	1	2.0
Total	49	99.9%

In discussing the above table it needs to be borne in mind that although the majority of organisations make use of volunteers as shown in Table 1 (80.8%), some of them have indicated the difficulties

they experienced in their attempt to utilize volunteers. The remaining 19.2% are those that gave reasons for not utilizing volunteers which are seen in the table 7 above. The 19.2% of the respondents that did not utilize volunteers are the ones reflected in table 7, who gave those various reasons. A portion of the organisations made use of volunteers with apparent difficulties which are amongst the reasons given in the table. These reasons are that some people are not motivated to do voluntary work (36.7%). Some organisations (12.2%) felt they had sufficient paid staff to do the work, whilst 18.4% of the organisations did not have social workers in their service to coordinate volunteers. On the other hand, 14.3% of the organisations could not find volunteers with the experience relevant to the specific field of focus. Only a minority (4.1%) felt they could not make use of volunteers because they did not have the time to train them for the job they would be recruited to do.

5.2.1.8 The Organization's Interest in Beginning to Utilize Volunteers

In the following table the organisations interest in introducing and/or better utilizing of the services of volunteers is discussed. These are the 25 organisations that showed that they are not utilizing the volunteers, the 19.2% above. A question was raised as to whether they are interested to introduce and utilize volunteers in their organisations or agencies. Data in table 8, shows the responses.

Table 8 : The Extent of Organisations interest in the utilization of Volunteers (N – 25)

Response	Number	Percentage
Require the services of volunteers	3	4.5
Do not know how to utilise volunteers	6	9.1
Agency/organisation would be keen if there is assistance in the selection of volunteers	36	54.5
Would be interested if there can be assistance in training the selected volunteers	18	27.3
Uncertain	3	4.5
Total	66	99.9%

Looking at the responses in the table above one observes that 90.9% are organisations that are apparently keen to utilize volunteers and introduce them to be attached to their service. What has surfaced is that a great number of organisations would like to more effectively make use of volunteers or introduce the utilization of volunteers if they could be assisted in a number of issues:

Firstly, 54.5% of the organisations indicated a need to be assisted in the selection of volunteers, which involves the whole of the recruiting process. Secondly, 27.3% of the organisations indicated a need to be

assisted in the training of selected volunteers. Another portion of organisations (9.1%) did not know how to utilize volunteers, at the time of collection of data. This also implies a need for some organisations to be trained in how to identify the need for volunteers in their settings and how to utilize them. Only a minimal number of organisations (4.5%) specifically indicated that they did not require the services of volunteers. Except for a very small percentage of organizations, the vast majority indicated that whether they employ volunteers or not, volunteers are or would be extremely beneficial to them and the community they serve.

The data under discussion and the interpretation thereof also bears evidence to the fact that it should not be taken for granted that all organizations understand and can conceptualise the use of volunteers. A grounded, programme which is from basic to extensive training is necessary although it should be optional. The said training programme of voluntary organizations or agencies should include topics such as :-

- How to recruit and select volunteers – what should recruiters look for when selecting and what criteria can be used.
- Also be assisted in the training of the selected volunteers based on what they are recruited to do.
- During the course of the training, agencies should be guided on how, after the appropriate recruitment and selection, they

should utilize those selected and trained volunteers.

The data further indicates that 9.1% of these organizations are apparently ignorant concerning purposeful volunteering and need assistance on how to go about the whole process of recruiting and utilizing volunteers. It is a positive sign of existing interest. It should be noted that recruiting voluntary organizations, agencies or non-profit organizations also consists of volunteers who initiated the establishment of their respective organizations in most cases out of interest but without any training. Therefore general knowledge such as what to look for in a person who offers or is recruited to volunteer besides considering the expertise and the needs of the organizations may not be known. Some recruits may have the characteristics of persons required and others may not, but through training may acquire them. This implies that in order to meet the needs of these organizations referred to in table 8, there should be two levels of training:

- Firstly training them on what to look for how to do it when recruiting the volunteers – this will be transmission of information and knowledge to the ignorant.
- Secondly the actual practical exercise of recruiting volunteers and applying the knowledge they have been given through training in order to start utilizing volunteers. It will serve as

facilitation of assistance to the said interested organizations who indicated a need.

If basics are included in the training to cover the gaps that prevail in the already functioning and operating organizations who are composed of volunteers and also to facilitate practical exercises of such volunteers in recruitment for their respective organizations, there may be greater volunteering in the future. The interest is there and need to be developed.

Although recruitment and training are discussed later in this chapter, the researcher notes with concern the indications made in the data shown in the table under discussion. Reference is made to training to show how training can actually stimulate the interest people have in doing anything that one find worthwhile for the community (see further discussion on recruitment and training under tables 10 and 11).

This outcry for assistance in the recruitment, selection and in turn ongoing training of volunteers should prompt initiatives which will bring about more effective structured dispensation of volunteering.

5.2.1.9 The Benefits to Professional Social Workers from Services of Volunteers

In the table below, organisations were asked whether the use of volunteers would relieve professional social workers of their workload.

Table 9 : Relief of Professional Social Workers workload by utilization of volunteers (N – 130)

Response	Number	Percentage
Not applicable	25	19.2
No social workers are attached to the organisation	42	32.3
Supplements the work of a professional social worker	27	20.8
Volunteers help with unprofessional administrative tasks	31	23.8
Does not relieve the social worker	1	0.8
Uncertain	1	0.8
Other	3	2.3
Total	130	100.0%

The above table show that volunteers are accepted at welfare organisations, agencies and development centres for mainly two purposes:

Firstly to assist the organisations and social workers to deliver efficient and effective service with quality performance enshrined because of a greater manpower distribution;

Secondly to deliver services to their fellow members of the community which are known to them and this also perceived as a community responsibility.

A reasonable number of respondents (20.8%) mentioned that volunteers supplement the work of professional social workers, also that volunteers are of great help in assisting with unprofessional administrative tasks as 23.8% of the respondents experienced.

Muller (1970:239) found in her study of child and family welfare that volunteers brought a wide range of skills to the work situation of the organisations or agencies they are serving. Also that volunteers had extensive experience of child and family welfare work. Although the study was on child and family welfare, it nevertheless gave an indication which supports the present study and the findings in table 9 above, that volunteers do support the work of professional social

workers (20.8%). It was however, evident that a great number of voluntary organisations (32.3%) that participated did not have social workers attached to their operations.

It is a known fact from history that the social work profession has its roots on volunteerism. Reference was made earlier in the study of Malevu (1985:19) on how voluntary organizations start from the initial to the implementation stage. Some of these grow and develop into agencies. All the creative work involved and the innovations effected were initiated by volunteers. This shows that volunteers can take responsibility over service delivery fully. It therefore implies that 32.3% organizations which are not having social workers appointed volunteers are taking full responsibility of their services.

The other fact that emerged from the data is that the professional social workers' role is not replaced by volunteers, it is rather supplemented. This means, if more social workers could be employed by the agencies of voluntary organizations, a greater scope of the work to be done in the community in terms of service delivery in social welfare development, would become covered. How social workers should be recruited by voluntary organizations may need to be considered.

5.2.1.10 Recruitment of Volunteers

As respondents mentioned in Table 8, that they need assistance in the recruitment and selection of volunteers as well as the training of the selected volunteers, these factors were further investigated.

In table 10 more effective recruitment will be attended to whereas in table 11, the importance of training will be looked at.

Table 10 : Effective measures for recruiting volunteers (N – 130)

Response	Number	Percentage
Recruitment of volunteers through a central bureau	55	27.1
Advertisement of or for volunteers through media	36	17.7
Personal approach to volunteers	59	29.1
Recruit volunteers through churches	52	25.6
Other	1	0.5
Total	203	100%

In descending order of importance the following measures were mentioned:

- To personally approach potential volunteers - 29.1%
- To make use of a central bureau - 27.1%
- To recruit volunteers through churches - 25.6%
- To advertise for volunteers through media - 17.7%

As indicated above it is the priority or even the responsibility of organisations to recruit their own volunteers. Although, in Table 8 the organisations that are not utilizing volunteers indicated that they needed assistance with the selection and recruitment and training of volunteers, before they can consider utilizing them: there are a number of specialities that are required from an individual who desires or offer to volunteer. If one does not have such potential, training during recruitment, which empowers the recruited and selected volunteers to develop those required and desired characteristics, is essential.

Muller (1970:118) suggests the following desirable characteristics that should be borne in mind by a recruiting organization during the selection process.

- The ability to make contact with people;
- Sensitivity for and understanding human feelings;

- Demonstration of own previous experience;
- Ability to accept the philosophy and functions of the agency;
- Display of interest in and love for people;
- Ability to treat cases with confidentiality; and
- A good educational standard, although not essential.

If the mentioned issues are incorporated in the training workshop programme for voluntary organizations it will assist them not to be dependent forever. They would after training and experience in the process, be able to recruit and select volunteers, as well as train the selected candidates by themselves as recruiting organizations. This means that organizations that need to recruit volunteers should be trained on how to recruit and what is contained in the recruiting programmes so that monitoring and evaluation of their service may be effectively done. Ongoing training of existing non-profit or voluntary organizations is a necessity which needs to be listed under recommendations from this study. The ongoing training will facilitate the properly conducted selection processes, so that the community members who are already involved or who may become involved in volunteering may be able to offer the services which they are interested in and/or have the ability to perform and also manage those that are newly appointed volunteers.

Of great importance is that a significant number of organizations

mentioned the possibility of a central bureau to undertake this most important task. To recruit, select and place volunteers are a most specialized function, and should be performed by specialized trained personnel. Whether it is undertaken through personal contact, churches, central bureau or media it need to be skillfully, professionally and effectively done.

The Aves Report (1969:11) purports that effective recruitment includes linking people, who wish to volunteer by offering their service, to the organisation that genuinely need the services of volunteers to complement its operation. The two popular measures for acquiring volunteers, that is, through personal approach (29.1%) and use of central bureau (27.1%) would better be able to use Beigbeders (1991:102) suggestion, that the recruiting organisation should search for the volunteers motivations, desires and interest in order to match those with the service opportunities available. Personal approach would help the recruiter to search for all necessary details skilfully. So the same with acquiring volunteers through a central bureau: details of what is required, the desires of the volunteering persons and what motivates them can easily be obtained during interview at the central bureau. How the importance of training of volunteers is to the voluntary organizations, will be discussed henceforth.

5.2.1.11 The importance of Training Volunteers

The impact of training of volunteers on the service delivery of organizations is described in the following table. The benefits that can be derived from training of volunteers prioritized in descending order of importance are shown in the table.

Table 11 : The benefits and importance of training of Volunteers

Response	Number	Percentage
It increases self confidence on the side of the volunteer	84	23.5
It promotes the image of the organisation to which volunteers belong	75	20.9
It promotes satisfactory services to clients	70	19.6
It encourages professional social workers to utilize volunteers	66	18.4
It contributes to effective performance	63	17.6
Total	358	100%

The above table modes given in descending order of importance show that: Firstly training increases the self confidence of volunteers (23.5%). When volunteers offer their services to a welfare organisation they become fulfilled and gratified to know that they themselves offer valuable services which will be appreciated by the organisation. With a thorough training, volunteers will be motivated to offer services to the best of their abilities, which will increase their self-confidence and self worth.

Secondly, it will promote the image of the organisation to which the volunteers belong (20.9%). Purposeful training, appropriate placement and increased confidence will undoubtfully assist the volunteer to offer more effective services and in so doing promote the quality of service delivery of the organisation. Keen (1988:14) advises that for the services of volunteers to be fully utilized as well as to allow them to perform satisfactorily in many positions, if it has been found that the volunteers lack education and training, then it should be borne in mind that the volunteer programme of any organisation or agency should be geared to the capabilities of such volunteers or, the organisation should undertake to train them.

Thirdly, 19.6% of the organisations and agencies showed that training of volunteers is so important since it promotes satisfactory service to clients. It was observed by Schwartz and Florence (1988:173) that

organisations or agencies that do not utilize volunteers in advanced skills capacity building could lose a great number of their clients due to unsatisfactory service from incapacitated volunteers. Munday (1984:11) also confirms that the agency gains a lot once the volunteer has been trained. It promotes satisfactory service to clients and in turn boost the image of the organisation.

Fourthly, it is interesting to note that the organisations themselves felt that if volunteers are better equipped through training, it will encourage professional social workers to more readily utilize and incorporate their volunteer services (18.4%). The training of volunteers will enable the volunteers to supplement the services of social workers and spread the workload more evenly.

Lastly, it was indicated that training will contribute to more effective performance (17.6%). This response corresponds very well with all the previous findings. To summarize it has been pointed out that purposeful training will encourage recruitment of volunteers; will better equip volunteers to deliver more effective services with greater confidence and enthusiasm resulting in a better dispensation between professional social workers and volunteers, and improve the service-delivery as well as the image of the organisation.

According to Adams (1985:11), to ensure that everyone get useful

training experience with a common base, it is more rewarding to require a basic training programme and give long-term volunteers some role in the training design. This exercise increases the range of volunteers interaction, encourage volunteers to be resources for each other and provide both new experiences and a good basis for later use of volunteers as volunteer trainers. Schwartz and Florence (1988:173) warns, that agencies or organisations who use volunteers in advanced capabilities and responsibilities need to train their volunteers thoroughly and intensively.

This also implies monitoring and supervision at the time of implementing advanced tasks after training. After one has performed functions allocated and undergone training which was intended to facilitate work performance, it is just reasonable to stop for a pause and assess the work done and also evaluate the impact made by training on the service delivery. The following discussion will be on evaluating of services of volunteers.

5.2.1.12 Evaluation of the Services of volunteers

In the following table respondents were asked whether they evaluate the services offered by volunteers. If so, what is the nature of that evaluation. It goes without saying that evaluation serves to determine the quality, effectiveness, and value of services being offered by volunteers.

Table 12 : Evaluation of Volunteer Services

Response	Number	Percentage	
Not applicable	25	19.2	
The service of volunteers is merely appreciated	30	23.1	42.3
There is no evaluation	25	19.2	
Group conferences/meetings of volunteers	23	17.7	
Individual supervision	19	14.6	38.5
Evaluation sheets are used to assess volunteers	8	6.2	
Total	130	99.9%	

According to the above table it was indicated that in the majority of cases (42.3%) the services of volunteers were not evaluated at all. In most cases it is just a mere appreciation. The reason for this shortcoming is mainly reflected in the type of services offered viz. serving on committees, fundraising, and the fact that volunteers are not properly integrated into the actual services offered by the organisation. For the rest (38.5%) some measures of evaluation are used although minimal, which proves that some organisations try to more effectively use and value the services of volunteers.

In this regard 17.7% use group conferences or meetings of volunteers,

whereas 14.6% use individual supervision, whilst 6.2% use evaluation sheets to assess the work of volunteers.

The Aves Report (1969:230) which identified the need for regular ongoing in-service training and continued education after the initial period of orientation, suggests that after evaluation, the volunteer may be kept at the same job or given other higher responsibilities depending on their availability and previous task performance. Ongoing and continued education suggests even advanced training of volunteers According to Stenzel and Feeney (1968:30) advanced training follows upon and builds on previous courses of training events and also upon the volunteers job experience as well as their special interests. This aims at helping the volunteer to increase and deepen knowledge as well as understanding of the job and for the organisations purpose of the programme.

According to the Aves Report (1969:230) evaluation is usually done during the in-service or advanced training. As already mentioned in chapter 4, under training of volunteers, at this advanced training emphasis is on the progress made by the volunteer since the appointment as volunteer.

The assessment of the individual volunteers ability for decision-making; carrying out tasks with minimal help; skills development in the

understanding of the job; and growth in knowledge is done by the trainers who could be supervisors in the organisation or consultants invited to do the training.

It therefore means that advanced training which could be used by organisations as evaluation process also could be a very helpful instrument as a springboard for the development of the organisations.

5.2.1.13 Services that can be done by volunteers

Organisations were also asked to list services which can successfully be done by volunteers. Among others, the following services which are arranged in clusters were mentioned.

- Education
  - Education services especially to illiterate young people and the community
  - Bursary schemes
  - Library projects

- Economic Empowerment
  - Various income generating projects
  - Marketing
  - Self help projects

- Networking with other organisations (community resources) to improve programmes and projects
- To arrange and possibly present community campaigns, workshops on entrepreneurship, trainings etc.
- Job creation projects
- Sheltered employment projects eg. upholstery, welding, knitting, sewing etc.

- Family Intervention
  - Assessing and referring cases to professional social workers;
  - Assisting with better parenting
  - Child abuse interventions
  - Assisting in family violence cases
  - Help abandoned/orphaned children
  - Care for the elderly
  - Run day care centres
  - Home visits to the elderly, families in need, foster children, HIV AIDS/cancer home based patients
  - Transport of the aged and people with disabilities
  - Home based care

- Management and Public Relations
  - Serving on management and other committees
  - Fundraising projects

- Marking of services by organisations
- Assisting with gardening at some centres

When judging according to the above list it is obvious that welfare organisations do realise that there are many important services which can be offered by volunteers. Therefore, recruiting, selecting, training and the correct placement of volunteers can benefit the organisations and the community as a whole. Again, when examining the cross-section of the above listed services it becomes evident that characteristics of people recruited as volunteers should be the most desirable ones. Muller (1970:118) suggests some of the desirable characteristics that should be borne in mind when recruiting. They are that persons should have :-

- the ability to make contact with people
- sensitivity for and understanding of human feelings
- possible previous experience
- ability to accept the philosophy and functions of the agency
- interest in and love for people
- ability to treat cases with confidentiality
- a good educational standard although not essential, is recommended so that volunteers may be able to acquire knowledge and benefit from preparation or orientation and training made available to them.

The Aves Report (1969:11) advises that through effective recruitment, volunteers may become actual service deliverers and decision-making agents. This implies that the recruiting agency or recruiters must be clear about the kind of duties or tasks that need to be done. The purpose of selection during the recruiting process is to choose people with appropriate required skills and expertise for the specific need and service that has to be accomplished by the organisation. During recruitment one should bear in mind that there are a number of retired or housewives who are qualified social workers who could be recruited to assist with professional services as well as the training of volunteers. Russel in Skidmore and Thackeray (1982:328) alluded that volunteering after retirement is a great reward for losing youth, yet one still finding oneself being able to be of use somewhere in the community.

5.2.1.14 Suggestions on Volunteerism

Finally the voluntary organisations were requested to make suggestions regarding volunteerism. Amongst others, the following main suggestions were made :

- A dire need for a central coordinating centre : to recruit, train and place volunteers;
- More effective training, supervision and evaluation of volunteers;

- The recruitment of qualified social workers who are either retired or are housewives;
- The effective use of volunteers will reduce burnout and tension amongst qualified social workers;
- Financial support should be given by government and other sponsors to facilitate volunteerism;
- Auxiliary workers who fully assist professional social workers should be subsidised by government;
- All people including school children should be involved in voluntary development services;
- Volunteers should receive some form of recognition for services rendered.

The study by Vogel (1988:617) recommended that there should be special legislation, or Act of parliament passed on issues dealing specifically with volunteers working in any field of social service. The other recommendation was the need for the formation of an Advisory Board on Volunteerism. The above mentioned suggest could all be included in the recommended legislation or Act. A central coordinating centre which is bullet one of the suggestions could be the same as the Advisory Board referred to. Recommendations for further study and evaluation have been covered in this study as already noticed. Other issues such as the relationship between professional social workers and volunteers, partnership and networking involved in volunteerism

and others will be addressed in the following discussions. The professional social workers and the community also have their responses on the matter.

5.2.1 FROM PROFESSIONAL SOCIAL WORKERS

Mailed questionnaires were sent to professional social workers. A sample was drawn from the list of registered social workers with the Council for Social Service Professions who were working in the North West Province at the time. Only sixty-nine (69) responses were received.

The following are the presentation of data from the received responses mentioned above.

5.2.2.1 Registration of Agencies/Organisations to which Social Workers are attached

Most of the agencies or organizations where social workers are employed are governmental. As a result they do not need to be registered as non-profit organizations. The table below will reflect the status of the agencies.

Table 13: Registration of the agencies (N – 69)

Response	Number	Percentage
Governmental agency	35	50.7
Registered	26	37.7
Not registered	8	11.6
Total	69	100%

It is noted from the above table that 50.7% are governmental agencies. Except for a small percentage (11.6%) the remainder of the agencies, 37.7% are registered. This finding is of importance as governmental employees as well as those of registered agencies are subjected to the same measures of control and accountability which are contained in the Social Service Professions Act 110 of 1978.

5.2.2.2 Type of Speciality of the Agency

It was found necessary to know the speciality of the agencies where social workers are employed as the environment could have an influence on the response the professional social workers gave on the questions posed. The following table show the specialities of the agencies.

Table 14: Specialities of the agencies (N – 69)

Response	Number	Percentage
Family and child care	33	27.7
Physically handicapped	10	8.4
Health care – HIV/AIDS	6	5.0
Mental health	15	12.6
Alcohol and drug abuse	15	12.6
Community education services	11	9.2
Correctional services	7	5.9
The elderly	14	11.8
Generic social work	8	6.7
Total	119	99.9%

The total in the above table show the number of specialities which are more than 69 agencies/organizations to which the social workers are attached, giving a total number of 119. This indicates that some agencies have more than one specialitity. The most popular field which has drawn the interest of most agencies (27.7%) is family and child care. The well-being of any community is based on the welfare and health of its families and children who are the future of the nation. The family also, does not live in a vacuum. It consists of family members some of whom are the core and source of all the initiatives that are introduced in the community. Therefore the family is the

foundation and driving force behind the empowered, developed and prosperous communities.

The well-being and growth of the family and children is very crucial to the society. As a result countries have laws that protect the child, and lays down rules and regulations that govern the relationships in the family. These laws also prescribe when and at what stage should there be intervention as well as how Non-profit Organisations (NPOs) should assist or participate in the process of intervention and in what capacity. Interest of the state and promulgation of laws on family care could be what motivated many agencies and organizations to participate. Goldstein, Freud and Solnit (1979:7) emphasized the need for state intervention to protect children as follows :

> "In the eyes of the law, to be a child is to be at risk, dependent, and without capacity or authority to decide free of parental control what is 'best' for oneself. To be an adult is in law to be perceived as free to take risks, with the independent capacity and authority to decide what is best for oneself without regard to parental wishes. To be an adult who is a parent is therefore to be presumed by law to have the capacity, authority and responsibility to determine

> and to do what is 'good' for one's children, what is 'best for the entire family.

Realising the importance of child care as well as parental and family responsibility as indicated in the above quotation it is no wonder therefore, that the majority of the social workers are attached to family and child care agencies. Also that most of the agencies are specializing in family and child care. For the rest of the specialities all welfare fields are covered with three of the specialities ranging at an average level for instance, mental health (12.6%), alcohol and drug abuse (12.6%) and care for the elderly (11.8%). It is however astonishing to observe that health care including HIV/AIDS was given the least attention, showing 5.0% and correctional services when the crime rate has gone so high to receive only 5.9% of the attention. The fact that 50.7% of the agencies or organizations were governmental, did not however impact on the type of specialities to be followed by the organisations. The interests are fairly spread, as indicated in table 14. The fact that the majority of agencies have a governmental orientation may, however, have a bearing on the variance of the source of income as will be observed in the next table which has a bearing on the suitability of the organisation.

5.2.2.3 Organisations' Source of Income

Agencies and organizations vary from one to the other on the ways of securing income. Sustainability of any community project, voluntary work, social service and empowerment or development programmes of any nature can only be upheld by finding financial support and assistance from some source. Some agencies have various ways in which they raise funds in addition to subsidization they receive from government. The table indicates the different sources from which organizations obtain funding.

Table 15: Sources of income for organizations (N – 69)

Response	Number	Percentage	
Complete budget by government	35	32.1	
Subsidies	22	20.2	52.3
Donations	21	19.3	
Payment by clients	11	10.1	
Bequests	7	6.4	
Membership	2	1.8	
Fundraising	11	10.1	
Total	109	100.0%	

Of the sixty-nine (69) organizations and agencies some have more than one source of income. The above table indicates that the majority of the agencies (32.1%) have a complete budget for the running of the agency supplied by government, whilst 20.2% receive financial assistance in the form of subsidies. This means that sources of income that are partly or fully supplied to agencies by government form 52.3% of the total sources of income to the agencies whose social workers participated. Table 13 showed that 50.7% are governmental agencies. The remaining agencies are dependent on donations (19.3%) payment by clients (10.1%); fundraising (10.1%) bequests (6.4%) and membership fees (1.8%).

Whatever the source of income, most of the non-governmental agencies, since they are not for profit, work on a shoe-string budget which does not allow for significant expansions as well as essentials such as the offering of additional services or employing additional paid staff to render necessary services. For this reason the addition of volunteers to these agencies where there is limited number of paid professional social workers and administrative staff, does not only benefit the agency, but the community as a whole. The services that these volunteers offer are regarded as important and valuable by the community. It also helps sustainability of the agencies' services as they would otherwise collapse, and agencies would close down. The following discussion will indicate how the agencies have found the

need therefore, to use volunteers.

5.2.2.4 The use of Volunteer Services by the Agencies

A question have posed to the social workers to indicate whether the agencies or organizations they are attached to use volunteers. The responses received indicated that the majority of the agencies, as it will be shown in the table below, make use of volunteers.

Table 16: Use of volunteers by agencies (N – 69)

Response	Number	Percentage
Utilize volunteers	54	78.3
Do not use volunteers	15	21.7
Total	69	100%

It can obviously be noted that the majority of the agencies (78.3%), to which the respondent social workers are attached, do utilize the services of volunteers, even if they are fully supported or subsidized by government. Apart from being involved in fundraising campaigns and/or serving on management boards, volunteers are used or can be used in various essential community services such as after care services, foster care supervision, poverty alleviation, youth campaigns for HIV/AIDS etc. It should be noted that in volunteering people do what their hearts desire to do as a service to those who need it. The

desires of volunteers mentioned are merged with the needs of the agency and those of the community to be served during the recruitment and selection of the said volunteers. In other words their being utilized is actually the exploitation of those desires of the volunteers.

5.2.2.5 Time Usage of Volunteers

An enquiry was made to the partici8pating social workers, as to when are volunteers if there are any, utilized at the agencies to which they are attached. The response was given as reflected in the following table.

Table 17: Times at which volunteers are used (N – 54)

Response	Number	Percentage
When the need arises	27	50.0
Use volunteers on part-time basis	19	35.2
Use volunteers on full-time basis	5	9.3
Use occasional workers	3	5.6
Total	54	100.1%

Out of the fifty-four (54) agencies, that is 78.3% of the agencies that are utilizing volunteers, the majority of them (50%) mentioned that they

only use volunteers when the need arises. Some (5.6%) mentioned that they use occasional workers. These figures give an indication that the majority of respondents use volunteers but not on an organised, scheduled or structured manner. This implies that volunteers are not utilized to their maximum potential.

The fact that volunteers' potential are not used to the maximum can be linked with what the voluntary organizations mentioned during the research inquiry in this study. As indicated earlier in Table 9, when the voluntary organizations were asked whether the utilization of volunteers relieve the professional social workers of their workload, the majority (38.5%) indicated that there are no social workers attached to their organisation. If further investigations were to be done it could be figured out that most organizations are doing a lot of voluntary service which could have become much more profitable if it were linked or attached to an existing agency or organisation doing the same work and has employed social workers.

Still on the time usage of volunteers, it can be noted from table 17, that a great number of agencies (35.2%) use volunteers on a part-time basis which may also imply that the utilization of the services are unstructured. Only 9.3% use the services of volunteers on full-time basis. This could mean that these services, since they are full-time, were structured and organized. They have been used more

purposefully according to a set schedule within the agency.

A request was made that respondent social workers give reasons why volunteers were not used by the agencies. The only reason given by a few respondents was that the said respondent agencies where social workers are attached, offer specialized services that could not be done by volunteers. The majority, however, mentioned that they would like to use volunteers to maximize the support and participation of community members in their own development. Volunteers will be of great benefit to the community when social workers are not available or they are insufficient in numbers. Whether in their opinion the volunteers can supplement the services of social workers in order for the agencies to be more effective in their services. How much of volunteers' time, would be more of an advantage to the agency and community, will be established later.

5.2.2.6 Gender of Volunteers that are utilized

The following table presents the gender of volunteers that are utilized by the agencies to which the respondent professional social workers are attached.

Table 18: Gender of utilized volunteers at agencies (N – 54)

Response	Number	Percentage
Female	35	64.8
Male	19	35.2
Total	54	100%

According to the above table there were more women volunteers (64.8%) than male volunteers (35.2%) that are utilized at the 54 agencies which indicated that they are using volunteers. In line with the historical development of volunteering, females still dominate this area of community service. In the Good News Bible (1993:167-168) there is a teaching about the woman, Tabitha (Dorcas), who used to be good to people, helping the poor, giving them food and clothing voluntarily, and as a result became very popular in Joppa. In South Africa a group of women started volunteering as long as 1904. The "Suid-Afrikaanse Vrouefederasie" (Historical Newsletter, undated:1) mention two ladies, Mrs Botha and Mrs Georgina Solomon, who led the abovementioned group of women to start volunteering. There are many other women who could be mentioned such as Octavia Hill.

Information derived from three case studies also indicated that female volunteers were by far in the majority. Possibly more females than males are not in employment and have more time to identify the

problems and initiate voluntary services to intervene. Muller's (1970:53) study on family and child welfare, in considering the gender and marital status of social workers, found that from the respondents, there was only one male out of one hundred (100) females. It was also found that the majority of females were married. It is a natural belief that women or females because of their femininity and motherhood tend to be more caring than males.

5.2.2.7 Capacities in which Volunteers are Utilized

The general notion is that volunteers are mainly utilized to serve as committee or board members, fundraisers and fairly, for administrative duties. This was confirmed by the present study of voluntary organizations after considering what the main tasks of volunteers are. It was found (table 2 of this chapter has reference) that the main tasks of volunteers are fundraising (25.6%), committee members (25.3%) and administrative duties (18.5%). This formed the bulk of the main tasks (69.4%). Those volunteers that are working with clients were found to be fairly minimal (14.2%). These findings were not in any way related to the gender participation. The table below will give the picture of what the fifty four (54) professional social workers who responded, found the functions and tasks of volunteers offering services at agencies to which they (social workers) are attached, to be mainly consisting of.

The capacities in which volunteers are used in the agencies will be discussed in the following table:

Table 19: Capacities in which volunteers are utilized at the respondent social workers' agencies (N – 54)

Response	Number	Percentage
Work with clients	78	25.2
Committee members	65	21.0
Fundraising	59	19.1
Administrative duties	58	18.8
Transport services	49	15.9
Total	309	100%

The majority of the respondents (25.2%) indicated that volunteers work with clients. Contact with clients does not necessarily demand professional services. Therefore, volunteers can successfully supplement or complement services offered by the agency. Serving as board or committee members (21%) and participating in fundraising (19.1%) are both most significant functions for the livelihood of the agency.

According to Marves (1981:25) functional classification of work

performed by volunteers includes the following:

- Services to individuals and families
- Services to children in congregate settings such as nursery schools and day care centres
- Health organisations such s hospitals and clinics
- Services to elderly in nursing homes
- Recreation, leisure and education services
- Religious leadership in churches

Another classification by Marves (1981:26) include among others, jobs according to the kind of activity involved: Direct services consisting of:- visiting, teaching, leading games, delivering meals to homes, home repairs as well as health delivery services e.g home-based care to the chronic sick.

All of the above-mentioned classifications cold be regarded as falling within task of "work with clients" listed in table 19 above. These responsibilities obviously cause the persons offering services to directly work in contact with the recipients of the service, in this case the clients. Marves (1981:26) gives the responsibilities listed below which can be classified under fundraising, committee membership or administrative duties that have been discussed.

They are :-

- Administrative : Organisational studies, staffing, coordinating, planning.
- Indirect Services : Office work, library, research, Information and referral, making copies.
- Policy making : Services on boards.
- Fundraising : Canvassing, letter writing.
- Advocacy : Making representations, Ombudsmanship.
- Consultation : Sharing knowledge and experience In conversation or training.

If what are listed above are possible responsibilities of volunteers, it would seem therefore, that agencies are moving in the right direction by allowing volunteers to play a greater role in the day-to-day functioning of the agency.

It will be interesting to find out in the following table what motivated the volunteers to offer themselves for voluntary service.

5.2.2.8 Reasons for the Volunteering of Volunteers

According to Lewis and Lewis (1983:135) each volunteer is present in

the agency because she has had some initial level of motivation. This motivation could be prompted by a desire to achieve recognition, a wish to serve others, a drive to be part of an important endeavour, a need to feel competent, a hope for positive learning experience, or a wish to meet other people. The following table show the reasons that motivated the volunteers to participate in volunteering.

Table 20: What motivated the volunteers attached to the agencies to be involved in volunteering (N – 54)

Response	Number	Percentage
Religious commitment	56	23.3
Have time to spare for volunteerism	55	22.9
Experience in the field	48	20.0
Recruitment	43	17.9
Have similar problems	23	9.6
Not applicable	15	6.3
Total	240	100%

The above data show that the major motivation (23.3%) is religious commitment. The devoted religious volunteers have a dire need to serve their fellow human beings especially those who are in need. To many people (22.9%) that are participating in voluntary service, volunteerism offers a challenge to them, provoking interest which

causes them to be kept busy instead of being bored and idling at home. They indicated that they have time to spare for offering voluntary service. Not being in employment gives people, more especially females, the opportunity of finding new interests. Their creativity gets stimulated which results in a number of initiatives exposing their developing innovative skills to the community, family and friends, in the end promoting their self-worth. Looking at the benefits of volunteering that are so enriching, it is unfortunate to realize that people have not as yet discovered this opening in the improvement of their lifestyles as well as quality of life. What is instead emerging is that a reasonable number of volunteers (20.0%) wanted to share their experience in the specific fields. This motivation is a great advantage as the development of a community is dependent on sharing of knowledge and the information people have. This is what empowering others is all about.

Finally recruitment by organizations brought into volunteering represent a reasonable low number of people (17.9%). This implies that the recruiting strategies by the agencies need to be improved and communities made aware of the opportunities. The argument made by Dr Rina Venter, Minister of Health of South Africa then, at the Volunteerism Conference in 1993, was noted by the writer in attendance, that volunteers are the salvation of the community, and they render valuable services as well as provide the human touch,

whilst social workers are facilitators to that. She purported that volunteers are the first to know and notice the needs of the community. They should be perceived as the eyes and ears of the society. Lewis and Lewis (1983:134) observed that volunteers bring special benefits to human service agencies, that they often build bridges between organizations and their communities.

Therefore the human service managers and professional social workers should bear in mind during the recruitment process, the potential that recruited persons have and the value that these recruitees may add to the performance of the agency. It calls for acknowledgement or recruitees' variety of wide information they could be having and the need to plan the recruitment strategies and techniques in such a manner that the selected candidates become attached to the system of the agency with high motivation. The incumbents will be aware of what is expected of them and what to expect from the agency as well as what the challenges are:

5.2.2.9 Measures for Recruiting Volunteers

As mentioned earlier when discussing the previous Table 19, many more people would have offered themselves as volunteers if only they were aware of such opportunities where they could be of value. They would have fond in the process the activity in which they desire to participate, feeling rewarded as they develop their self-worth.

The following table give the different measures for effective recruiting volunteers.

Table 21: The most effective measures for recruiting volunteers (N – 69)

Response	Number	Percentage
Personal recruitment	28	40.6
Central bureau	20	29.0
Through churches	11	15.9
Media use	9	13.0
State department advertisement	1	1.4
Total	69	99.9%

The above table emphasizes the necessity for more effective measures to recruit volunteers. Personal recruitment, approaching and inviting prospective volunteers directly to participate is regarded as the most effective measure (40.6%). The central bureau of volunteers follows with 29.0% and through churches 15.9%. The effectiveness of the measures as shown above concurs with voluntary organizations suggested measures in table 10 that personal contact is the best approach (29.1%) then comes through central volunteers bureau with 27.1%, and then follows churches (25.6%). It has become clear and

evident that whatever the measures, in order to more effectively serve the community, there is need for more volunteers at the human-service agencies and therefore recruitment of volunteers has to be done in a more organized and rigorous manner.

5.2.2.10 Training of Volunteers

Training empowers all those who need to build their capacity, increase their knowledge base and develop skills in doing specific duties. The following table will display whether the volunteers attached to the agencies do receive training or not, if so, how do they receive it.

Table 22: Indicators of whether volunteers attached to the agency receive training (N – 54)

Response	Number	Percentage
Merely an orientation programme	14	25.9
In-service training	13	24.1
When the need for training is identified	10	18.5
Occasional training	8	14.8
No training	9	16.7
Total	54	100.0%

When judging according to the above table it is evident that at present there is no structured, purposeful training offered to volunteers by the

agencies that participated in the study. Most agencies (25.9%) conduct orientation only, and some in-service training (24.1%). In some cases where the need for training is identified (18.5%) and occasional training (14.8%) imply, there is virtually no training plan or programme that is in place. A fair number of 16.7% indicated that there is no training at all. The currently existing programmes or provisions made for the training of newly selected and placed incumbents, although minimal, are nevertheless meaningful to the volunteers. However, it most probably does not adequately equip them to be able to deliver effective services. The superficial information and doubt by volunteers on whether they are doing what is expected from them and not being certain as to what to expect from the agencies may cause them to loose interest and become demotivated. Lack of training can lead to ineffective service delivery and can only be accounted for through proper and standardized evaluation measures.

5.2.2.11 The Importance of Training Volunteers

The participating social workers who had volunteers attached to their agencies were requested to indicate the main benefits that can be derived from the training of volunteers, and to prioritise that in descending order of importance if there was more than one factor. The following table presents the responses.

Table 23: Benefits that can be derived from training volunteers (N – 54)

Response	Number	Percentage	
It increases the self confidence of participating volunteers	54	23.7	
It compliments the services of professional social workers	51	22.4	
Promotes satisfactory service to clients	46	20.2	
Contributes to more effective performance of the organization	42	18.4	33.8
It boosts the image of the organization to which they belong	35	15.4	
Total	228	100.1	

The above responses prove that proper training of volunteers benefit not only the agency but also the community being served and mainly the volunteers themselves. There is not such great difference between the types of benefits to these beneficiaries. Although it is reflected separately that training of volunteers contributes to more effective performance of the organization (18.4%) and that it also boosts the image of the organisation to which they belong (15.4%); the two responses jointly prove that training of volunteers does benefit the agency through its contribution to the delivery of more effective and

acceptable services (33.8%). Of great importance however, is that it benefits the volunteers themselves (23.7% - all the 54 participants gave this response), whilst 22.4% (51 of the 54 respondents) felt it also compliments the professional services. It is also important to mention that it does promote satisfactory service to clients (20.2% - 46 of the 54 respondents).

Training of volunteers and making them more effective workers will most definitely encourage more volunteers to opt for volunteering and professional social workers will find it more possible to utilize them. This, therefore, means that they will be ready to recruit volunteers, be more receptive and cooperative with them and confidently be able to delegate them with more responsible duties in the agency.

In encouraging organisations or agencies to train volunteers Schindler-Rainman and Lippit (1975:72) suggests the five phases of training that may be followed, which are:

- Preservice training

  This is the training of a volunteer before starting any work at the agency. It helps the new volunteer to take a look at self and training, at the job that needs to be done, and at the organizations philosophy as well as service delivery. Preservice training includes the recruitment process. It is

regarded as very important for the potential volunteer to gain an understanding of the operation of the organization through structured observation, which include a tour of the organisation's headquarters or site of its service. At the end there should be time for the volunteer to discuss observations and reactions with some staff members or volunteer trainers.

- Start-up support

  This type of support involves the assistance to the volunteers as they begin their volunteer work. It could happen that the trainer giving start-up support may well be another volunteer who has had some experience in the organization as well as on the task allocated to the new volunteers. When the volunteer has received the initial training, the actual work for the organisation begins and one needs support as much as possible to adjust. This whole period is full of testing, getting acquainted with the work and the people at the agency, leading hopefully towards mutual trust and acceptance which is sometimes difficult. The experience of non-support at this starting time can make it to be an unbearable introduction to the agency's work which would impact on the job performance of the volunteer. One example of start-up support training may be, to pair a new volunteer with an experienced volunteer in the agency or a member of staff who together discusses what is

expected of the trainee and what was experienced and observed during the preservice training. Another example is to have a short meeting of new volunteers at the beginning, at which they reflect together on their experience and observations, and to what degree they think they would be able to accomplish the task set before them.

- Maintenance-of-effort training

  According to Schindler-Rainman and Lippitt (1975:76) the purpose of on-the-job training is to increase the skills of volunteers in order to get them out of any failure to perform that they could have fallen into regarding the given task, answer questions and deal with the concerns so as to refine practices. Maintenance-of-effort is on-the-job training where co-volunteers may be called to a meeting, encouraged to share with each other experiences and information on their specific jobs and discuss the new challenges, knowledge and resources. They can also be allowed to attend staff meetings without voting powers and also that they may be allowed time periodically to read new resource or programme material.

- Periodic review and feedback

  There are various types of review techniques and sessions for volunteers that can be used or conducted. The following are

some of the examples given by Schindler-Rainman and Lippitt (1975:76).

- To periodically video-type a volunteer's work, individually or as a group, allowing them to look at their own practices and analyse short-comings. This exercise will help them determine for themselves the kind of training they need most.

- To consult the organization or agency's clients in planning training for volunteers. The clients may recommend the kind of training they think will give them a better service.

Whatever kind of training is used it is important to plan for implementation of the new suggestions and feedback along the way. The implementation plan would include some checkpoints or stop action periods where discussion can be held about how well the implementation is working, and what new problems have come up. Feedback from all sources should be taken into account when deciding on the redesign of any programme. It is believed that feedback cuts across all phases of training from preservice to transition training.

- Transition training

  It is important that the transition training whether it takes an

individual or group form, should be able to recapitulate the first four phases of the training framework. In other words, it should summarise the essence covered in the preservice training, start-up training in the new job, maintenance-of-effort training – dealing with the improvement of the skills of the volunteers through on the job training, and periodic review as well as feedback sessions.

The five phases mentioned in the training of volunteers are said to increase the benefits that can be derived from the training in question.

5.2.2.12 The Evaluation of Services of Volunteers

The following table shows the responses the enquiry obtained on how the services of volunteers' at the organizations where the participating social workers are attached are evaluated.

Table 24: How the services of volunteers are evaluated (N – 54)

Response	Number	Percentage
Merely appreciating their services	16	29.6
Volunteers work is not evaluated	13	24.1
Group conferences of volunteers	10	18.5
Individual conferences/supervision	8	14.8
Use of daily records system	5	9.3
Regular evaluation sheets	2	3.7
Total	54	100.0%

According to the above table the majority of the respondents indicated that no form of evaluation is applied. Reference is made in this regard to the 24.1% who profoundly stated that no evaluation of the volunteers' service is undertaken and 29.6% who responded that they merely appreciate their services. Except for those who keep regular evaluation sheets (3.7%) which is very minimal, or usage of a daily record system (9.3%), the remainder (18.5%) use group conferences or meetings, and 14.8% use individual conferences implying supervision and ordinary monitoring, which also fail in representing the usage of appropriate and effective evaluation measures. The impression it gives if volunteer services are not properly evaluated is that it could be interpreted to mean their services are not considered important or not fully appreciated.

The evaluation of services needs to be seen in collaboration with training and placement of volunteers which will undoubtedly prove that they are an essential and integratory part of the agency. If all these measures are put in place and purposefully organised, a greater number of volunteers will offer their services and agencies will be in a position to offer more effective services and may even extend their fields of service delivery.

5.2.2.13 Measures to reduce the workload of social workers

The social workers were requested during the investigation to indicate what measures they would put in place if their workload at their respective agencies or organizations turns out to be high. The following table shows their responses.

Table 25: Measures undertaken by social workers to reduce the workload (N – 69)

Response	Number	Percentage
Request for more social workers to be employed	30	43.5
Would look for possible tasks in the workload that can be done by volunteers.	21	30.4
Refer some clients or tasks to other voluntary organizations dealing with the same problem	13	18.8
Content with workload	5	7.2
Total	69	99.9%

It is obvious in the above table that the majority of respondents (43.5%) would have mentioned the employment of more social workers. It is also natural that when there is more manpower required in an agency, the staff would propose that additional staff be employed. As obvious as it is, the reality still remains that financially it may not always be possible for the agency to add staff to the current establishment. If more professional social workers cannot be appointed, an alternative will have to be found, which seem to be more effective recruitment and effective utilization of volunteers. Supporting

this argument, 30.4% of the respondents mentioned that they would look for or identify possible tasks in the workload that can be done by volunteers. This is most probably the best practical solution as it will allow social workers to concentrate only on truly professional services, especially if the recruitment of the volunteers includes training as already suggested which match the tasks required to be done at the agency with what a volunteer can offer.

5.2.2.14 Tasks that can be Performed by Volunteers

Respondents were asked to indicate the tasks that they perform that could be done by volunteers.

- Monitoring maintenance grants.
- Supervising foster-care grants.
- Managing awareness campaigns such as educational, youth and HIV/AIDS campaigns.
- Handling of community projects, for instance, poverty alleviation projects.
- Those volunteers with appropriate training, expertise, experience and or ability, can assist with casework and group work services.
- Administrative tasks such as filing and photocopying.
- Fundraising.

- The distribution of food parcels.

There are many other tasks that could be performed by volunteers instead of being performed by professional social workers as could be the case currently. It is believed that the list could have been longer if there were more responses to the mailed questionnaires. Therefore, the above-mentioned tasks and other unmentioned that are performed by social workers can be undertaken by volunteers who will allow social workers to attend, to a greater extend to professional duties. There is a long list of tasks suggested by the voluntary organizations that participated in this study mentioned earlier in this chapter which indicates the tasks or services that could be offered by volunteers (see paragraph 2.1.1.13 of this chapter).

5.2.2.15 Social Workers' (Respondents) Suggestions on Volunteerism in Developmental Social Welfare Services

The participating professional social workers were requested to make suggestions concerning volunteerism in developmental social welfare services. Looking at the great number of suggestions made it is evident that they have the enthusiasm to make use of volunteers. The main suggestions can be summarized as follows :-

- Proper training of volunteers was emphasized by most of the

respondents. The purpose of training is intended to equip volunteers with basic knowledge in order to perform their calling more effectively. Some of the respondents even mentioned that training should be awarded with recognized certificates and that trained volunteers should be acknowledged by being registered as welfare auxiliary workers.

- Centralization (national programme) of voluntary services is identified as a necessity. Instead of having the current superficial or unplanned recruitment and utilization of volunteers, the recruitment, selection or screening, training and placement of volunteers should be purposefully coordinated. Having a structure of this nature gives an understanding that the volunteer services would be better acknowledged.

- As most agencies are community based or at least serve communities, greater community participation need to be encouraged or sought. People selected from a community of their own will be more knowledgeable and have better insight into the needs and problems of people from their respective communities.

- Welfare agencies should compile a list of legitimate tasks that

can be effectively undertaken by volunteers. This will then serve as an indication for use by the centrally/nationally or provincially coordinated recruitment and selection of volunteers to show where the need for volunteers is identified, at which agency in which community and for what type of services. The legitimate tasks suggested will serve as a guide to the recruiters or recruiting organizations and trainers when they have to draw a job description for the selected volunteers at the start-off training phase where the incumbent will be required to adjust and be briefed on what to do. Knowing what to do and what is expected from the volunteers themselves, will give them greater security and purpose in doing their work more effectively. A prescribed list of jobs will also allow prospective volunteers to choose and be placed in jobs that they take an interest in and give them job satisfaction. The suggested process may also clarify the roles between the social workers and volunteers and the type of co-operation and relationships that should prevail.

- Younger people, even school-going children, should be encouraged and recruited to participate in voluntary community services. The researcher believes that if people from a young age especially, are instilled with community responsibility, volunteering will not only make them better people, but will

sensitize them about leading an acceptable lifestyle as well as serve as a preventative measure to them against the prevailing deviant behaviours.

- Finally, the social workers suggested that services offered by volunteers need to be evaluated and properly acknowledged. If tasks and responsibilities given to volunteers are indefinite (vague), the execution thereof will also be reasonably superficial, not adding any value to the agency's performance thus not worth any form of evaluation. Proper evaluation and acknowledgement will serve as an incentive for volunteers and will make them feel worthy.

CONCLUSION

At the conclusion of this section it is important to note that professional social workers have suggested, among others, that people recruited to serve as volunteers should be encouraged to come from their own communities. Also that they be deployed to serve those communities as they would be more knowledgeable about their needs and problems.

A telephonic interview with members of the community was conducted to find out what they think of volunteering, is it something within their interest, are they participating in voluntary work or would they be ready to be recruited if

they are inactive. The following is data collected from the communities. Also that they be deployed to serve those communities as they would be more knowledgeable about their needs and problems. The following chapter is data collected from ordinary community members and case studies.

CHAPTER 6

PRESENTATION OF DATA FROM COMMUNITY MEMBERS AND CASE STUDIES

INTRODUCTION

Contained in this chapter is the presentation of data collected randomly from the community members in the North West Province and from the selected case studies. Using the North West Province telephone directory 100 respondents were randomly selected by means of a systematic random sampling method which according to Goldstein (1969:197) provides every unit with an equal chance of being selected. One respondent from each third page was selected to make 100. Mitchell and Jolley (1992:459) advise that more names than the one actually planned to survey should be drawn. Their argument is based on the fact that the researcher may not be able to reach all the respondents one attempts to phone, therefore one need some alternative names. They suggested that 25% more names than names actually planned on interviewing, in this case 100 should be drawn. To consider the mentioned advise and suggestion the researcher had all in all 125 names after adding the 25 which is 25% of 100 names that were originally planned.

Case studies that were made are of three outstanding organisations that are in long operational service in the community and are mainly utilizing volunteers in their service. These were selected at random through their

known operational backgrounds as service points in South Africa. According to Websters Third New International Dictionary (1961:346), a case study is an intensive analysis of an individual unit (as a person, social group, institution, community or culture) stressing developmental factors in relation to environment. It is a method of research used especially in sociology by which accumulated case histories are analysed.

The three organisations selected were analysed, looking at history of development and sustainability in their use of volunteers.

The following organisations were selected for study:

- The Volunteer Centre in the Western Cape, Cape Town
- "Suid Afrikaanse Vroue Federasie" (SAVF), Pretoria
- The North West Welfare Social Service and Development Forum, Mafikeng

The data will be presented in the following sequence:

- Data from telephone interviews
- Data from case studies

6.2 DATA FROM TELEPHONE INTERVIEWS

Telephone interviews were conducted by the researcher where structured questionnaires were administered. Out of 125 telephone calls made, 102

responded. The telephone enquiries were mainly focusing on whether community members are involved in voluntary work or not. There were two categories of the questionnaires, viz, the "Yes, I am involved in voluntary work" and "No, I am not involved". If they are involved in volunteering the researcher enquired on what actually motivated them to volunteer; what are their specific functions; did they receive any training, is their contribution (service as volunteers) evaluated and how is their co-operation with professional social workers. Under the 'no' category the researcher enquired whether the respondent would be keen to start volunteering if given the opportunity; if interested what would be their field of interest; of what value is volunteering to the community - does it add any value; why would they not be keen to participate as volunteers if they indicate that they would not be keen even to start volunteering.

There are data from the respective interviews where the respondents offer voluntary service and respondents who did not offer any voluntary service. These are two categories. Of the total number of respondents 57 (55.9%) participated in voluntary work whereas 45 (44.1%) were not involved. Considering the respondents who were not involved in voluntary work (the 45 respondents), 37.8% said, if they knew or were given the opportunity, they would have been keen to participate whereas 62.2% for various reasons were unwilling to be involved. From these overall findings it was encouraging to find that 57 plus 17 which is 74 (72.5%) of an expected representative sample indicated that they are either involved in voluntary work or will be prepared to

participate. In other words the dedication, interest and enthusiasm for voluntary work are available, however, this willingness from ordinary community members may be dampened by insufficient recruitment, training, placement and evaluation. By people offering their services without remuneration, they also need some form of job satisfaction, acknowledgement and achievement.

To follow are the data of the two questionnaires in which the respondents either indicated as participating in voluntary work or not.

6.2.1 Data of Community Members Involved in Volunteering

As already mentioned fifty-seven (57) respondents indicated that they are involved in voluntary service. The following discussion is presentation of data collected from the mentioned respondents.

6.2.1.1 Involvement of Community Members as Volunteers

A question was put to the respondents to indicate the way in which they are involved as volunteers in their communities. People have different drives in participating in any activity. Some may come up with their own original initiatives whilst others would feel more comfortable if they belong to a group, as their creativity becomes stimulated. There are also those who do volunteer and offer their services in a secluded manner without being known or becoming any centre of attraction.

They are usually people who do not like publicity.

The following table give the indication of how the respondents became involved as volunteers, whether as individuals or groups or any other manner.

Table 26 : Manner in which community members are involved as volunteers (N - 57)

Responses	Number	Percentage
As a member of voluntary organization	25	43.9
An individual volunteer	16	28.1
Member of a church organization	10	17.5
Worker of a service organization	3	5.3
Self help groups	1	1.8
Trainer	1	1.8
Income generating & export devils' claw project	1	1.8
Total	57	100.2%

According to the table above, the majority of the respondents indicated that they are attached to a voluntary organization (43.9%); a member of the church organization (17.5%), or an individual volunteer (28.1%). As accepted most of the respondents (61.4% i.e 43.9% & 17.5%) were

recruited and utilized by established voluntary organisations or religious bodies. Of interest, however, is the 28.1% individual volunteers. These people apparently had the urge, motivated by a caritas or a mere humane "Botho" or "Ubuntu" outlook, to help their less fortunate fellow human beings. Although it is believed that they offer most valuable services, their genuine philanthropic drive would have been of great or value to existing voluntary organisations if they were correctly and timeously recruited and placed in a rewarding service situation. Some of them were not even aware of any existing organisations and some felt comfortable with the limited time they have which is alleged not to allow them enough time to belong to an organization to serve community or individuals or school children on their own.

6.2.1.2 The Gender of Participants

As proved in previous empirical data females normally dominate males when it comes to voluntary work. In the table to follow the gender of the respondents were determined.

Table 27 : Gender of respondents involved as volunteers (N - 57)

Response	Number	Percentage
Females	46	80.7
Males	11	19.3
Total	57	100.0%

According to the above table it is again clear that the majority of respondent community members involved in volunteering are females (80.7%). Suffice to say that females possibly have more flexy time and when it is not there, they create it because they are more empathetic, sympathetic and caring than males. As it is accepted that the majority of volunteers are older people, volunteering can only be a success if younger people and males are involved.

Although the specific functions of volunteers were not established, it was necessary to determine the field of service delivery of the organization to which they were attached or in which they are involved as individuals.

6.2.1.3 The Field of Service of the Volunteers

The following table indicates the specialities of the fields that the volunteers followed in their respective organisations or as individuals operating on their own. It is reflected that a wide variety of services are offered by the organisations which was affirmed when they were giving the names of organisations to which they belong. As names sometimes explain what the responsibility of the organization is, it was realised how much creativity and innovative skills play a role in volunteerism. This implies that if volunteers are effectively recruited and placed, their fields of interest can be broadened or expanded satisfactorily.

Table 28: Specialities or fields of service of organisations to which individual volunteers are attached (N - 57)

Responses	Number	Percentage	
Family and child care	17	26.6	
The Elderly (Aged)	8	12.5	57.9
Poverty alleviation	12	18.8	
Religious services	5	7.8	
Health care - HIV/AIDS	4	6.3	
Mental health	4	6.3	
Physically handicapped	2	3.1	
Alcohol and drug abuse	1	1.6	
The Blind	1	1.6	
Parents & women empowerment	2	3.1	
Environment cleaning campaign	1	1.6	
Combination of the above	7	10.9	
Total	64	100.2%	

According to the above table the interest of people in the community and their specialities in which they are voluntarily involved lies mostly in family and child care (26.6%) poverty alleviation(18.8%) and services to the elderly (12.5%). The fact that 57.9% offered their services to family and child care and the elderly as well as poverty

alleviation is an indication that community members cherish family life and child care and are concerned about the prevalence of poverty which also detrimentally affect families and children who extend to the elderly.

After clarifying the field of service delivery of the community members in their respective specialities, it became necessary to determine in which capacities they were involved as volunteers.

6.2.1.4 Functions Which Community Members Perform as Volunteers

People differ in interests to serve the disadvantaged or community. In their keenness to serve they are guided by the need that they have identified and what they feel they are capable of doing and the expertise or skills they possess. The specific functions performed by the respondents in their involvement are shown in the following table.

Table 29 : Functions of community members as volunteers (N - 57)

Responses	Number	Percentage	
Fundraising	22	19.8	
Committee work	18	16.2	52.2
Administrative duties	18	16.2	
Work with individual clients	16	14.4	
Work with groups	13	11.7	36.9
Community projects	12	10.8	
Training and after school care	2	1.8	
Family welfare-collecting food parcels	2	1.8	
Transport	2	1.8	
Combination of the above	6	5.4	
Total	11	99.9%	

Despite the varied services offered by the organisations, according to the above table the majority of volunteers (52.2%) were involved in fund-raising, committee work and administrative duties. Only 36.9% work with individual clients, with groups and participate in community projects. It therefore seems that although volunteers are attached or not attached to welfare or voluntary organisations operating in a variety of welfare fields of interest, they themselves are not exposed to participating in direct services. To be fair, some people do thrive on

fund-raising or serving on committees as this gives them some form of prestige and/or job satisfaction. The researcher accepts that these could be motivating factors for volunteering but is also of the opinion that it would be more beneficial for both the organization and the volunteer if they jointly undertake managerial and direct services.

There are other areas of interest and functions which were indicated by some respondent community members as functions they are performing which were not falling within the modes listed in the questionnaire and were therefore listed under other specific duties in which they are involved. The researcher presents the following list of duties to demonstrate a wide variety of involvement in volunteering which pass unnoticed and yet possessing very original initiatives which are perceived as indigenous to the community being served. The said specific duties or functions are :-

- Offering donations or financial assistance as business centres.

- Spring cleaning of personal homes for the elderly and the chronic sick by teams of people as a cleaning campaign or "letsema" as commonly known in rural communities.

- Offering services as may be required at day care centres for people with disabilities.

- Care of the mentally retarded and elderly people as a faith healer.

- Capacity building and empowerment of disadvantaged people affected by various problems e.g poverty - income generating programmes; illness, HIV/AIDS or cancer - home based care; and nutrition - vegetable gardening.

- Participating as a trainee and project member in wire fence making and how to market the product.

- Make polish to generate income.

- Hold sessions with the elderly, read books to them.

- Member-participant of the elderly day care club, do physical exercises, enjoy fresh meals and socialize - meet friends.

- Home-based care to the sick and chronic including supply of cooked meals.

- Offer shelter to the homeless orphans and children on the streets (unofficial foster care).

- Donate blankets, clothing, food and school books to the needy.

There are two important matters that are to follow from this discussion and very related to the functions of the volunteers. These matters are the satisfaction the community members derive from the work they are doing as volunteers, and the dissatisfaction they experience on the other hand, whilst in the process of volunteering.

6.2.1.5 Satisfaction Derived from Volunteering

For the mere reason that volunteering is done out of one's own free will for no remuneration, it means the volunteer has the drive from within himself or herself. A question was raised as to whether the respondents obtain any satisfaction in what they are doing as volunteers. The following table show the level of satisfaction the volunteers obtained.

Table 30 : Level of satisfaction derived from volunteering (N - 57)

Responses	Number	Percentage	
Satisfied	33	57.9	
Reasonably satisfied	14	24.6	
Frustrated	5	8.8	
Dissatisfied	3	5.3	17.6
Uncertain	2	3.5	
Total	57	100.1	

The majority of the respondents (57.9%) indicated that they were satisfied with what they were doing. Volunteering has a great amount of satisfaction that it gives to the volunteers themselves. Russell in Skidmore and Thackeray (1982:328) when discussing volunteering after retirement, mentioned that it is greatly rewarding to find that when one loses youth, one can still find oneself being able to be of use by helping other people in the community. Where these community members are doing voluntary work without remuneration or without being compelled to do it, one would have expected that all of them would have been satisfied. Those that showed that they are reasonably satisfied were 24.6%. In motivating their response these volunteers who mentioned that they are satisfied and/or reasonably satisfied stated amongst other factors that :-

- they felt fulfilled to be doing something for other people in need.
- one feels good if one can help.
- felt very satisfied, emotionally and spiritually fulfilled to work with the elderly.
- feel like rewarded and great to empower the disempowered.
- it gives one a pleasure to make children and parents happy.
- it is nice to please God - showing other people that you care about them.

Those volunteers (17.6%) that gave an indication of being frustrated, dissatisfied or uncertain admitted that they were doing something that they were not compelled to do, that it was out of their own free will, and do not expect any remuneration. However, they gave motivations for their type of responses which showed dissatisfaction. The following are some of the reasons given :-

- That they give donations to people approaching their companies but never receive feedback to know whether the donation was fruitfully used - therefore uncertain about how to feel.

- Quite a number indicated frustration due to lack of funds to sustain their projects or put up a building structure required.

- Cannot find the market for their products, therefore intended income to be generated fails.

- Poor attendance of colleagues at the projects.

- No appreciation or acknowledgement from the community being served or professionals whose work is being supplemented.

- Sometimes there is a feeling of need for empowerment, that one could be trained to build up the capacity which would enable the trainee as volunteer realise the goals that were set at the initial stage.

- No cooperation from families of individuals receiving the service.

It is therefore evident that the main reasons for probable dissatisfaction may be lack of training, resources and tangible appreciation. The professional social workers also gave the same reasons for poor utilization of volunteers that there is need for volunteers' training and properly arranged appreciation of their services - a suggestion of presentation of certificates of appreciation to

volunteers was mentioned.

After discussing the satisfaction and dissatisfaction derived from volunteering, it is now necessary to determine what motivated the respondents to become volunteers.

6.2.1.6 Motivations for Becoming Volunteers

When people volunteer they make their own choices according to their own specific motives. Sherrot in Poulton (1988:22) explains that people who wish to volunteer will :-

- Firstly make instrumental choices for which they receive tangible benefits from their volunteering - benefits such as friendship, something done in the place of work if unemployed, in other words, supplement for employment whilst also being able to attend to family matters or;

- Secondly could make moral and/or normative choices which include a way of neighbourhood living "Botho/Ubuntu", a social duty; an appeasement of guilt; and expression of religious commitment.

The following table show the modes of motivations to community members for volunteering.

Table 31 : Motivations for becoming volunteers (N - 57)

Responses	Number	Percentage	
Realised a need that deserved to be addressed	26	41.9	
Religious conviction	13	21.0	62.9
Unemployed and idle	7	11.3	
From an interest point of view	5	8.1	
Approached by people/agency (recruitment)	4	6.5	
Experience similar problems	4	6.5	
Merely offered services at a time of crisis	1	1.6	
To fill in available time	1	1.6	
Curiosity to learn about devils' claw	1	1.6	
Total	62	100.1%	

The two most important motivations given by 62.9% respondents from the above table, were need identification (41.9%), possibly a humanitas (humanistic) incentive, and religious conviction (21.0%), caritas incentive. In both cases these people saw their voluntary involvement as a calling. Because of this calling, it was immaterial to them what services were delegated to them as long as they knew that

they were offering a contribution to their fellow human-beings. What is of significance is that only 6.5% were specifically recruited to become volunteers. This low percentage again emphasize the lack of purposeful recruitment of volunteers. More effort should be put into how best to motivate people to participate as volunteers.

The volunteers were asked whether their agency or voluntary organization to which they are attached had their services or tasks well organised, scheduled or structured. Their response will be found in the following discussion.

6.2.1.7 Structured or Unstructured Services of Volunteers

The services of volunteers serving any organization or agency vary. How they are organised or scheduled differ from one agency to the other. Some may be operating on a schedule which is very purposefully organised whilst others are operating on an ad hoc basis. The arrangement is usually left to the volunteer and the organization they are serving.

The following table indicates whether the volunteers knew exactly what is expected of them and whether the agency know what is to expect from them.

Table 32: Work schedule and structure of tasks of volunteers (N - 57)

Responses	Number	Percentage	
Volunteers work on a fixed and regular schedule	26	43.3	
As the need arise	18	30.0	
Only when called upon	10	16.7	46.7
On ad hoc basis	3	5.0	
Other responses	3	5.0	
Total	60	100.0%	

According to this table the majority of the respondents (46.7%) did not have a specific work schedule. A fair percentage (30.0%) became involved as the need arose; some only when called upon (16.7%); and others on ad hoc basis. This implies that their services were not properly planned and commissioned. Successful volunteering which will benefit both the organization and the community being served, calls for a legitimate function, effective placement and regular times of service delivery. It is however, encouraging to note that 43.3% of the volunteers work on a fixed and regular schedule. This does not imply that they work on a daily basis, but volunteers need to know what on specific days and times their services are required. This regularity of services is apparently moving in the right direction and should

therefore be guided and encouraged to continue on this path, and be reinforced to expand on a more structured time schedule arrangement.

On considering the regularity of times volunteers devote to organisations, it was necessary to look into the specific times they spend in doing voluntary work.

6.2.1.8 The Regularity of Voluntary Services

The breakdown of how volunteers devote their contributions and tasks in their operation was done. The volunteers were requested to specifically indicate their regularity of their voluntary service. Regular in this context does not mean daily, or every week, but consistency of the tasks being performed by the volunteers. This will also reflect how much is the commitment of volunteers to the organisations they are serving and to what extent do they perform what they committed themselves to do.

Although 56.7% as mentioned in the previous table, did not have structured purposeful performance it is important to observe in the following table the level of commitment.

Table 33 : Indications of the regularity of volunteer services (N - 57)

Responses	Number	Percentage	
Daily	22	38.6	
As often as possible	11	19.3	
Once or more per week	12	21.1	
When a need is identified	9	15.8	42.2
Irregular	3	5.3	
Total	57	100.1%	

According to the above table 38.6% of the volunteers work on a daily basis schedule, which implies regularity. The 19.3% who work once or more times a week did imply that a few do have regular days, but for the rest it is not specifically scheduled. The remainder of volunteers (42.2%) work on an ad-hoc basis. In this regard 21.1% mentioned that they offer their services as often as possible; 15.8% volunteer when the need arise; and 5.2% are irregular. The reason for this could be that volunteers prefer to work only on request or that they are not able or keen to work on a more regular basis or that the organisation is not geared to accept volunteers on a more structured basis. This information does point to the fact that the majority of voluntary services are not efficiently planned and organised and therefore volunteers are not effectively utilized and integrated into the welfare system.

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In the following table the researcher was interested to determine whether the volunteers received any form of training to equip them in order to be more effective in their voluntary service.

6.2.1.9 Training of Volunteers

A question was raised on whether the volunteers received any training on the tasks they perform and services they are expected to render. The idea behind this enquiry was to establish the level of empowerment offered to them and the assurance as well as preparation for their jobs.

According to Labuschagne (1991:33) the selection of volunteers during the recruitment process should be done before and after training. It is important also to note that training after selection will include induction which is part of orientation of volunteers into the organisation. The significance of training of volunteers is that the empowerment of trainees will cover a very wide scope if the advise of Maves (1981:300) is considered which suggests that three major categories be contained in the design of the programmes: what volunteers need to know; how volunteers feel about themselves and others; and what volunteers need to be able to do.

Table 34 : Forms of training received by volunteers (N - 57)

Responses	Number	Percentage	
Received orientation courses	17	23.0	
In-service training	13	17.6	
Course work training	11	14.9	69.0
Crash courses	10	13.5	
No training at all	16	21.6	
Occasionally, monthly or 6 monthly workshops	6	8.1	
The Bible as a guide	1	1.4	
Total	74	100.1%	

Based on the information reflected in the above table, it would seem that 69.0% received some form of training. Although the contents of the training courses are not known, it is however, clear that the organisation to some extent empower their volunteers with basic knowledge and insight. Instead of mere orientation (23.0%), in service (17.6%) and crash courses (13.5%), a more structured course would have been more beneficial to the volunteers in executing their services more effectively. A structured course would have been more focused and specific in addressing the needs for training of the volunteers as well as considering the relevance of the tasks and the contents of the training programme. It is understandable that lack of training may

cause volunteers to act in ways which may negate the purpose and intent of the organisation. That is why the importance of training.

Whilst it is accepted that training is important it was found equally necessary for the volunteers to know whether their services meet the requirements and whether it is appreciated. The only way in which this can be achieved is by the organisation or governing body evaluating their services on a purposeful and regular basis. In the following discussion and table the evaluation measures applied towards volunteers are looked at.

6.2.1.10 The Nature of Evaluation of Voluntary Services

An enquiry was made on whether the services of volunteers are evaluated or assessed and if they are, how are they evaluated. The following table gives indications of types of evaluations if there are any.

Table 35: The manner in which volunteers' service is evaluated (N-57)

Responses	Number	Percentage
Through supervisory sessions	27	37.0
Use of daily records and evaluation sheets	22	30.1
Group conferences	6	8.2
Follow-ups	2	2.7
Reflecting on their own work	3	4.1
Acknowledgement by letters of certification/appreciation	1	1.4
Informal evaluation just to motivate people	1	1.4
Work is not evaluated	10	13.7
Observing reaction of recipients of service	1	1.4
Total	73	100.0%

Judging according to the information given by the respondents there is no evidence of regular and purposeful evaluations. The use of daily records (30.1%) and feedback at supervisory meetings (37.0%) do show that some form of evaluation do take place. These measures of evaluation and an indication that organisations do consider some form of evaluation is an encouraging starting point and can be extended with the necessary guidance.

People are offering voluntary services giving up their time and space to serve their fellow human beings. The question now arises whether the services they so unselfishly offer benefit the target community. The following discussion will advise us on the benefits derived from volunteering.

6.2.1.11 Benefits to the Community

The respondents were asked to indicate how the community benefits from the services of volunteers. It is important at the same time to note that benefits can only be evident when related to the need/s of the community. Since every service of volunteers is based on the identified needs of the community it will show in this case how the volunteer services were observed to be benefiting the community. The following table gives an indication of what the benefits are:

Table 36 : What the community benefit from voluntary service (N-57)

Responses	Number	Percentage
More people have access to services	53	67.1
People benefit in various ways depending on the need	16	20.3
Benefits the volunteers themselves	8	10.1
Supplementing professional services	2	2.5
Total	79	100.0%

An important point made by 67.1% of the respondents is that more beneficiaries are exposed to welfare services. They therefore compliment the manpower shortage at organisations or in the community and offer services which would not have been available if they were not present. This also proves that organisations can extend their services and be of greater value to the community if volunteers were properly recruited, trained and utilized. Furthermore, 20.3% specifically indicated the areas of service in which they felt that they offer valuable services. In descending order of importance, these services are listed as follows :

- Early learning education to children
- Poverty alleviation

- Capacity building and empowerment of community members; and
- Assisting and giving moral support to the elderly.

These fields of service seem to be priorities with volunteers and also serve as possible reasons why the volunteers felt that their services are needed. Only 10.1% exclaimed that the voluntary services they are offering benefits themselves. Although one would accept that voluntary work benefit most of the voluntary workers themselves in the performance of their services, this does not mean that they do not support the notion that volunteers on the whole offer their services unselfishly and with dedication. A meager number of 2.5% mentioned that their services supplements the work of the professional social workers. This response which could be a little disturbing, should not have been so because most of the respondents did not seem to link a node of supplementing professional services with how their services benefit the community. Although a proportion of their work is supplementing professional social workers services, it is seen as a separate issue. Their understanding of how the relationship between themselves and social workers should be is discussed in the following table.

6.2.1.12 Recognition of Volunteers by Social Workers

There are social workers appointed in most developmental social welfare services agencies, if not all across the country. They offer professional social work services and in most of these agencies there are volunteers attached to serve by offering unprofessional welfare services. One of the main functions of social workers attached to welfare agencies is to enhance the coping capacities of the individuals, groups and communities in their attempts and initiatives to solve their own problems. During the study it was therefore enquired as to whether the professional social workers fully recognize the services of respondent volunteers in their communities.

The following table show how the services of volunteers are recognized by social workers.

Table 37 : Level of recognition of volunteers' services by social workers (N - 57)

Response	Number	Percentage
Services are recognized by social workers	27	47.3
Services are not recognized	25	43.9
Uncertain	5	8.8
Total	57	100.0%

Contrary to the previous table where only 2.5% respondents mentioned that they compliment the services of social workers, a much greater percentage (47.3%) mentioned that they are recognized by social workers. The concepts 'complement' and 'recognize' apparently have two different meanings. Compliment means that either of the two parts (social worker and volunteer) complete the whole or mutually complete each other whereas 'recognition' implies an awareness of acknowledgement or attention or favourable notice (Universal Dictionary, 1987:326 & 1281). Taking the definitions into account it would seem that although a great number of volunteers are recognized, only a small percentage really compliment the services rendered by professional social workers. This may also explain why only a small percentage of volunteers are involved in direct service delivery. Of greater concern is the 43.9% respondents who claimed no

recognition and 8.8% who were uncertain. Until volunteers receive full recognition and become full partners in welfare service delivery, volunteering in this country will not grow into the desired philanthropic position in which it ought to be. The country and its rainbow nation is to a great extent dependent on the dedication and value-contribution of their fellow human beings for their socio-economic development.

In the previous table some respondents (47.3%) indicated that they either compliment or are fully recognized by social workers. In the following table the respondents were asked in which way they relieved or assisted social workers in their workload.

6.2.1.13 Assistance of Social Workers with their Workload

Community members who are respondents in this study were asked to indicate whether the utilization of volunteers does relieve the professional social workers of their workload, and if it is so, how. It should be understood that most of volunteers are not professionally trained persons to offer services in the social welfare services unless they are retired professional social workers or practicing social workers using their spare time for voluntary work. The following table will show the level of assistance that volunteers give to the professional social workers. It will also indicate whether social workers experience any relief of their heavy workload, from the assistance by volunteers.

Table 38 : How utilization of volunteers relieve professional social workers of their workload (N - 27)

Response	Number	Percentage
Assist professionals with administrative tasks	13	48.1
Work with various groups/task teams	5	18.5
Undertake less complicated investigations	3	11.1
Assist with research	3	11.1
Volunteer work is perceived as additional service to what professionals do	3	11.1
Total	27	99.9

All the above mentioned supplementary tasks performed by volunteers to relieve social workers of their workload seem to be fully legitimate. By doing administrative tasks (48.1%), to the respondents, it gives the social workers more time to spend on professional services, running less complicated groups or task teams such as street kids, the elderly, nurseries/creches, home based care groups, or fundraising task teams (18.5%) on a regular basis may become reasonably tedious to professionals and may therefore conveniently be run by volunteers; and additional services such as undertaking less complicated investigations such as foster care, assisting with research and taking responsibility for additional community services [each of which is

(11.1%) making a total of 33.3%], all give social workers more time to attend to tasks for which they are trained to do. It is no wonder that Vogel (1988:617) in her study on Volunteersim and the Disabled Persons made a recommendation amongst others that the role of the volunteer in rendering of welfare or voluntary services to specific groups of people, be built in as a subsection of any relevant Act, or that a special Act be passed on issues dealing specifically with volunteers working in any field of social service.

Other task teams based on the comments made by respondents included in the 18.5% of the modes are :-

- Nutrition projects in the form of vegetable gardens
- School after care services
- Skills development programmes
- Poverty alleviation through income generating and distribution of poor relief supplies.

Properly organized recruitment and placement processes may bring about specifics on volunteering that guide the volunteers and professional social workers to know how to plan their daily routine work.

Finally, respondents were asked to come up with suggestions on

measures to recruit more volunteers.

6.2.1.14 Recruiting Measures for Volunteers

Recruitment involves enlisting of people to increase the number in order to provide what is needed, such as fresh ideas, material, efforts and initiatives, filling up as well as reinforcement of community service delivery (Websters Third International Dictionary, 1981:1899). In order to have effective recruitment of volunteers that will bring change to the recruiting agency or organisation, the measures taken should be in such a way that the expertise and qualities of volunteers recruited are viewed to match the tasks that the volunteers are expected to do.

The following table suggests the effective measures for the recruitment of volunteers.

Table 39 : Effective Measures for Recruitment of Volunteers (N - 57)

Response	Number	Percentage
Through personal approach	25	32.5
Central recruitment bureau	25	32.5
Media coverage	10	13.0
Invitation through churches	16	20.8
Through schools	1	1.3
Total	77	100.1%

The above information is a good reflection of the different ways in which organisations can go about to recruit more volunteers. The majority respondents indicated either by personal approach (32.5%) or by means of a central bureau (32.5%). The personal approach has been the measure that is predominantly used for decades with little success. Most people have limited contact or are unaware of welfare services in which they can play a role. Therefore as the personal approach is realized and appreciated it is clear that this measure is not the only way of recruiting volunteers. The fact that it still seems to be popular could mean that it should be done with much more effort than in the past. However, the data also show that recruiting need to be done in an organized and structured way which gives the response of

32.5% who opted for a central bureau. The Websters' Third International Dictionary (1981:298) describe bureau as :

> "a usually commercial agency that serves as a clearinghouse or intermediary for exchanging information, making contacts, or coordinating co-operative activities".

Therefore, by means of a central bureau a greater spectrum of people with identified potential and expertise, can be recruited, trained and correctly placed to benefit both the community and the volunteer. The other measures such as involvement of churches (20.8%), media coverage (13.0%) and through schools (1.3%) are all profitable if organized and monitored centrally.

6.2.2 DATA FROM RESPONDENT COMMUNITY MEMBERS NOT INVOLVED AS VOLUNTEERS

It was mentioned in the introduction of this section that, of the 102 respondents 45 or 44.1% mentioned that they are not involved in voluntary work. Seeing that the majority of the telephone survey respondents (55.9%) were volunteers, it was necessary to determine whether the non volunteers would have interest if they were approached or exposed to an opportunity for involvement; to ask for reasons why they are not interested in voluntary work;

whether they see any need for volunteering; if they are prepared to participate in voluntary work, what would their field of interest be; would they be prepared to undergo provided training for volunteers; and the times they would wish to serve or offer services as volunteers, that is, how much time and when.

The following discussion will present the data of the non-volunteers. Out of the 45 who indicated that they are not involved in volunteering, 17 (37.8%) indicated that they would be keen to participate if given the opportunity and 28 (62.2%) indicated that they are not interested to participate.

6.2.2.1 Reason For No Interest in Volunteering

The following table gives the data of reasons of the 62.2% respondents who did not want to become involved. Not that pressure can be put on people to volunteer but just for certainty it was enquired why the respondents did not have the interest to participate.

Table 40 : Reasons for no interest to volunteer (N - 28)

Response	Number	Percentage
Have no interest	4	14.3
In full-time employment	8	28.6
Have never been approached before or never thought about it	9	32.1
Have no time for volunteering	4	14.3
Medically unfit	2	7.1
Have interest in working with the elderly - can't find such clubs	1	3.6
Total	28	100.0

The above data show that the majority respondents were never approached before or that they never thought of it (32.1%). This indicates that after being approached they may or may not participate. Without elaborating on this response, it should be clear that the present recruitment measures apparently are not successful at all. There is no stimulation to motivate people for participation. If this figure could have been inserted into the total adult South African population it would have yielded approximately an additional 27,000 volunteers. Further reasons included those who are in full-time employment (28.6%) and those not interested in volunteering (14.3%)

as well as those who did not have time to offer volunteer service (14.3%). There is a lot of work that needs to be done to motivate people towards offering free service for the upliftment of their own communities. Why one needs to make time to volunteer requires to be explored, by recruiting agencies and a centre like central bureau if it is established.

The respondents, although not participating in volunteerism at present, were asked whether they see the need for people to volunteer.

6.2.2.2 Volunteering As a Necessity in the Community

The twenty-eight (28) respondents who were not involved in volunteering and not interested to begin the involvement were asked whether they see any need for people to volunteer. The purpose of this question was to establish whether they perceive volunteering as a fruitless exercise, or that there is value in it and reasons for not wanting to become involved in volunteering.

The following table give the views of respondents regarding the need for people (any) to become involved as volunteers.

Table 41 : Indication as to whether there is a need to volunteer (N-28)

Response	Number	Percentage
Volunteerism will benefit the community	18	64.3
There is no need for volunteerism	1	3.6
Uncertain	9	32.1
Total	28	100.0%

The majority of the respondents (64.3%) exclaimed that they saw a need for volunteering and that it would benefit the community. This response is encouraging as it proves that if the entire strategy concerning volunteerism is improved, it will not only benefit welfare services and the resultant development of the community, but will also create an unselfish, amber and compassionate climate amongst all South Africans. In this regard people will change their attitude from 'what does the community owe me', to 'what can I do for the community'. Of great concern, however, is the 32.1% who were uncertain. This is an indication that the need and value of volunteerism is not sufficiently understood, promoted and presented or implemented to seize the attention and interest of people.

The following discussion gives an indication on what the respondents would get involved in if they were to start volunteering.

6.2.2.3 The Field of Interest of Respondents

All forty-five (45) respondents who were not involved in volunteering were asked to give an indication regarding the field of interest they would participate in, given the opportunity in whatever way. The following table shows the areas of interest.

Table 42 : Fields of interest for volunteering for non involved respondents (N - 45)

Response	Number	Percentage	
Family and child care	11	24.4	
Health care (speifically) HIV/AIDS home based care	9	20.0	
The elderly	4	8.9	
Alcohol and drug abuse	3	6.7	
Educational services	3	6.7	
Physically handicapped	2	4.4	75.5
Mental health	1	2.2	
Correctional Services	1	2.2	
Uncertain	11	24.4	
Total	45	99.9%	

Interestingly a variety of fields of practice were mentioned by the respondents although they are not currently involved (75.5%). This is a positive sign that people may respond if stimulated in some way to participate in volunteering. A variety of the indicated interests even where it is just one person, shows originality.

Family and child care are reflected as the main fields of interest (24.4%). Contrary to physically handicapped or people with a physical disability (4.4%) and mentally disabled persons (2.2%) the plight of families and children have a greater appeal value. Health care with emphasis on HIV/AIDS gave the second highest interest response (20.0%). There is so much publicity that is given to HIV/AIDS orphans that more people have been sensitized and become aware as well as concerned about the situation and wonder how they can be of assistance. This response also proves that effective publicity can also play a major role in recruiting and utilizing volunteers in various fields of interest. Again the matter for concern is the great number of respondents (24.4%) who were uncertain about what their field of interest is if they were to be exposed to volunteering opportunity. It is not clear whether their uncertainty is from ignorance concerning the prevalence of social and health problems and/or the services being offered to people in need of care.

A hypothetical question was put to the 17 respondents (excluding the

28 who have no interest in volunteering) that if they were accepted as a volunteer, would they be prepared to undergo some form of training.

6.2.2.4 Preparedness for Training

After being asked whether they would be prepared to be trained if recruited and selected to volunteer the respondents gave the following responses.

Table 43 : Preparedness for training as volunteers (N - 17)

Response	Number	Percentage
Prepared to be trained	9	52.9
Do not need any training	1	5.9
Have enough experience	1	5.9
Uncertain	6	35.3
Total	17	100.0%

The majority of respondents (52.9%) felt that training was apparently important to fully equip them for the task on hand. This shows that people out there are ready to be empowered in order to become effective and efficient in their participation. Again a concerning number of 35.3% were uncertain. The reason for this response was not established. Publicity may be the only key to stimulate such

persons into volunteering.

If a person is prepared to offer or sacrifice his/her free time to serve other people in need of care, it is important to know the regularity and amount of time they were prepared to offer.

6.2.2.5 Regularity and Amount of Time for Volunteering

A question was raised to the seventeen (17) respondents who would be keen to participate if recruited or given the opportunity, on how they would prefer to arrange their time for service as volunteers. The following table show the preferred arrangements.

Table 44 : Preferred volunteering time arrangements (N - 17)

Response	Number	Percentage	
As the need arise	5	29.4	
Occasionally	2	11.8	41.2
On regular basis	2	11.8	
Uncertain	8	47.1	
Total	17	100.1%	

According to the above table the majority respondents (41.2%) indicated that it would not be possible for them to work on a regular

basis, most probably as a result of time constraints. They are, however, prepared to offer their services when needed which may also imply that it could be on a structured basis. If the recruitment, selection training, and placement of such volunteers are appropriately done, their offer would still fit as a glove. The high percentage of uncertainties (47.1%) again concur with the previous findings.

These respondents fall within those that were keen to participate and become involved as volunteers. Their uncertainty may be that in a telephone interview there is not much time for respondents to ask questions in order to understand the interviewer better. Ignorance and insecurity on responding to the person or interviewer, one does not know could have also contributed to this high rate of uncertainties. As it is understood, in a telephone interview there is no personal contact. The respondents depend and have to trust what the interviewer explains and believe on how he/she introduces himself or herself to them.

.3. DATA FROM CASE STUDIES

The following discussion is on case studies made of well established voluntary organisations or Non-profit organisations that fully utilize volunteers.

The process of the study by the researcher was done in the following manner:

- After the selection of the organisation the researcher called the centre or organisation for an appointment or arrangement for an interview.

- A questionnaire was completed during the interview which is the same as those completed by voluntary organisations during a structured interview.

- Literature and leaflets on the organisations were collected.

- Additional information was carefully noted.

- Summary of the data were made on each organization and in turn, agreements and comparisons were made on the three organisations.

6.3.1 CASE STUDY ONE : THE VOLUNTEER CENTRE

6.3.1.1 Background

This is the first volunteer centre of its nature in South Africa. It originally started at Cape Town in 1979 with the name Voluntary Aid Bureau. The first organisers and founders were volunteers. Its functional office started in 1980.

It became registered as a welfare organisation after the establishment of a constitution and structure in November 1983.

The Volunteer Centre has membership open to organisations, individuals, schools, co-operates and international organisations. A nominal membership fee is paid by each applicant according to prescriptions as laid down by the Centre.

6.3.1.2 Management

The volunteer centre has a management committee, paid staff and a great number of volunteers. The mission statement of the centre is :

> "To motivate and develop effective volunteering through consultation, training, information and placement".

The Centre caters for Western Cape Province but offers training in volunteer management across the country, in other words, nationally. Organisations using the services of the Volunteer Centre include hospitals and health care service centres, welfare organisations, non-profit organisations running educational projects, environmental groups, community based organisations, government departments and institutions that have or wish to establish volunteer or 'Letsema' projects and programmes.

The assistance given to the above mentioned organisations by the centre are:

- individual consultation services.

- regular workshops and training for staff on volunteering.
- acting as the only specialised resource on volunteering.
- referring volunteers for specific jobs in the training of other volunteers or appointment in certain jobs.
- assistance with special projects that need expertise intervention or facilitation.
- offering screening and guidance to potential volunteers to serve in various organisations who have requested the service.
- acting as a referral agency for volunteers from the community who offer to serve in voluntary opportunities.
- provides training for volunteers attached to any organisation in the community that require the service.
- also promotes volunteer rights.

6.3.1.3 The Main Objectives of the Centre

The centre has the following three main objectives :

- To promote volunteering as a fundamental act of citizens.
- To provide capacity building in volunteer management skills to organisations using volunteers.
- To recruit and place volunteers in suitable volunteer positions within the membership of the centre.

It is clear that the voluntary organisations and community members who indicated during data collection that they do not use volunteers because they need assistance with recruiting, selecting and training of volunteers, can make use or find assistance from this centre. Some voluntary organisations in the previous chapter, when they were interviewed during data collection, they alluded that they themselves do not use volunteers because they did not know how to recruit and train them. The capacity-building referred to in the above objectives of the centre and the commitment to do placement, is basically what is required in some of the organisations in order to survive as an effective organisation.

6.3.1.4 Sources of Income

The centre indicated in its response that they obtain income through the following sources :

- Payment by clients - consultees and trainee organisations.
- Membership fees of individuals and member organisations.
- Donations
- Subsidies and
- Fundraising

The nominal fees paid for training by some trainees may also add to the sources of income. The number of ways used by the volunteer centre to access funds and build on the organizational financial stand show that finances are the core source for the sustainability of any organisation.

6.3.1.5 Utilization of Volunteers

At the time of the study interviews, the centre was using forty (40) females and twenty (20) males. However the numbers do fluctuate with the peak times when more members are recruited for specific responsibilities which may also be temporary. The centre uses these volunteers on a part-time basis for over a long period and use occasional workers for office projects for instance, when additional manpower is required for administrative duties. When asked how the structured or scheduled services of volunteers attached to the organisation benefited the volunteers themselves, the following responses were given :

- that it gives the volunteer worth;
- it saves the time of the volunteer;
- it helps the volunteer to be better organised; and
- finally, the volunteer become more productive.

How this structured, organised or scheduled service of volunteers benefited the organisation or centre, it was indicated by the respondent that :

- the clients would know when to contact the volunteer;
- it makes coordination of work with other volunteers less complicated; and
- it also influences better planning of programmes.

6.3.1.6 What Motivates Volunteers

Most of the volunteers attached to the centre were said to be motivated to do voluntary work based on the following reasons : some were motivated by their experience in the field; some had interest in the welfare of the community; and others, especially those volunteers who seek job skills or work experience indicated that they are motivated to volunteer in order to utilize available free time more constructively.

6.3.1.7 The Value of Voluntary Work to Social Work Practice

A question was raised on whether the utilization of volunteers at the agency or organisation relieve the professional social workers of their

workload. The response was that volunteers help with the unprofessional administrative tasks. This means that the volunteers' work supplements the social workers' work. For instance in the case of the centre, the social workers who are coordinators of training use experienced volunteers to facilitate some sessions in the training programmes.

6.3.1.8 Training and Orientation of Volunteers

Training and orientation of volunteers has been considered to be vitally important by most scientists. For instance, Maves 1981; Naran 1982; Labuschagne 1991; Mann 1990; Vogel 1988 and Schindler-Rainman, and Lippitt 1975. It is perceived as preparing volunteers for the tasks they are expected to do.

The organisation under study listed the training programmes that they offer for the volunteers as follows :

- Effective Volunteer Management Training Programmes
  The overview of the programme entails :-
  - Basic concepts of volunteering
  - The value of volunteering to projects and to individuals
  - Exploring the definitions of volunteering and the motivation for volunteering in the South African

environment

- Identifying and developing volunteer tasks and tasks description
- Recruiting techniques
- Selection and screening of volunteers
- Orientation and training of volunteers
- Introduction to the need for a volunteer policy
- Maintaining a volunteer programme through monitoring and evaluation, recognition and reward as well as; support and development.

According to the Centre's source the above serve as an operational guide to those who manage volunteer programmes.

- Other Training Services

  There are other additional training services that the Centre offer. These include :

  - Individual consultations with member organisations to assist them in identifying their volunteer training needs.
  - On site/in house training workshops for organisations who have specific needs.
  - Workshops and presentations of various durations are available on request including topics such as risk management committee work.

- Post workshop support.
- Support and monitoring of all who have attended the training courses on management.
- Mapping study to assist organisations who have various offices and branches to identify planning and training needs as well as develop custom made capacity building packages.

The aforementioned training programmes for volunteers that are conducted by the Centre are merging well with the view of Muller (1970:207). She identified the main purpose of educational training programmes for volunteers at an agency to be: motivating the volunteers to exploit their natural gifts, as well as to use their qualities of warmth and compassion in a disciplined way. She further alluded that training equips volunteers to be able to work effectively in partnership with professionals and team members in the agency or organisation they are serving. This refer to topics such as :

- Orientation into volunteering - this includes defining a volunteer and learning the rights and responsibilities of a volunteer.
- Job -specific skills training eg. book-keeping, receptionist etc.
- Personal development training eg. book-keeping, management, conflict management and supervision.

The centre distinguished and prioritized in descending order of importance, the following factors interpreted as benefits that can be derived from the training of volunteers.

- Training of volunteers promotes satisfactory service to clients despite a restricted budget.
- Contributes to effective performance.
- It provides for capacity building of the underprivileged and disadvantaged.
- It promotes the image of the organisation to which volunteers are attached or belong.
- It is human empowerment.
- It increases self-confidence on the side of the volunteer.

The above information proves that the centre perceives training of volunteers as valuable to the community and considers that as core business of the centre itself. The volunteer centre's training programmes contribute to the sustainability of the organisation itself, more especially with relationships of affiliate organizations and those with whom they have contractual arrangements for continued training.

6.3.1.9 Recruitment

The centre undertakes their recruitment by means of media and

contact individuals and organisations. However they suggested the following measures that can be effective in recruiting volunteers :

- The first measure is that volunteers can best be recruited through a central recruitment bureau which they try to emulate. They recruit groups from churches and schools, empower them in specific skills and place them where needed.
- Secondly through media
- Thirdly, the centre consider a national network of volunteer centres in the country, which if established will be the best platform for facilitating recruitment of volunteers. The other method of recruitment that proved to them to be effective is recruiting via volunteers who are happy in their voluntary tasks - they advertise to families and friends.
- Fourthly, they advertise to families and friends.

6.3.1.10 Evaluation

The assessment of services of volunteers at the centre or organisation under study is done through the following methods :

- Use of evaluation sheets
- Individual supervision of volunteers, and

- Use of a daily record system

6.3.1.11 Extension of Service

The centre basically focus on recruitment, selection, training and empowerment, as well as placement of volunteers. When asked whether they would extend their utilization of volunteers at their centre, they indicated that:-

- They need to provide more opportunities for youth to do voluntary service.
- Also to explore the area of encouraging and utilizing working people who are available for a few hours in the evening or at weekends to undertake some form of volunteering.

6.3.1.12 Suggestions on Volunteerism

Suggestions made on volunteerism in the developmental social welfare services, by the centre under study are the following :

- Firstly, South Africa has a long history of botho/"Ubuntu" and good neighbourliness which is what volunteering is perceived to be. But that, volunteers should however, be encouraged to join organisations so that they can strengthen the capacities of these organisations to be developmental in their approach and

in keeping with the new paradigm.

- Secondly, that there is a need for a National Policy on Volunteering so that the concept of volunteering as "work for low pay" can be eradicated. This retards the process of volunteering. The policy will also define volunteering in everyone's mind and lay down the procedures for recruitment, training selection and placement of volunteers.

- Finally, a recognition or acknowledgement programme of volunteers' need to be established. In other words, how to popularise services of volunteers and help them to become better acknowledged by the organisations they serve.

6.3.1.13 Observations by Researcher

The volunteer centre has an organisational social structure which is bureaucratic. Its complexity of hierarchy of offices and formalization of rules and procedures are high whilst centralization which was supposed to be low in bureaucratic standards is moderate. To give a theoretical perspective of a bureaucratic organisation, reference is made to the ideal bureaucracy of Weber in Hatch (1997:171). According to Weber, the characteristics of ideal bureaucracy are the

following :

- A fixed division of labour
- A clearly defined hierarchy of officers, each with its own sphere of competence.
- Candidates for offices are selected on the basis of technical qualifications and are appointed rather than elected.
- Officials are remunerated by fixed salaries paid in money.
- The office is the primary occupation of the holder and constitutes a career.
- Promotion is granted according to seniority or achievement and is dependent upon the judgement of supervisors.
- Official work is to be separated from ownership of the means of administration.
- A set of general rules governing the performance of offices. Strict discipline and control in the conduct of the office is expected.

All of the above has been observed to be what prevailed at the volunteer centre in Western Cape. So the volunteers that are utilized there know exactly what they have to do, when and where. People do not operate on ad hoc basis. Those volunteers that get trained there are able to focus their training experience on what they will be expected to do thereafter in their respective organisations.

6.3.2 CASE STUDY TWO : THE 'SUID AFRIKAANSE VROUE FEDERASIE'

6.3.2.1 Background

The 'Suid Afrikaanse Vroue Federasie (SAVF)' was founded on 19 October 1904 and was the first non-profit organisation in the then Transvaal province of South Africa. The underlying principles of this organisation are founded on Christian norms and values. At the time it was established it was dominated and specifically intended to have Afrikaner membership only but has since shifted the paradigm. It now has open membership and serves any individual group or community that are in need within its jurisdiction.

The organisation purports to be promoting the Afrikaans culture and Respect the multicultural character of the South African community as well as pursuing the promotion of good intercultural relations.

6.3.2.2 Management

The membership of the organisation is made up of volunteers who operate from congress level, general management, executive committees, directorates, provincial conferences, regions, branches, sub-branches and project councils. It therefore has the national

structure, whose seat as SAVF is situated in Pretoria and has the provincial structures which are :-

- "Afrikaanse Christelike Vroue Verening (ACVV)" which operates over Eastern, Western Cape and Northern Cape Provinces.
- 'Oranye Vroue Vereniging (OVV)' for the Free State.
- S.A.V.F founded around Gauteng is for Gauteng, Mpumalanga, Limpopo and North West provinces and,
- 'Natal Christelike Vroue Vereniging (NCVV)' which caters for the Kwazulu Natal province.

The overall mission of the organisation is to render welfare, welfare related as well as other services in respect of child care and education, family care, community development and care for the elderly in the nine provinces of South Africa.

The Family Foundation is the umbrella body that manages all the activities in the provinces. It has a Board of Trustees who are elected through the 'Nederduits Gereformeerde Kerk' (NG Church).

6.3.2.3 Objectives

The main and specific objectives of the organisation are :-

- To fulfil, within the capabilities of the SAVF, the social welfare and development needs of communities.
- To provide and promote social-welfare, development and related services in communities in collaboration with interested parties and individuals.

6.3.2.4 Sources of income

Funds are obtained from payments of membership, by clients, donations, subsidies, bequests and fundraising. The trust secures the funds from wherever possible and fairly distribute and monitor the utilization of such.

6.3.2.5 Utilization of Volunteers

At the time of research, the organization used approximately one thousand five hundred volunteers who undertake fundraising, serve as committee members or the board of directors, work with clients, do marketing as well as administrative duties at some project centres and organisation offices. There are also support groups of about one thousand people who are not paid. Most of these volunteers (±95%),

according to the sources of the organisation are female.

The above mentioned volunteers are utilized on a full-time, or part-time basis, when the need arises and also as operational workers.

When the organisation was asked as to how organised, structured or scheduled services of volunteers benefit the volunteers, they indicated that:

- It gives the volunteer worth
- It saves the time of the volunteer
- It helps the volunteer to be better organised
- The volunteer will become more productive
- Enables the volunteer to attend to her other chores
- It helps both the volunteer and agency to be jointly better organised

The respondent SAVF organisation also indicated that the structured or scheduled services of volunteers benefit the organisation they serve in a sense that :

- Clients know when to contact the volunteer
- Coordination of work with social workers is easier, and
- Coordination of work with other volunteers is less complicated.

6.3.2.6 What Motivates Volunteers

When the organisation was asked as to what, in their experience, has proved to be motivating their volunteers to serve, they listed in order of importance and priority the following:

- their specific volunteers served because of having a call
- that they are motivated by a religious commitment, and
- finally, they offer services due to their interest in the welfare of the community

6.3.2.6 The Value of Voluntary Work to Social Work Practice

The organisation was requested to indicate as to whether the utilization of volunteers in their centre relieved the professional social workers of their workload.

Voluntary service was noted as valuable to social work practice since it:

- supplemented the work of professional social workers, especially where volunteers work directly with clients and in groups.
- the volunteers also help with unprofessional administrative

- Secondly that it encourages professional social workers to utilize volunteers and,
- Thirdly that it contributes to effective performance of the volunteers and in turn the organisation to which he or she belongs.

6.3.2.9 Recruitment

The organisation found that recruitment of volunteers through a personal approach to the identified persons is the best recruitment process followed by recruitment through churches. The contributory factors to this perception could be because the organisation's fundamental principles are based on religious Christian norms and values. Also that originally the organisation targeted a specific group for participation.

6.3.2.10 Evaluation

This organisation under study uses group conferences of volunteers as the main evaluation process of the work done. The reason being that it is simpler due to the big numbers of volunteers and support groups attached to the organisation and project centres.

6.3.2.11 Extension or Expansion of Services

It was enquired from the SAVF organisation whether they have any opportunity for extending their services. Their response was that they intend extending services by focussing on disadvantaged rural communities for community development.

6.3.2.12 Suggestions on Volunteerism

The organisation held with high regard the declaration of year 2002 as the year of the volunteer by the State President. This was something they had long been looking forward to.

The suggestion is that there be a National Volunteers day and week declared by the state to be commemorated every year. According to the organisation this would promote and accelerate the participation in, and support to volunteer services across the country.

6.3.2.13 Observations by researcher

The 'Suid Afrikaanse Vroue Federasie' (SAVF) is the name that in Afrikaans language, explains better what the organisation is about. The establishment of the Family Foundation which is a mother-body to ACVV, OVV, SAVF and NCVV was helpful in their endeavour to secure funds and expand their services to beyond the Afrikaans

community including disadvantaged communities. Examples of some of their projects which the volunteers are attached to and participate according to their respective interests and expertise are listed below - these show the extent of the expansion of their services geographically and in terms of fields of service covered :-

- Job Creation Projects
  - Tshepong pottery group in Soshanguve, near Pretoria - Gauteng Province.
  - Kulani Women's Club in Edendale - KwaZulu Province
  - Tshepong Development Programme - Itsoseng, North West Province
  - Bethlehem Centre for Street Children - Free Sate Province
  - Newlands Soweto Baking Project - Gauteng
  - Donato Pretoria - North Gauteng (feeding scheme)
  - Despatch Working Community - Eastern Cape
  - Nineve ACVV job creation project - Project by People with Disabilities - Sewing School uniforms

- Child Care Projects

  There are approximately 50 creches across the country. Examples of these are:
  - Xolani Creche - Zweletemba near Worcester

- Eyetu - Ya Rona Creche - Bontleng, Mpumalanga
- Belina Day Care Centre - Bethal, Mpumalanga
- OVV Playgroup, Batho Location near Bloemfontein, Free State Province

- Therapeutic Services to Children

  In their four children's homes there is a caseload of close to 20,000 children undergoing therapy

  - Mitchellsplain - Place of Safety - Western Cape
  - SAVF Belfast Children's Home - Mpumalanga
  - Rethabile Children's Home - North West

- Social Work Services

  The organisation under study has approximately 300 registered social workers employed. These professionals do generic social work practice. In addition they offer the following :

  - Services in squatter areas - near Soshanguve
  - One stop service on wheels - in Bandolierskop where social workers and clinic sisters, take along packed medicines, food parcels, pensions and all necessary equipment like folding tables to provide a one stop mobile service.

- Old Age Care
  - Old Age Homes

    Services of all the old age homes established focus on frail care for those unable to take care of themselves.
  - Housing projects

    These housing projects provides independent housing for approximately 4000 elderly people. Residents either have self catering arrangements or they enjoy their meals at the service centres.
  - Service Centres and Luncheon Clubs

    At these service centres the elderly people are offered services such as: affordable meals; hair-dressing, foot care, nursing care if needed, exercises, handwork and outings.

    Luncheon clubs focus on elderly people in communities where there are minimal facilities if any. Here, the elderly meet on regular basis and communal meals are cooked on available equipment such as primus stoves, gas stoves, or open fires. Meals on wheels or on-foot is supplied to those elderly people that are housebound.

- Adult Education

  More and more literacy programmes are often developed regularly.

- OVV Literacy Centre - Bethlehem - Free State
- Sekgabo Adult Training - Bloemfontein, Free State
- Botswadi Parent Guidance groups

  Mainly on farms, squatter areas and some working areas to specifically provide for domestic workers who often see their children only once a month or even once a year.
- Govan Mbeki Literacy Programme - Eastern Cape

- Specialized Field Services
  - Trauma Centres - Standerton and Ellisras where crises centres or shelters were founded for families or women in crisis.
  - Unmarried mothers - SAVF Armstrong Berning Centre provides shelter, physical care, consultation and guidance to the said women.
  - Adoption

    This is professionally attended to by social workers attached to the organisation under study.

The above mentioned diverse projects and programmes truly reflect the complexity of the focus of the SAVF in its endeavour to serve the community. It has services stretching across the country at various provinces as well as in diverse fields of practice depending on the

needs of the communities being served. This type of expanded service calls for a strictly hierarchical structure of the organisation. This form of a hierarchical structure is reflected in the constitution of SAVF which show that it's operation is controlled from the highest level of Congress, General Management, Executive Committees, Directorates, Provincial Committees, Regions, Branches, Sub-branches and Project councils. Communication channels between the different hierarchical levels are well defined.

Weber's characteristics of an ideal bureaucracy as listed in Hatch (1997:171) mentioned earlier is explicitly reflected in the operational structures of this organisation. Weber further suggests in Hatch (1997:171) that bureaucracy is:

> "a system of turning employees of quite average ability into rational decision makers serving their clients and constituencies with impartiality and efficiency. The bureaucratic form, promised reliability in decision making, merit-based selection and promotion, and the impersonal (and, therefore, fair) application of rules".

The SAVF is bound to have decentralization in its operation due to the fact that their projects are all over the country and have different forms. It is not surprising that they have project councils and regions with

branches and sub branches, in order that some amount of decision could be done at the lower levels. Although there would be some decision-making at such lower levels, there are still very strict rules and regulations like a mechanistic organisation for highly strict control of operations.

6.3.3 CASE STUDY THREE: THE NORTH WEST WELFARE SOCIAL SERVICE AND DEVELOPMENT FORUM

6.3.3.1 Background

The North West Welfare Social Service and Development Forum (NWWSSDF) was established in 1992 as a Provincial Forum of the North West Province being a branch of the National Forum which is a mother body to all the nine Provincial Welfare Forums.

The establishment of the Welfare Social Service and Development Forum (NWWSSDF) was prompted by the experiences of nonprofit organisations, who realised that they did not have a mouth piece to represent them when there's need to negotiate with government or any structure that might need to be approached on issues of policy, funding and capacity building. It is a nonprofit organisation which coordinates and empowers various charitable community based organisations and nonprofit organisations involved in various projects

and programmes.

6.3.3.2 Management

The NWWSSDF have a Provincial Management Committee (Manco) which is responsible for the smooth running of the organisation and controls the implementation of the rules and regulations of the organisation. Manco consists of elected members of the general assembly, who are volunteers from their respective organisations.

The Mission of the NWWSSDF is:
To influence the political process by engaging stakeholders in relevant policy formulation and the implementing and monitoring of developmental social services, and to ensure the participation of consumers in these processes, so as to ensure the effective and efficient utilization of resources to improve the quality of life for all.

NWWSSDF has as its machinery, in order to realise its vision, accessible, equitable and just welfare services and development systems for all. The regional structures which are established according to local authorities, exist in five district structures viz: Central District, Bophirima, Kgalagadi, Southern and Bojanala Districts.

6.3.3.3 Main objectives

The main objectives of the NWWSSDF :-

- To seek the broadest possible stakeholder participation at all levels of policy formulation and the planning as well as the implementing of services.

- To monitor and make recommendations regarding developments in the welfare, social services and development fields.

- To empower and provide capacity building, and assist non-profit and community-based organisations in the North West Province in their endeavour to meet the needs of their respective communities through various social services, development projects and programmes.

- To develop a database of the non-profit and community based organisations with a view to coordinate and enhance all such organisations by facilitating access to resources; quality service, and sustainability of projects, unlocking their potential to independent developmental operations.

The objectives of the organisation under study show that there is an attempt to provide capacity building and enable the non-profit organisations and community based organisations in their respective province to cope more effectively in project and programme activities.

NWWSSDF as a source of information and training provides education, experience, knowledge base, and growth as well as development to those organisations that have access to their services.

6.3.3.4 Sources of Income

The respondent organisation indicated that they receive their income through the following sources :

- Membership fees of affiliate organisations
- Donations and,
- Fundraising

6.3.3.5 Utilization of Volunteers

The organisation under study utilize volunteers in various ways, being:-

- Fundraising
- Serving as committee members
- Volunteers doing administrative duties

- Working with client-organisations
- Offering or using own transport

This organisation utilizes volunteers, in the first instance, indirectly through volunteers that serve in their respective non-profit or community based organisations that they are attached to. In the second instance, the volunteers are utilized in the management, coordination and data collection of approximately 220 organisations which NWWSSDF has contact with and are doing welfare and social service delivery projects and programmes in the province. The NWWSSDF is continuing to increase the number of contact organisations and affiliates through the development of a database. The volunteers are used either on a full-time or part-time basis.

When the respondent organisation was asked how the structured or scheduled services of volunteers attached to the organisation, benefit the volunteers themselves, the responses given in descending order of importance were that :

- The volunteer becomes more productive
- It helps the volunteer to be better organised
- It saves the time of the volunteer, and
- It gives the volunteer worth

The question on how does the structured or scheduled services of volunteers benefit the organisation to which volunteers are attached, the response was that :-

- the clients know when to contact the volunteer
- coordination of work with other volunteers is less complicated
- it enhances quality of service by the organisation

According to Curtis and Noble (1988:96) a good recruitment process which results in finding the best person for the job aims at among others, ensuring enhancement and provision of quality service. This is what the NWWSSDF gain from the structured and scheduled services of volunteers.

6.3.3.6 What Motivates Volunteers

The response of the organisation under study showed that most of the volunteers attached to them were, in descending order of importance, motivated by the following :-

- Interest in the welfare of the community
- Experience in the field
- Religious commitment
- Calling

- Utilize available free time more constructively

According to the objectives of the organisation mentioned earlier, there is an indication from collected data that the organisation empowers and provide capacity building and also to assist the member organisations in sustaining the development of their projects. This type of involvement would obviously require people with interest and experience in the field, who have the passion and commitment in the duty to be performed. This is said to be in line with what Beigbeder (1991:102) suggested that, when allocating the duties to be performed, the recruiting organisation should search for the motivations, desires and interests of the volunteers that match the service opportunities available.

6.3.3.7 The Value of Voluntary Work to Social Work Practice

In response to the question that was raised, on whether the utilization of volunteers at the agency or organisation relieve the professional social workers of their workload, the organisation affirmed that :-

- It supplements the work of a professional social worker
- Volunteers help with unprofessional administrative tasks
- It reduces the load of work, more especially that of community liaison officers

In the North West Province there is a strong partnership relationship between the organisation (NWWSSDF) and social workers working in the government's Department of Social Services, and much more closely with those serving as community liaison officers in the various districts. Again since some of the volunteers in the organisation are social workers who are not in the employment of government and who wish to plough back their knowledge into the community because of their experience in the various fields of practice, greatly relieves the load of practising social workers.

A lot of administrative work is done through data collection, monitoring, advice on financial accounting and application for registration as NPOs.

6.3.3.8 Training and Orientation of Volunteers

Response to the question on whether the volunteers attached to the organisation receive some form of training, which was in the affirmative, gave the following list of the forms of training that is done :-

- How to conduct meetings
- How to apply for registration as NPO
- How to write a business plan and request for funding of projects
- Accounting for funds from donors or subsidies

The district and regional representatives elected from the affiliated organisations, serving in the provincial Management Committee (Manco), monitor and give advice after the training to all the affiliate and trained organisations. They in turn give regular reports to Manco (Each member is allocated an area/s and list of organisations or projects to monitor and assist).

The question was asked to the organisation under study, as to what benefits can be derived from the training of volunteers. The response in descending order of importance, was as follows :

- That it promotes satisfactory service to clients i.e the community and individuals.
- It contributes to effective performance of the volunteers and organisations in the community.
- It contributes to capacity building of the underprivileged and disadvantaged.
- It promotes the image of the organisation to which the trained volunteers belong.
- Increases self-confidence on the side of the volunteers.
- It is human empowerment.
- It encourages professional social workers to work with volunteers and delegate them duties.

The comments made by the organisation were that training broadens

the knowledge-base and improves the skills of volunteers. There is no doubt that this can be realised if the training and design of the contents of a training programme could be as Maves (1981:300) suggest :

- What volunteers need to know
- How volunteers feel about themselves and others
- What volunteers need to be able to do

Training in itself brings about growth, development of skills, increase of knowledge and demonstration of efficiency, effectiveness as well as experience of quality service delivery.

6.3.3.9 Recruitment of Volunteers

The organisation found that the best measure that can be effective in recruiting volunteers to offer services in the welfare and development field would be recruitment through a central bureau or some kind of a foundation or resource centre.

Based on the experience of this respondent organisation, dealing with their respective affiliate organisations and realising their shortcomings in addressing their respective concerns, a strong motivation was made for a well organised central bureau to deal with recruitment. The

motivation was, that a recommended bureau would be able to call for volunteers, train them, and distribute resources according to the specialities of the trained volunteers and needs of recruiting organisations.

6.3.3.10 Evaluation

The services of volunteers in NWWSSDF are evaluated in two ways at different levels.

- Firstly the volunteers attached to affiliate organisations are evaluated through group conferences and seminars whereas meetings are held during which progress on development of the organisation is assessed.

- Secondly individual organisational supervision where Manco's focus is on identified needs of technical or special assistance in the development as well as progress of specific organisations.

- The daily record system is done only when an individual Manco member, or outside volunteer visit the organisation's office to offer some assistance to either some organisations or do administrative work.

6.3.3.11 Extension or Expansion of Service

The organisation has identified a need to expand and extend their services in the following ways :-

- Recruiting and empowering people on home based care
- Providing capacity building for the organisations that initiated the promotion of goat meat and products
- To serve as support base to the Provincial Council of the Deaf which is disadvantaged by lack of access to information and resources because it consists of deaf people only : for three years or until such time that they are able to administer their own affairs.
- Continue the intensive financial accounting training programmes of voluntary organisations' representatives.

6.3.3.12 Suggestions on Volunteerism

The NWWSSDF made the following suggestions on volunteerism in welfare social services and development :

- That a national volunteers bureau or coordination centre be established for the whole country with provincial structures.

- The Volunteers Bureau to be established as an autonomous structure under the auspices and support of the National Department of Social Development.
- Advanced training of volunteers to be conducted at that bureau.
- Placement of volunteers to be done through provincial structures.

6.3.3.13 Observations by Researcher

The North West Welfare Social Service and Development Forum (NWWSSDF) is a provincial structure of the National Welfare Social Service and Development Forum (NWSSDF). The nine provincial structures are all coordinated at national level serving the purpose as outlined at national level and specific interests and concerns as identified by the respective provinces.

The extent to which volunteerism is spread in the province is expressed in a variety of projects and programmes that the organisation coordinates. The projects entail specialities such as :-

- Individual personal client service
- Family and child care
- Health care services eg. home based care
- Projects for people with disabilities

- Mental health after care services
- Substance abuse projects
- Correctional after care service
- Care of the elderly
- Specific programmes and projects on violence against women and children
- Community education programmes
- Trauma counselling
- Poverty alleviation and income generating projects through:-
    - vegetable gardens
    - poultry farming
    - goat products promotion including leather tannery
    - sewing and knitting
    - arts and craft work
    - welding and upholstery & wood carving
    - sign language lessons
    - wire fence-making
    - herbal medication from devil's claw

6.3.4 SUMMARY OF CASE STUDIES

To utilize volunteers more effectively in the study, it was necessary to determine the views of the agencies included into the case studies

concerning main activities of volunteers; benefits of structured services; motivations why only some people do volunteering, and recruitment, training and evaluation of services of volunteers. These aspects have proved to be those areas where the entire system of volunteering fail.

6.3.4.1 Main Activities

All three organisations indicated that they mainly use volunteers for fundraising purposes, serving on committees or boards; and administrative activities. It is only the SAVF that in addition to the above use volunteers to work directly with clients. Although the mentioned services are important for smooth performance and existence of welfare organisations, these services do not always serve as a draw card for volunteers. People have a diversity of interests, knowledge and skills which they are prepared to offer to their fellow human beings. These attributes need to be identified and exploited in order to draw more volunteers and place them in positions which will stimulate their interests and make them more enthusiastic workers.

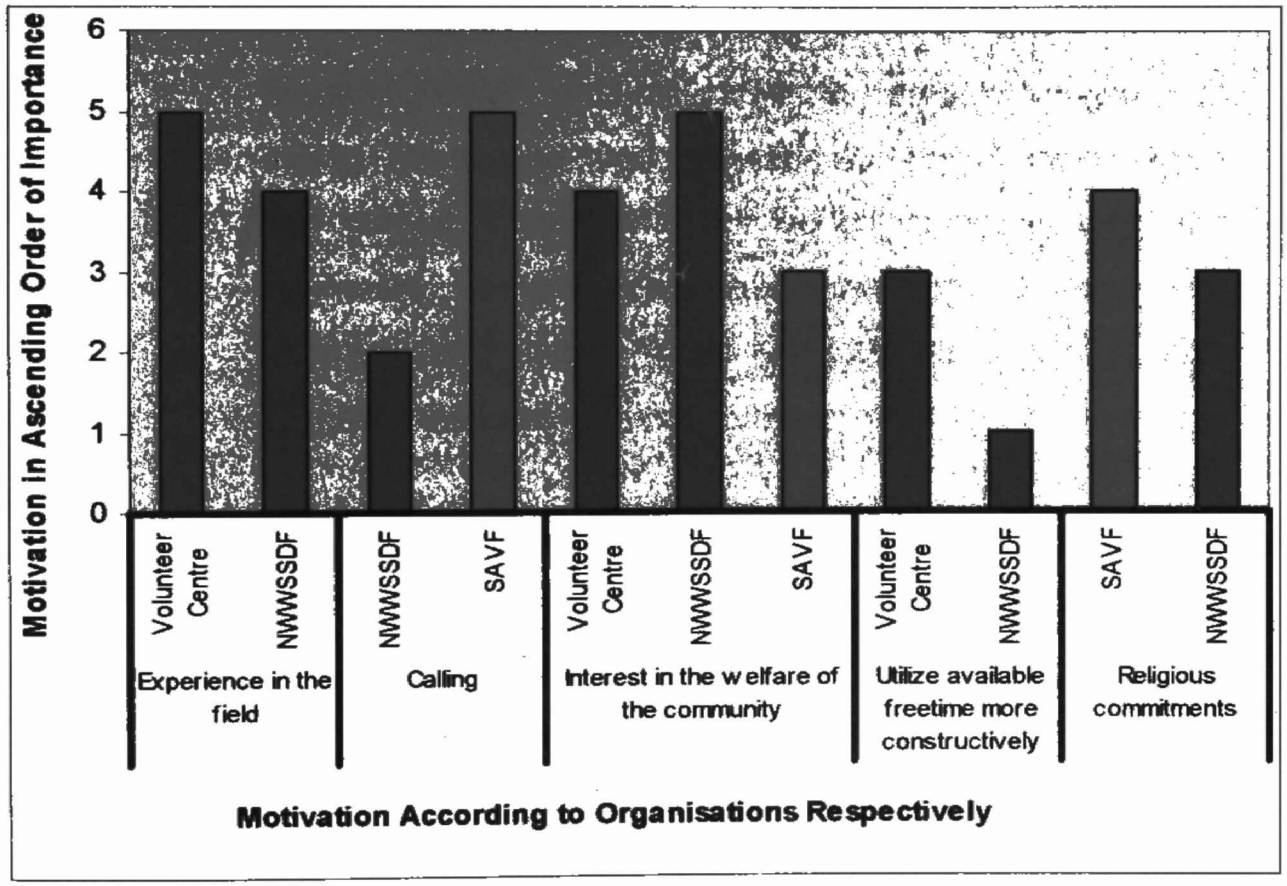
6.3.4.2 Structured Services of Volunteers

All three organisations showed according to the data that structured and scheduled services of volunteers benefit both the volunteer and the organisations. Benefits by the organisations can be listed as

6.3.4.3 Motivations towards Volunteering

The modern world is characterised by economic tendency and most people have become financially centred. This means that people only normally offer their time and energy outside their familial responsibilities, if they receive something in return - especially monetary returns. The question then arises why some people are prepared to offer their services on a voluntary basis. This question was put to the three case studies who offered the following main motivations.

Figure 5 : What motivated the volunteers attached to respondent organisations to start volunteering



The above figure demonstrates the motivations of the three organisations under study as follows : 1 denotes lowest motivation and develops up to 6, which is the highest level of motivation.

- According to Volunteer Centre, experience in the field is what

highly motivated most of the volunteers - and second was, interest in the welfare of the community. Utilizing available free time more constructively was the third highest motivation.

- Regarding SAVF, what motivated the members highly was the calling. The second rated motivation was religious commitment, and interest in the welfare of the community was the third motivation. Religious commitment was through respondents religious denomination, which was interpreted as more of an obligation than call.

- With regard to NWWSSDF the highest rating motivation to members was interest in the welfare of the community, and experience in the field was mentioned second. The third highest motivation was religious commitment.

Although calling did not appeal to the volunteer centre volunteers, and was the second lowest to the NWWSSDF it was rated the highest motivating factor to SAVF volunteers. The lowest motivating factor was utilizing available free time more constructively, which was rated as level one motivation to NWWSSDF members. It was however, the third motivation to volunteer centre members, as indicated in their questionnaire that, it is a common source of motivation for volunteers who are job skills seekers or those who are unemployed and need

exposure to work-experience.

Concluding the above comparisons, it became clear that there are actually three main motivations attracting people to voluntary services. In descending order of importance there seem to be interest in the welfare of the community; experience in the field; and a calling. If calling was or can be a combined with religious commitment, it may have proved to be the main motivation. However, listing motivations according to their statistical significance, is not that important. The fact remains that the case studies pointed out at least three major motivations which attract people to voluntary services. The motivations are reiterated as follows :

- Interest in the welfare of the community:
  On a continual basis people become aware of the increasing rates in social and health pathologies or even, directly or indirectly become affected by these various tragic or unacceptable situations. Because of their own experiences or knowledge about the deterioration of the community's well-being and values, they become highly motivated to do something about the situation or become involved in an existing programme or organisation. Examples are firstly where family members for instance experience situations such as alzheimer disease, blindness or other disability within their own family

circle, they then become motivated to become involved in that particular service delivery or secondly, where people become aware of the increasing HIV/AIDS rates and then feel that they need to become involved in safe-guarding the community against this or other catastrophy.

- Experience in the field

  People with some experience or expertise in a specific field, may experience desire to offer or share their attributes with others. These attributes can either be a professional training course such as social work, teaching, nursing etc. or a specific skill such as gardening, knitting, public speaking, etc. These services are offered by both people in full-time employment (offer services extramurally) or the unemployed such as housewives and pensioners. By offering their services these volunteers also meet their basic needs of selfworth, desire to contribute and self-actualisation.

- Calling

  People may realise social and health deterioration of society or the unmet needs of people and still not be motivated to assist on a voluntary basis. It is in this regard that a calling or religious commitment give the necessary impetus for people to capitulate and to become dedicated volunteers. A call has an

impact on one's spiritual charge, to be responsive to the Godly challenge. Religious commitment may have both the individual challenge calling for spiritual fulfillment through serving, or through a church obligation.

6.3.4.4 Recruitment

When enquiry was made for a suggestion on the measure which can be effective in recruiting volunteers to offer services in the social and development services, the Volunteer Centre and N.W. Welfare Social Service Development Forum agreed that it should be through a Central Bureau. The volunteer centre added that a national network of volunteer centres would be a valuable idea. The NWWSSDF comment was that the Volunteer Bureau or Central Bureau would be regarded as a forum through which organisations call for resources according to specialities or expertise of the volunteers as well as needs of the recruiting organisations.

According to SAVF the best way to recruit volunteers is through personal approach. This can be done via volunteers who are happy in their voluntary tasks and who will in turn advertise the voluntary service needs to their family members or friends.

It is interesting to note that the organisations emphasized either a central bureau or personal approach. Both these approaches make a lot of sense as a central bureau refers to a more formally organized structure or formal way of recruiting volunteers. People who are motivated or need to be motivated to become part of volunteering, will know who to approach (or will be approached through recruitment campaigns or programmes), express their interests and needs and be properly placed for a task at hand. However, some people, although they have the expertise or desire to become volunteers, need some form of a personal approach to finally persuade them to participate. The personal approach in volunteering will always play an important role as religious institutions or pressing community needs will throughout require the philanthropic considerations of their fellow human beings.

In conclusion the case studies clearly pointed out that active efforts need to be taken to recruit all interested and available persons in order to extend and reinforce voluntary services.

6.3.4.5 Training of Volunteers

The first two organisations, that is, the Volunteer Centre and the North West Welfare Social Service and Development Forum are focussed on

training and development of volunteers either as individuals or organisational affiliates. A wide spectrum of programmes and curriculae in different developmental welfare fields which address the needs of the said individuals or organisations are followed. Training has been emphasized by the three case studies not only to better equip volunteers for the job at hand but also to create interest and enthusiasm amongst volunteers. With a better background knowledge, volunteers will know how to more effectively approach their work (calling); what is expected from them; and realise that the work entrusted to them is more important and is valued by the organisation.

The organisations under study offer a variety of training curriculae and programmes based on their respective objectives. The following is the list on the forms of training conducted by the three organisations respectively:

- Volunteer Centre:
    - Orientation into volunteering i.e defining a volunteer, rights, and responsibilities of a volunteer.
    - Job specific skills training, for instance book keeping, receptionist.
    - Personal development training eg. time management, leadership skills, conflict management and team participation.

- S.A.V.F.
  - Course in Family Care
  - Management of Projects
  - Manuals for volunteers, volunteer AIDS, aged homes and play groups.

- NWWSSDF:
  - How to conduct meetings
  - Requesting for funds: writing a business plan and how to apply for non-profit organisation registration.
  - Accounting for funds from donors or subsidies and book keeping.
  - Project management

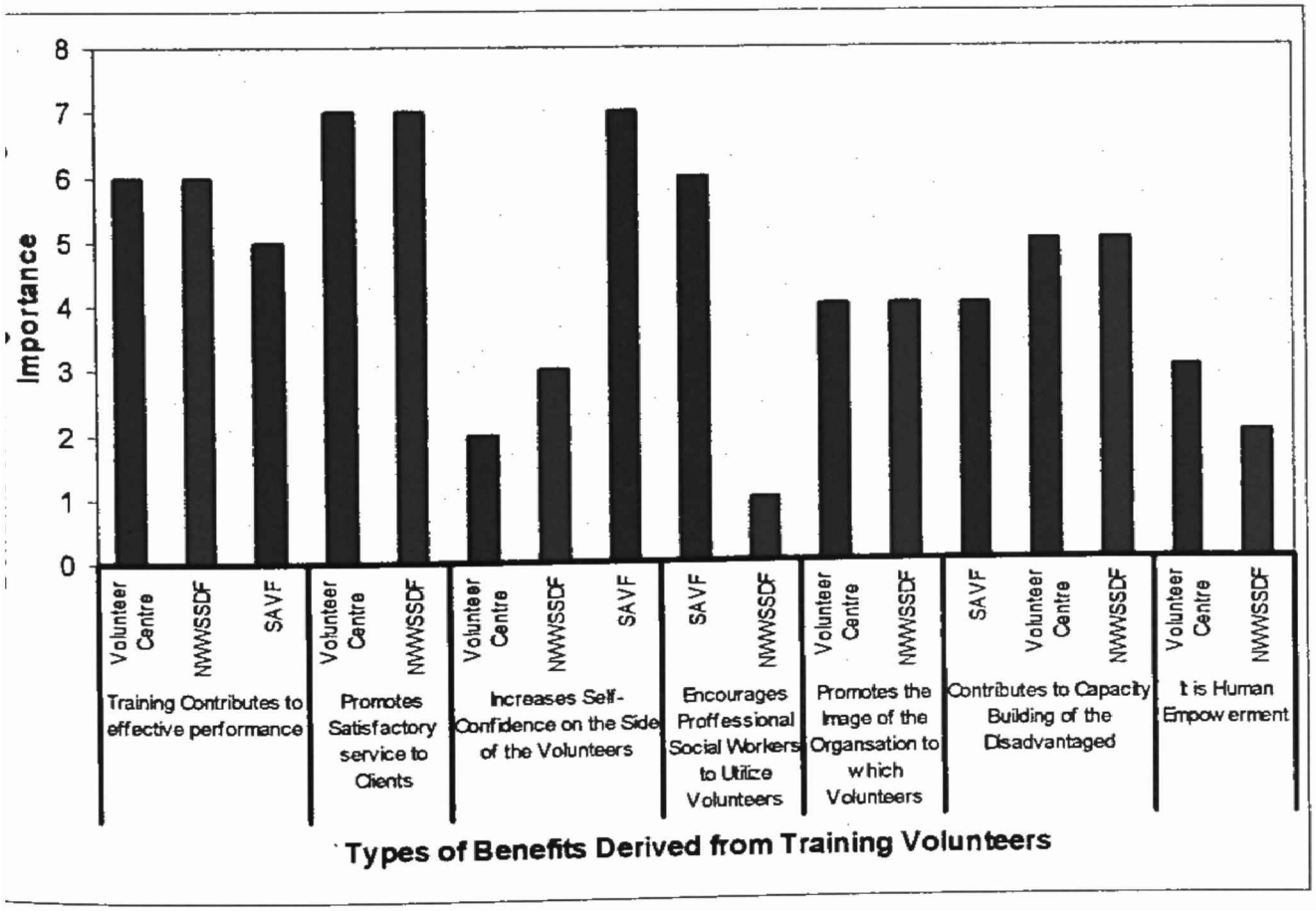
The above list on forms of training has embraced what Maves (1981:300) gave as the three categories which should be contained in the design of the training programmes for volunteers. These categories are :

- What volunteers need to know
- How volunteer feel about themselves and others
- What volunteers need to be able to do

All in all, the organisations under study found training of volunteers to be a most valuable tool to facilitate effective and quality performance.

A question was raised to the organisations to indicate the benefit that can be derived from the training of volunteers. The following figure shows the responses from the respective organisations in descending order of importance.

Figure 6: The benefit that can be derived from the training of volunteers



According to the figure above the following observations are of interest:

- Both the Volunteer Centre and NWWSSDF emphasized satisfactory service to clients which also collaborates well with the contribution to effective performance. It can therefore, be concluded that the basis of training is mainly to equip volunteers to perform more effective services.

- The SAVF again emphasized that training increases self-confidence on the side of volunteers. This remark can be seen as the result of better training which leads to more effective services which give volunteers the confidence to do what is expected from them. A combination of the mentioned benefits thus far will without any doubt create a better relationship between volunteers and professional social workers as they are purposefully working towards the same goal; promote the image and confidence in the organisation and its service delivery; and contribute to a more effective capacity building of the disadvantaged and human empowerment.

- The SAVF also exclusively mentioned that training of volunteers will encourage professional social workers to more effectively utilize volunteers. This is said most of this

organisation's services are run by volunteers. They maintain that well organised programmes are those in which volunteers and professional social workers fully cooperate with one another. In this regard many voluntary or welfare organisations can learn from the SAVF on how to use volunteers and conduct a vast number of programmes in which both volunteers and professional workers collaborate.

All three organisations gave evidence that training of volunteers contribute to capacity building of the disadvantaged and leads to human empowerment. After all this what welfare services are all about to enhance the social functioning of people by means of amongst others capacity building and human empowerment. To achieve this goal the welfare network is dependent on well trained and competent volunteers and professional social workers.

To conclude the three case studies emphatically stressed the necessity for the capacity building of volunteers in the form of training which will ultimately benefit the entire community.

6.3.4.6 Evaluation of Services

Considering the recruitment, training and proper placement of volunteers, the possible benefits derived from utilizing volunteers; in

order to retain the interest and enthusiasm of volunteers, it is necessary to prove to them that they are offering valuable services and that the organizations appreciate their efforts. This can only be done by purposefully evaluating their services and giving them a proper feedback. Unfortunately it was found that not much is done on evaluation of volunteer services in this regard.

- The Volunteer Centre indicated that they evaluate the services of volunteers attached to their center through :

  - Evaluation sheets to assess volunteers
  - Individual supervision
  - Use of a daily record system

- The North West Welfare Social Service Development Forum showed that their nature of evaluation is through :-
  - Group conferences
  - Individual supervision of both organisations and management members
  - Use of a daily record system to keep record of contacted persons

- The SAVF mentioned that the services of their volunteers are measured and evaluated by the success attained through their

diverse services. In this process use is also made of individual and group conferences and outcome records.

CONCLUSION

In conclusion the three organisations under study gave a true diverse situation within which voluntary organisations operate. They demonstrated how the initiatives of volunteers, in varying situations, are influenced by the environments where the service is intended to be offered. Finally, the organisations showed the nature and extent of voluntary service across the variety of fields of practice.

CHAPTER 7

CONCLUSIONS AND RECOMMENDATIONS

INTRODUCTION

The purpose of the discussions in this chapter is to give experience, information as well as knowledge gained from the data collected and discussed in the previous chapters, which lead to the conclusions and recommendations made from the study. The following are the objectives and were set at the beginning of this study.

7.1 To determine the extent of volunteerism in the North West Province.

7.2 To study the nature, extent, need and utilization of volunteerism in social services and developmental welfare.

7.3 To establish the type of cooperation of practice between professional social workers and volunteers.

7.4 To establish and determine the areas where volunteers can be used legitimately.

7.5 To determine the ways and measures (strategies) of how to recruit, select, train and place volunteers.

The research design that the research applied is both descriptive and exploratory, using:

- the mailed questionnaires to professional social workers;
- self administered interviewing scheduled questionnaires to the
- voluntary organisations;
- self administered telephone interviewing schedule to community members and;
- case studies of the three mainly active Nonprofit organisations/voluntary organisations that are known for utilizing volunteers.

The literature study was focusing on what is required from the objectives mentioned earlier. Some of the literature explored and reviewed in addition to relevant books, was from government policies, presentations at conferences, consultative meetings, reports as well as white papers developed for the Government of National Unity.

MAIN FINDINGS

The main findings of this study will be classified under the following sub headings :

7.2.1 Participating Organisations' Background

The background of the voluntary organizations and agencies that participated in the research study was drawn based on the three main focus areas, which are :-

7.2.1.1 Specialized fields covered by the respondent organizations

The greatest number of organizations that participated as respondents had their specialized field of practice focusing on welfare and/or educational programmes to people, groups and communities. The programmes were basically :

- educational services;
- community services;
- family and child care services;
- services for the elderly;
- health-care services;

- services for persons with disabilities;
- mental health services; and
- combination of services.

It was also found that from the volunteers in the community, the main activities of speciality were the following in their order of popularity :-

- family and childcare;
- poverty alleviation;
- care of the elderly; and
- diverse activities, depending on the need at the time.

Even non volunteers indicated that if they were given the opportunity to participate in volunteering, childcare would have been their priority and highest field of interest, followed by homebased care and HIV/AIDS.

7.2.1.2 Age-groups Served by the organizations

It was found that most organizations were directing their services to all age groups followed by care for families and especially children in all age groups. A fair number of organizations focused on youth and adults. The elderly also had a reasonable number of organizations

focusing on them.

7.2.1.3 Organizations' Sources of Income

What came out clearly is that sources of income that helped to sustain organizations was mainly from donations and fundraising. A fair amount also came from membership fees and subsidies paid by government. It was however, however, found that most professional social workers that participated in the study were from agencies that received their complete funding from government. These were agencies run by government.

One may conclude that despite some government support to help sustain voluntary welfare organizations the organizations mainly rely on the support of the community for their continuation through donations and fundraising.

7.2.2 Responsibility of Volunteers Serving in Voluntary Organisations

It has been found from both empirical data and literature study, that the roles which are mostly performed by volunteers are :

- fundraising;
- committee and board membership; and
- administrative duties

Professional social workers indicated that additional functions to the above roles of volunteers could be that, those volunteers with specific expertise and experience assist in training other volunteers on :-

- monitoring and supervision of maintenance and foster-care grants;
- distribution of food parcels to the needy;
- managing community projects eg. poverty alleviation; and
- organizing and managing awareness campaigns.

Working with individual clients or counseling was also mentioned by community members, voluntary organizations and one case study. Professional social workers were found to support this function on condition that those volunteers have appropriate training, expertise, experience and ability to directly deal with individual clients and groups.

7.2.3 Manner in which Services of Volunteers are Structured

It has been found to be common practice that volunteers at most welfare organizations operate on an unplanned and unscheduled manner. Volunteers are either called in to serve on a flexy part-time basis or when the need for their services arise. This implies that volunteers are not used to their maximum potential.

Regarding the value of structured services to volunteers and organizations,

responses revealed that the benefits gained by volunteers from structured and scheduled activities are amongst others, the following :-

- it gives the volunteer worth;
- it helps the volunteer to be better organized; and
- the volunteer becomes more productive.

The mentioned benefits mean that structured services makes the volunteer to feel more fully utilized and sufficiently occupied.

Case studies revealed that structured volunteering add value to both the organization and the volunteer. The values were mentioned as follows :

- Adhering to fixed times assist clients to know when to contact the volunteer workers and which makes them sufficiently and productively occupied.
- Coordination of work by the agency or organization regarding all participating voluntary workers becomes more effective attending to the prioritized demands or needs; and
- Structured volunteering leads to better planning of programmes and activities which not only benefit the organisations' service delivery but also contribute to community organization and development.

Data given by volunteers during the telephone interviews clearly indicated

that volunteering on its own, whether it is structured or not, adds value to the service being offered or satisfies the volunteer. The satisfaction is derived from the fact that volunteers :

- felt fulfilled to be doing something good for other people;
- felt good if they could help;
- experience a rewarding feeling to find they could empower the disempowered;
- enjoyed the pleasure of contributing to the functional needs of children and parents;
- became emotionally and spiritually fulfilled to work with the elderly; and
- felt gratified to please God (calling motivation) by showing other people that they care about them.

It is clear from the aforementioned value of volunteering that there is gain sufficient, to be enjoyed by volunteers in offering their services which also serve as a motivating factor. However, it would become more effective and valuable if the voluntary services are structured and scheduled.

7.2.4 What Motivates Volunteers to offer Services

The statement by Sherrot in Poulton (1988:22) that people who wish to serve as voluntary workers make moral and narrative choices which include a way

of neighbourhood living or "Botho" "Ubuntu", a social duty; an appeasement of guilt; and expression of religious commitment, cuts across what motivates people to volunteer. For instance it was found that:

- According to voluntary organizations what motivates people are:
  - interest in the welfare of the community;
  - utilizing available free time constructively;
  - revealing their experience and expertise in the field; and
  - religious commitment and calling.

- To professional social workers, volunteers are motivated to get involved in voluntary work because of :
  - religious commitment;
  - the spare time they have for volunteerism;
  - their experience and expertise in the field;
  - being recruited i.e being wanted to volunteer; and
  - they became interested because they experienced similar problems in their own households eg. a disabled family member.

- The respondent community members who are volunteers mentioned that they were motivated by :
  - realization of a need that deserved to be addressed;
  - religious conviction; and

- time on hand either being unemployed or idle, to offer services.

- The case studies showed that their volunteers were motivated by :
  - interest in the welfare of the community;
  - calling and religious commitment; and
  - experience in the field.

The main findings under motivation for people to volunteer which is common in all four categories of data collected are :

- firstly, volunteering because of calling and religious commitment;
- secondly, because of interest in the welfare of the community; and
- thirdly, because of volunteers experience and expertise in the field.

The above motivations show that emotional and spiritual fulfillment of volunteers are the main causes for people to volunteer.

7.2.5 Interest in utilization of Volunteers by non-participating organizations

It was found from the organizations that were not utilizing volunteers that they are prepared to utilize volunteers provided that :-

- they get some assistance in recruitment and selection of volunteers; and

- there is assistance in training the selected volunteers to perform worthwhile services.

7.2.6 Benefits to Professional Social Workers' Service Delivery from Services of Volunteers

It was found that voluntary organizations that are utilizing volunteers and have social workers employed by them realized that the high workload of professional social workers is or can be reduced:-

- mainly by volunteers assisting with administrative tasks; and
- by supplementing the work of professional social workers eg. conducting group sessions or supervising foster care cases.

The professional social workers indicated that if professional staff expansion are impossible, they will be compelled to :

- identify possible tasks in the workload that can be successfully done by volunteers; and
- refer some clients or tasks to other voluntary organizations dealing with similar problem areas.

What is significant here is that both the professional social workers and voluntary organizations concur that social workers highly benefit in their service delivery from services offered by volunteers.

Some researchers and experts from the literature review, found volunteer services to be adding value to the professional social service delivery in various ways, which are amongst others :-

- providing a means of tapping the energy and time of people who have always wished to contribute or serve;
- providing mutual help with self-help groups in the network of social service delivery system;
- enhancing coping mechanisms of humanities, and extending services provided by paid or employed workers including professionals;
- providing community development through local government, social service delivery systems, service clubs and other organizations; and
- providing an outside view and bringing the community through volunteers, closer to an agency in order to have access to resources.

7.2.7 Recruitment and Selection of Volunteers

7.2.7.1 Criteria requirements for volunteering

Previous research studies found that recruitment and selection of volunteers should have basic criteria such as :

- volunteers' understanding and acceptance of programme goals;

- the ability of the volunteers to meet training and volunteer – job time commitments; and
- being able to meet the requirements of the organization regarding the specific job description and prerequisites such as, providing one's own transportation; etc.

7.2.7.2 Desirable Characteristics of Volunteers

Researchers further found that the following desirerable profile is necessary when the recruitment and selection of volunteers is done (Muller, 1970; Anderson and Lauderdale, 1986).

- the ability to make contact with people;
- evidence of being tolerant and having a flexible personality;
- sensitivity for and understanding human feelings which includes capacity to be non-judgemental and being a good listener.
- demonstration of own previous experience indicating personal maturity and common sense;
- ability to respect value and lifestyles different from one's own;
- evidence of successful problem-solving capacity in dealing with one's own life crises;
- display of interest in and love for people, with a sense of humour;
- ability to treat cases with confidentiality;

- having skills or hobbies that they can share;
- familiarity with basic concepts o f human development and social problems;
- ability to be firm and decisive when necessary; and
- ability to accept he philoscohy and functions of the agency.

7.2.7.3 Effective Measures for Recruiting Volunteers

It was evident from the data collected that the voluntary organizations, professional social workers and the case studies all concurred that the most effective measures for recruitment were as follows :

- personal approach to potential volunteers
- use of a central bureau for volunteers;
- recruit volunteers through churches or religious organizations; and
- advertise for volunteers through media.

Although the personal approach to potential volunteers was found to be the most effective measure for recruiting volunteers, the central bureau for volunteers or centralized structure of services of volunteers, nationally as well as provincially, was regarded as a vital necessity by the majority of respondents. The motivation for this was that a central

volunteer bureau would be regarded as a center through which organizations call for resources according to specialities or expertise of the volunteers as well as the needs of the recruiting organizations. In order to facilitate this service, the professional workers data identified the need for welfare organizations to compile a list of their respective needs and tasks that can be done by volunteers, so that, the prospective bureau can after recruiting volunteers, synchronize legitimate tasks with the abilities of volunteers and also develop specific training facilities appropriate to volunteer services.

7.2.8 The Importance of Training of Volunteers

7.2.8.1 Importance of training

Training of volunteers has been identified as a great facilitator for effective performance and quality service to clients and communities as well as organizations to which the volunteers are attached.

Previous literature research findings and all the four sources of data collected, found training of volunteers to be not only essential but also beneficial and important because of the following reasons:

- that it increases self-confidence on the side of the volunteer;
- that it promotes the image of the organization to which volunteers belong;

- it promotes satisfactory service to clients and contributes to more effective performance of the organization; and
- it encourages professional social workers to utilize volunteers who will be complementing their services.

Training was therefore, found to be imperative not only to better equip volunteers for the job allocated to them but also to develop interest and enthusiasm amongst them.

7.2.8.2 Forms of Training received by Volunteers

Common to the presented sources of data it has been found that no structured and purposeful training was offered to volunteers by welfare organizations. The only forms of training that was said to be evidently offered were the following :

- a mere orientation programme;
- in-service training;
- training offered only when the need for training is identified;
- occasional training workshops; and
- minimally crash courses or course work.

According to the case-study data it was found that training was identified as important and implemented in a more purposeful and

structured manner. Some training sessions conducted by organizations under study produced manuals and guides to the participants in order to facilitate the implementation of the skills and knowledge obtained. In minimal cases training sessions ended up with certificates awarded to the participant volunteers.

Professional social workers participating as respondents also found training to be highly important and necessary and that volunteers who participated in the training should be offered certificates on completion of the sessions. Social workers also identified the need to develop some volunteers into auxiliary workers depending on the merit of each case.

Schindler-Rainman and Lippitt (1975:72) identified five phases of training which proved to be useful to follow in voluntary training courses. The contents and details of the said training are as follows :

Preservice training :- it refers to raining of volunteers before starting any work at the agency.

- Start-up support:- it involves the assistance to volunteers as they begin their volunteer work.
- Maintenance-of-effort training:- it refers to on-the-job training to increase the skills of volunteers.
- Periodic review and feedback:- there is a variety of review

techniques and sessions that can be used.

- Transition training:- it should be able to recapitulate the first four phases of the training framework mentioned above.

The above phases are expected to cover the following three categories:-

- what volunteers need to know;
- how volunteers feel about themselves and others; and
- what volunteers need to be able to do.

7.2.9 Evaluation of the Services of Volunteers

All the respondents involved in voluntary services stressed the importance of some form of evaluation to measure the quality of services being offered as well as to encourage workers to continue with the valuable services offered by them. Despite the welfare organizations who highly depended on voluntary services, such as the case studies, the majority seemed to give little attention to purposeful evaluation. The case studies mentioned the use of evaluation sheets to assess volunteers as well as outcome records and use of daily records. The rest of the respondents mentioned the following :-

- services are merely appreciated;
- evaluation is done through group conferences or meetings; and
- individual supervisory sessions including some form of evaluation.

It can be concluded that volunteers sacrifice their time, energy and expertise to serve their fellow human beings and therefore deserve some form of feedback. A purposeful structured evaluation should serve to highlight the importance of their service delivery; emphasize their strengths and weaknesses (limitations); and indicate their contribution to the community and organization they serve.

7.3 RECOMMENDATIONS

7.3.1 Clarification of Organisations and Volunteering

Before making specific recommendations, it is imperative to first clarify the concepts voluntary organizations and volunteering.

For the purpose of this study voluntary organisations are non-profit organisations or non-governmental organisations. The four defining characteristics which enable them to be distinguished from other organisations in civil society is that :-

- they are voluntary - formed out of ones own free will.
- they are independent - they are controlled or operate under those laws in society who have formed them or have been delegated to manage them.

- they are not-for-profit - this means they are not formed for personal, private, profit or gain.

- they are not self-serving in aims and related values - they direct and focus their service to the needs and interests of the community.

- The Department of Social Development Welfare, NGO Directorate publication (1999:2) give other names for non-profit organisations which include :-
  - non-governmental organisations (NGOs)
  - community-based organisations (CBOs)
  - civil society organisations (CSOs)
  - the voluntary sector

Volunteers are people who, out of their free will, provides an unpaid service for one or more other persons to whom the volunteer are not related, or to the community, through some kind of a formal scheme rather than an informed neighbourly assistance.

Based on the facts that voluntary organizations have been originally initiated by volunteers and that volunteers themselves are dedicated, unselfish citizens who are prepared to offer their precious time, energy and expertise to help their fellow human beings, their involvement in the welfare field should be fully appreciated, effectively utilized and valued instead of being dealt with

in a superficial or even a laisez-faire fashion. It is for this reason why this study was undertaken. Welfare services in this country would not have been what it is today if it was not for the contribution of volunteers. Volunteers played a pivotal role in the establishment of welfare services, the realization of a state department for welfare services and the professional training of social workers. To further give full recognition to the services of volunteers, it is necessary to again reorganize their service delivery and reinstate them into the welfare field.

7.3.2 The Establishment of a Central, Provisional or National Voluntary Bureau

As pointed out in the text, volunteers are not actively and purposefully recruited, placed in appropriate welfare sectors; and properly trained to effectively do the job for which they were selected. For this reason it is recommended that a central bureau be established by either the government or interested volunteers to undertake recruitment, selection, placement and training of volunteers in collaboration with existing welfare organizations. Apart from recruitment and training, a bureau can also be responsible for advertising and making the public aware of existing services, possible extension of services, pertinent problem areas and the necessity and value of community participation.

A major task which a bureau can also launch is to involve the entire community to participate in welfare services. As mentioned earlier people should realize that it is not what the community can do for them but what they can do for the community.

To encourage volunteering a volunteer record of service should be made available to all people especially starting with school learners. This record can also serve as a most valuable testimonial to secure bursaries, employment and various community resources. The logistics of such a service can be worked out in detail after it has been accepted in principle. To follow is an example of such a record of voluntary service.

(An example of a volunteer record of service)

Figure : 7 VOLUNTEER RECORD OF SERVICE

NAME: ———————— ID | | | | | | | | | | | | | YEAR: | | | |

NAME OF ORGANISATION OR AGENCY SERVED	AREA OF OPERATION EG. VILLAGE NAME OR SUBUI	TYPE OF SERVICES RENDERED (TASKS)	PERIOD OF SERVICE	HOURS	SIGNATUE AND DATE STAMP OF ORGANISATION

Tasks that can be rendered by volunteers are innumerable, such as :-

- reading to the blind or patients in hospital;
- assisting the elderly in old age homes eg. Assist them with shopping or teach them to knit;
- home help services;
- offering entertainment services to the elderly, children's homes or any other institutions;
- collect and repair abandoned toys and books to be distributed to impoverished children during Christmas;
- school-based activity groups such as, teenagers against drugs or HIV/AIDS and
- various other tasks that can be offered to welfare organizations.

For the purpose of such an undertaking of learners doing voluntary work, a comprehensive list of voluntary tasks can be compiled. The modes operandi of such a service will be that communities and especially school learners are made aware of the existence of such opportunities and supplied with record forms, through the voluntary organization which they will be attached, their school or through the Volunteers' Bureau that is being recommended. Such a service will not only create community responsibility and the rendering of important services, but enhance the personalities and life-skills of the participants. It will also serve as a preventative measure not only to problem areas in the community but to the incumbents taking part and realizing problem areas.

7.3.3 Motivations to Volunteer

It has been indicated that existing volunteers are motivated by amongst others interest in the welfare of the community, a calling or religious commitments, to acquire prestige for themselves or the organisation they serve, and experience in the welfare field. It is commendable that some community members whatever their motivation, offer valuable services to their fellow human beings.

People in South Africa still seem to be prepared to serve if they are called upon to do so. As mentioned earlier, people are not sufficiently motivated and activated to participate, whereas the telephone survey showed that people would have been prepared to offer welfare services if they were approached.

It is therefore recommended that the State and welfare organizations, as part of their function or role, give greater coverage to the social and health plight of communities, what services are presently being offered, and how community members can assist. It was also mentioned that those volunteers who are contented with being volunteer workers, serve as motivators for others to join. In order to create satisfied voluntary workers, greater attention need to be given to matters such as selection and placement by training that will add value to the worthwhile, satisfying functions as well as to the recognition of the services being rendered.

7.3.4 Recruitment

Irrespective of the possible existence of a central bureau which may not materialize, welfare organizations need to give urgent attention to proper and more effective recruitment measures. Before recruitment procedures are undertaken, organizations must be clear about the kind of duties or tasks that need and can be done by volunteers. However, organizations should be guided to identify appropriate functions for volunteers and assist them not to cling to existing practices where volunteers are excluded or not properly recognized. Good recruitment whatever method is used, should ensure more satisfied volunteers, more committed volunteers and provision of enhanced quality service. Satisfied and fulfilled volunteers will attract greater interest from community members.

Finally, in the recruiting process, emphasis should be placed on attracting especially young and retired people. It will help the youth to discover themselves and improve on their self-image in the process of being of service to others. For the retired it will give them a sense of belonging and being of value.

7.3.5 Selection and Placement

Selection and placement of volunteers should be done with discretion, good judgement and diplomacy. People who present themselves or are recruited to

undertake voluntary services, should in the first place be placed according to their field of interest, ability and skills. Only if this is done will the volunteer be able to do her work efficiently whilst enjoying it. This will motivate the volunteer to give more of oneself and also attract other potential volunteers.

The success of voluntary services hinges on synchronizing tasks with the abilities of volunteers and to recognize or prove to volunteers that their presence is not only highly appreciated but that it is a valuable contribution to both the organization and the community. For this reason a proper evaluation of volunteer services has to be done.

7.3.6 Evaluation

Although organizations indicated that they do some form of evaluation of volunteer services it would appear that it is not regularly, purposefully and effectively undertaken. If people are prepared to offer their services without remuneration, organizations should guard against the notion that their contributions are considered less important. It is clear that organizations do somehow appreciate their services but not in an organized manner. Evaluation of services should be done in a prescribed manner; on a regular basis; indicate the strengths and weaknesses of incumbents for supervisory purposes; and highlighted their contribution to the organization and the community they serve. Formal recognition (evaluation) will promote the volunteers self-worth, assertiveness, innovative thinking and enthusiasm to continue with the job on hand.

7.3.7 Functions of Volunteers

It has been indicated that fundraising, being a member of a management board, or committee an administrative duties comprise approximately 70% of all volunteers responsibilities. A smaller percentage work directly with clients. Although some people do or may prefer to do fundraising and or serve on committees for prestige or other purposes, direct service may prove to be more appealing to a great number of volunteers. It is therefore, suggested that organizations seriously evaluate their present service delivery as well as possible extensions; within this context assess their present manpower composition; identify functions which legitimately can be successfully managed by volunteers; and recruit people for this purpose.

There are multiple functions which can be efficiently managed by volunteers, however, if enabled volunteers are properly selected and trained, they can also relieve or supplement the work done by professional social workers. Correctly approached, this type of assistance will compliment the shortage of professional social workers and prevent burn-out amongst the existing social workers' heavy caseload.

7.3.8 Structuring of Voluntary Services

With some exceptions it was found that the majority of volunteers offer services or in some other unstructured fashion. Structuring of services, in other words to work according to fixed times will :

- help volunteers to be better organized;
- become more productive;
- clients will know when they can contact the volunteers;
- facilitate better coordination with professional social workers and other volunteers; and
- give the volunteer more self-worth.

By structuring it is not meant that volunteers are bound to work longer hours or be formally controlled. After all volunteers offer services out of their own free will. However, if a volunteer is prepared to offer voluntary services, they will also or should be prepared to work on fixed times although flexibility will still apply. For instance, if a volunteer offers to transport aged persons, she/he should indicate when they will be available to offer this service on a regular basis eg. every Friday afternoon. If structuring is adhered to, voluntary services will become more meaningful, better organized and serve a pre-determined purpose.

7.3.9 Training

The same attitude towards training of volunteers was found as with the previous sections which imply that volunteer services are not considered to be equally important or even indespensible as that of paid staff. With few exceptions, little attention is given to the training of volunteers although respondents did indicate that they realized the value of training. The value of training mentioned by respondents were amongst others, that it will :

- promote satisfactory services to clients;
- encourage professional social workers to more effectively utilize volunteers;
- promote the image of the organization;
- ensure quality services;
- contribute to effective performance of volunteers; and
- increase self-confidence of volunteers.

Although a training course need to be thoroughly researched, planned and compiled suggestions concerning the contents of such a course are as follows :-

- Basic concepts of volunteering;
- Some form of social pathology;
- Orientation on volunteering for specific projects;
- Introduction to community work and development;

- Job-specific skills eg. course in family and child care;
- personal development training such as time management, leadership skills, conflict management and team participation;
- Finally, some form of recognition should be given to volunteers who have successfully completed an accredited training course.

7.3.10 Training of Professional and Paid Staff

Much as training of volunteers is of great importance, the training of social workers, and paid staff of recruiting agencies or those organizations that use volunteers' service, is pivotal. It was found in the empirical study that purposeful and effective training of volunteers and recognition, acknowledgement as well as evaluation of voluntary service delivery was below the expected level. Training of social workers and paid staff, on how to use volunteers, over and above the training of volunteers, is found to be the answer to quality performance of agencies using volunteers. This training could be done through empowerment programmes and capacity building through seminars and inservice training. A certificate course for professional social workers on how to work with volunteers is recommended. Training is viewed as an enhancement of the knowledge base and development of skills that the social workers already possess. The course content of the certificate programme is suggested to include :

Managing volunteers – it involves :

- Recruitment, selection, placement, supervision and evaluation of volunteers.
- Designing and implementing the training programme for volunteers.
- Encouraging volunteer participation – the outcome of this will be a demonstration of effective and efficient utilization of volunteer human service delivery.
- Preventing burn-out.

7.3.11 Legislation

The role of the volunteer in rendering of welfare or voluntary services, their conduct and status, need to be built in as a sub-section of any relevant Act, or that special legislation or Act should be promulgated on issues dealing specifically with volunteers working in any field of social services.

7.4. CONCLUSION

The value and contribution of volunteers over centuries have been well documented. The services offered by people such as Octavia Hill, Emily Hobhouse, Mary Richmond and many others are sufficient proof of volunteers commitment and sacrifices for their fellow human beings. The entire welfare field as known to us today, fully hinges on the dedication of volunteers in the

past. After the introduction of trained social workers, which was incidentally also initiated by volunteers, it would seem that the volunteers presence was to some extend begrudged or misjudged. Their contribution an recognition started to decrease. This research was undertaken to study the present stance of volunteers which proved that their contribution during the past number of decades have considerably diminished. It was for this reason that the researcher primarily aimed at efforts to reinstate the role and value of volunteer participation.

It was therefore recommended that to address and solve the abundance of welfare and health problems which at present plague the country, we need to again call on volunteers to take up their rightful place in society.

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Companies Act No. 61 of 1973 (as amended)

Lotteries Act No. 57 of 1997.

National Development Agency Act No. 108 of 1998.

Non-Profit Organisations Act No. 71 of 1997.

National Welfare Act No. 100 of 1978.

Social Service Professions Act No. 110 of 1978.

The Public Finance Management Act No. 1 of 1999.

The Special Investigating Units and Special Tribunals Act No. 100 of 1978.

ADDENDU

INTERVIEWING SCHEDULE

FOR

VOLUNTARY ORGANISATIONS

TITLE: VOLUNTEERISM IN THE DEVELOPMENTAL SOCIAL WELFARE SERVICES

RESEARCHER: TUMELO AMANDA LOBELO-RATEFANE
DEPARTMENT OF SOCIAL WORK
UNIVERSITY OF NORTH WEST

The researcher requires information on the concept of volunteerism in t Developmental of Social Welfare Services. This will be used by the researcher to existing Welfare Agencies, Voluntary or Non-Governmen organizations. The objectives, activities and projects of these services, are obviously attended to by volunteers, will be main interest to the researcher.

The cooperation and support of the respondents towards answering of questions in this interviewing schedule is regarded with high esteem. Th assurance that the data collected will be kept under the strict measure c confidentiality is given. Since this is anonymous the name of the interviewees/respondents will not be required.

Give only one answer to each category except if otherwise stated. Your patronage is appreciated.

.....
T.A. Lobelo-Ratefane
Researcher

1. Give the identifying particulars of the Agency/Centre/Organisation.

Name of Organization: .....

Address (Postal): .....

.....

Residential (Str; Unit, Zone, Village or Building) : .....

.....

Telephone No : .....

2. Is the Agency/Centre/Organization registered as a welfare organisation in ter of the National Welfare Act of 1978?

Registered	☐
Not registered	☐
In the process of registering	☐

2.1 If registered, mention number: .....

2.2 If not registered, give reasons.

.....

.....

.....

3. When was the Agency/Centre/Organisation established?

.....

4. What is the overall mission?

.....

.....

.....

5. What is the type of speciality/specialities of the Agency/Centre/Organisati

- Alleviation of poverty ☐
- Family and Child Care ☐
- Educational services ☐
- Youth Leadership Development ☐
- Health care (specify) ☐
- The Deaf ☐
- Physically handicapped ☐
- The Blind ☐
- Mental health ☐
- AIDS and HIV Positive Unit ☐
- Alcohol and drug abuse ☐
- Correctional Services ☐
- Violence against family, women & children ☐
- Violence against women only ☐
- Violence against children Child Protection ☐
- Community education services ☐
- The Aged ☐
- Community Policing Housing/Shelter ☐
- Other (specify) ☐

6. Which area does the Agency/Centre/Organisation cater for (mention dis
or town, suburb or village or zone.

.....

.....

7. Give the category of the people the Agency/Centre/Organisation serve.

Infants	☐
Pre-school children	☐
Youth	☐
Adults	☐
Aged	☐
All aged groups	☐
Other specify	☐

8. What is/are the Agency/Centre/Organisation's source/s of income?

Payments by clients	☐
Membership	☐
Donations	☐
Subsidies	☐
Bequests	☐
Fund-raising	☐
Other (specify)	☐

9. List the three (3) main objectives of the Agency/Centre/Organisation.

9.1 .....

9.2 .....

9.3 .....

10. Are there organisations in the area with similar objectives?

Yes	☐
No	☐
Uncertain	☐

If yes, mention the names of the organisations.

10.1 .....

10.2 .....

10.3 .....

11. What prompted the activities or service of your Agency/Centre/Organisa in the area?

Requested or initiated by people in a community meeting	
Initiated by founders of the organisation	
Influenced by statistics regarding the problem area	
Prompted by the disaster	
Promoted by Government Policy	
Other	

12. Does your Agency/Centre/Organisation use the services of volunteers?

Yes	
No	
Uncertain	

13. What are the main activities of the volunteers in your Agency/Centre/Organisation?

Not applicable	
Fund-raising	
Committee member	
Administrative duties	
Work with clients	
Transport	
Other (specify)	

14. What is the gender of the volunteers utilized by yo Agency/Centre/Organisation. Give the number of volunteers next to th gender (specify the exact numbers).

Males

Females

Males & Females

Not applicable

15. Are the services of volunteers utilized by your Agency/Centre/Organisatio structured or organised?

Not applicable

Use volunteers on full-time basis

Use volunteers on part-time basis

When the need arise

Use occasional workers

Other (specify)

16. How does it benefit the volunteer if the service he/she offers at an organisati is structured, organised or scheduled?

Not applicable

It is of no benefit to the volunteer

It gives the volunteer worth

It saves the time of the volunteer

It helps the volunteer to be better organised

The volunteer will become more productive

Enables the volunteer to attend to her other chores

Other (specify)

17. How does it benefit the organisation, if the volunteer attached to it structured, organised or scheduled service?

Not applicable	
The clients would know when to contact the volunteer	
Coordination of work with social workers would be easier	
Coordination of work with other volunteers would be simpler	
It influences better planning of programmes	
Uncertain	
Other (specify)	

18. In your opinion, what motivated the volunteers to become involved in organisation? Prioritize in descending order of importance if there is than one factor. (e.g. write 1, 2 or 3 in the blocks).

Not applicable	
High demand of the service	
Experience in the field	
Disaster	
Epidermic	
Interest in the welfare of the community	
Utilize available free time more constructively	
Religious commitment	
To acquire prestige for oneself	
To acquire prestige for the organisation	
Call for volunteers/service by Government	
Other specify	

19. If there are no volunteers attached to your organisation?

19.1 Could you indicate the organisation's reason for not utiliz volunteers?

Not applicable

Have sufficient paid staff to do voluntary work

People are not motivated to do voluntary work

Organisation does not have time to train volunteers

Organisation cannot find volunteers with the experience relevant to its specific field of interest

Do not have social workers to co-ordinate volunteers

Never thought of involving volunteer

Uncertain

Other (specify)

19.2 Is your organisation interested in introducing the utilizatior volunteers?

Not applicable

Do not require the services of volunteers

Do not know how to utilize volunteers

Agency would be keen if there's assistance in selection of volunteers

Would be keen if there can be assistance in training the selected volunteers

Uncertain

Other (specify)

20. Does the Utilization of Volunteers in your Agency/Centre/Organisation relie the professional social workers of their workload?

Not applicable

No social workers are attached to the organisation

Supplements the work of a professional social worker

Volunteers help with unprofessional administrative tasks

Does not relieve the social worker

Uncertain

Other (specify)

21. Do the volunteers in your Agency/Centre/Organisation receive some form training? List the forms of training.

21.1 .....

21.2 .....

21.3 .....

22. What benefit can be derived from the training of volunteers? Prioritiz descending order of importance if more than one factor is applicable.

Not applicable

It contributes to effective performance

It promotes satisfactory service to clients

It increases self-confidence on the side of the volunteer

It encourages professional social workers to utilize volunteers

It promotes the image of the organisation to which volunteers belong

It contributes to capacity building of the underprivileged/disadvantaged

It is human empowerment

Other (specify)

23. Suggest measures which can be effective in recruiting volunteers to offer t services in the developmental welfare service.

Recruitment of volunteers through a Central Bureau

Advertisement of or for volunteers through media

Personal approach to volunteers

Recruit volunteers through churches ☐

Other (specify) ☐

24. Are the services of volunteers in your Agency/Centre/Organisation evaluate
If so, what is the nature of evaluation:-

Not applicable ☐

There is no evaluation ☐

Evaluation sheets are used to assess volunteers ☐

Group conferences of volunteers ☐

Individual supervision ☐

Use of daily record system ☐

The service of volunteers is merely appreciated ☐

Other (specify) ☐

25. Is it possible for the service of volunteers in your Agency/Centre/Organisat
to be extended? If so, mention the fields that can be added.

25.1 .....

25.2 .....

26. What suggestions do you want to make concerning voluntarism in
developmental social welfare services?

26.1 .....

26.2 .....

26.3 .....

THANK YOU VERY MUCH FOR YOUR VALUABLE SUPPOR

ADDENDUM B

QUESTIONNAIRE

TO

PROFESSIONAL SOCIAL WORKERS

TITLE : VOLUNTEERISM IN THE DEVELOPMENTAL SOCIAL WELFARE SERVICES

RESEARCHER : TUMELO A. LOBELO-RATEFANE
DEPARTMENT OF SOCIAL WORK
UNIVERSITY OF NORTH WEST

The researcher requires data on the concept of Volunteerism in the Developmental Social services in the North West Province. This questionnaire is sent to a sample of social workers in North West that are under the employment of welfare agencies, community service centres and voluntary organizations. The objectives and the activities of these organizations as well as the utilization of volunteers by the agencies and social workers to achieve these objectives is of main interest to the researcher.

The social workers' cooperation and willingness to provide this survey with representative and meaningful data is highly appreciated. The fact that the data collected will be kept under the strict measure of confidentiality is assured. Please do not write your name on the questionnaire, since this is anonymous. It is requested that the respondents put a cross (X) in the relevant block, to indicate their responses.

Thank you for your support.

.....
T.A. Lobelo-Ratefane

1. Give the identifying particulars of the Agency/Centre/ Organization t which you are attached.

   Name of Organization: .....

   Address (Postal): .....

   .....

   .....

   Telephone No: .....

2. Is the Agency/Centre/Organization within which you work, registered as a welfare organization in terms of the National Welfare Act of 1978.

   Registered ☐

   Not registered ☐

   In the process of registering ☐

   It is a Government Agency ☐

   If not registered, give reasons why not: .....

   .....

   .....

3. What is the type of speciality of the above Agency/Centre or Organization.

   Family and Child Care ☐

   Physically handicapped ☐

   Health Care (specify): ..... ☐

   Mental Health ☐

   Alcohol and drug abuse ☐

   Community Education services ☐

   Correctional services ☐

   The Aged ☐

   Other (specify): ..... ☐

4. **Which area does the Agency/Centre/Organization cater for (Mention district, region, zone, town or village).**

   .....

   .....

   .....

5. List three of the main objectives of the Agency/Centre or Organization.

   5.1: .....

   5.2: .....

   5.3: .....

6. What is/are the Organization's current source/s of income.

   Payment by clients ☐

   Donations ☐

   Membership ☐

   Subsidies ☐

   Complete budget by Government ☐

   Bequests ☐

   Other (mention): ..... ☐

7. Does the Agency/Centre/Organization use the services of volunteers.

   Yes ☐

   No ☐

   Uncertain ☐

7.1 If the answer to the above question is yes, when are the volunteers used.

Not applicable ☐

Use volunteers on part-time basis ☐

Use volunteers on full-time basis ☐

Use occasional workers ☐

As they come ☐

When the need arises ☐

Other (specify): ..... ☐

7.2 If the answer to the above is no,

7.2.1 Give reasons why volunteers are not used.

.....

.....

.....

7.2.2 Would the Agency/Centre/Organization benefit from using volunteers.
Motivate your answer.

.....

.....

.....

8. If volunteers are utilized mention:

8.1 Number of volunteers: -

Not applicable ☐

Number of volunteers ☐

No fixed number ☐

Number is flexible ☐

Male ☐ Female ☐

8.2 In what capacity/ies are they utilized. Prioritise in decending order of importance if there is more than one capacity (e.g. write 1,2,3, in the blocks).

Not applicable	
Fundraising	
Committee member	
Administrative duties	
Work with clients	
Transport	
Other (specify).....	

9. What motivated the volunteers attached to your organization to be involved in voluntary work. Prioritize in decending order of importance if there is more than one factor.

Not applicable	
Recruitment	
Experience in the field	
Have similar problems	
Have time to spare for voluntarism	
Religious commitment	
Other (specify):	

10. Which of the following measures would you consider the most effective way of recruiting volunteers. Mark only one.

Central bureau	
State department advertisements	
Media	
Personal recruitment	
Through churches	
There is no need for recruitment of volunteers	
Other (specify):	

11. Do the volunteers utilized by your Agency/Centre/Organization receive any form of training.

Not applicable	☐
No training	☐
Occasional training	☐
In-service training	☐
Crash course	☐
When the need for training is identified	☐
Merely an orientation programme	☐
Other (specify):	☐

12. What main benefit can be derived from the training of volunteers. Prioritise in decending order of importance if there is more than one factor. (e.g. See 8.2)

Not applicable	☐
It boosts the image of the organization to which they belong.	☐
Contributes to effective performance	☐
Promotes satisfactory service to clients	☐
It increases self confidence on the side of the volunteer	☐
Encourages professional social workers to more effectively share some tasks with volunteers.	☐
Other (specify):	☐

13. How are the services of volunteers at your Organization evaluated.

- Not applicable ☐
- Volunteers work is not evaluated ☐
- Regular evaluation sheets ☐
- Group conferences of volunteers ☐
- Individual conferences/supervision ☐
- Use of daily record system ☐
- Merely appreciating their services ☐
- Other (specify): ..... ☐

14. Mention the tasks performed by professional social workers in your Organization, that can successfully be performed by volunteers, and indicate next to the task, the approximate time spent on them (e.g.1, 2, 3 or 4hours,' or 'uncertain', or 'irregular').

14.1 ..... Time: .....

14.2 ..... Time: .....

14.3 ..... Time: .....

15. If your workload as a professional social worker at the Agency/Centre/Organization is very high, which of the following would you do.

- Content with the workload ☐
- Would look for possible tasks in the workload that can be done by volunteers ☐
- Refer some clients or tasks to other voluntary Organizations dealing with the same problem ☐
- Request for more social workers to be employed ☐
- Other (specify): ..... ☐

16. Would you say in your opinion and in the light of your experience as a social worker, there is a need for the study or research to be undertaken, on the tasks and work analysis of the professional social worker (A proper scientific job analysis).

No	☐
Yes	☐
Uncertain	☐

17. Mention the suggestions you would like to make concerning voluntarism in the social welfare services.

17.1: .....

17.2: .....

17.3: .....

Attach a sheet of paper if there are more than three suggestions.

THANK YOU VERY MUCH FOR YOUR PATRONAGE

ADDENDUM C

SCHEDULE FOR TELEPHONE INTERVIEW

TITLE: VOLUNTEERISM IN THE SOCIAL DEVELOPMENTAL WELFARE SERVICES

RESEARCHER: TUMELO AMANDA LOBELO-RATEFANE
DEPARTMENT OF SOCIAL WORK
NORTH WEST UNIVERSITY

INTRODUCTION

I am Mrs. T.A. Lobelo-Ratefane, a social work lecturer at the North West University. I am conducting research on Volunteerism in Developmental Welfare Services in the North West Province. The study is investigating whether there are volunteers serving in welfare agencies or not. Are they fully utilized or is there a need for more volunteers or not.

NB

Section 'A' shall be the category that responds 'YES' to the first filter question, and section 'B' shall be the category that responds with a 'NO'.

Will you be so kind as to allow me to ask you a few questions over the telephone concerning voluntary work.

1. Are you involved in any activity as a volunteer?

Yes – Section A ☐

No – Section B ☐

SECTION A: 'Yes' CATEGORY

2. If you are involved as a volunteer,

2.1 Please indicate in which way:-

As a member of a voluntary organization ☐
Worker of service organization ☐
Member of a church organization ☐
An individual volunteer ☐
Other (specify):..... ☐

2.2 Gender of the Respondent:

F ☐
M ☐

3. Give the name of the organization to which you are attached.

.....

.....

.....

4. What is the speciality of the work of the voluntary/service organization to which you are attached.

Family and Child Care ☐
Health Care (specify):..... ☐
Mental Health ☐
Physically Handicapped ☐
Alcohol and drug abuse ☐
Community Education Service ☐
Correctional services ☐
The Aged ☐
Religious services ☐
Combination of the above ☐
Other specify: ..... ☐

5. What motivated you to become a volunteer?

Realised a need which deserved to be addressed	☐
From an interest point of view	☐
Approached by people/Agency	☐
Merely offered services in a time of crisis	☐
To fill in available time	☐
Religious conviction	☐
Experienced similar problems	☐
For prestige purposes	☐
Other (specify):.....	☐

6. Do you obtain satisfaction in what you are doing as a volunteer.

Satisfied	☐
Reasonably satisfied	☐
Frustrated	☐
Dissatisfied	☐
Uncertain	☐

Motivate your answer:.....

.....

7. In what capacity are you as a volunteer, specifically involved.

Fund-raising	☐
Transport	☐
Committee work	☐
Administrative duties	☐
Work with individual clients	☐
Work with groups	☐
Community projects	☐
Combination of the above	☐
Other (specify):	☐

Describe specifically the type of service you are rendering:

7.1 .....

7.2 .....

7.3 .....

8. Are the volunteers in your Agency or Voluntary organization normally well organised. i.e. does everyone exactly know what is expected from him/her.

Volunteers work on a fixed and regular schedule	☐
Only when called upon	☐
On an adhoc basis	☐
As the need arises	☐
During disaster only	☐
Other (specify):.....	☐

9. **Indicate the regularity of your voluntary services.**

Not applicable ☐
Only on request ☐
Daily ☐
Once a week ☐
Once a month ☐
As often as possible ☐
Other (specify): ..... ☐

10. To what extent does the community benefit from the services of your voluntarism.

Supplementing professional services ☐
Always available when needed ☐
More people are exposed to services ☐
Other (specify):..... ☐

11. Do professional social workers fully recognise (value) your service as a volunteer.

They value the services ☐
Not aware of the services ☐
Social workers not involved in the service ☐
Social workers not attached to the organization ☐
Uncertain ☐
Other (specify): ..... ☐

12. How does the utilization of volunteers relief the professional workers of their workload.

- Not applicable ☐
- Undertake less complicated investigations ☐
- Assist professionals with administrative tasks ☐
- Work with specific groups ☐
- Assist in research ☐
- Uncertain ☐
- Other..... ☐

13. According to your opinion what measures can be taken to recruit more volunteers when there is a need.

- Personal approach ☐
- Central bureau ☐
- Media coverage ☐
- Invitation through churches ☐
- Other (specify):..... ☐

14. Have you received any form of training related to your service as a volunteer.

- Orientation course ☐
- In-service training ☐
- Course work training ☐
- Crash course ☐
- No training at all ☐
- Other (specify): ..... ☐

15. What is the nature of evaluation of voluntary service in your organization, if there is any.

Work is not evaluated	☐
Supervisory sessions	☐
By use of evaluation sheets	☐
Group conferences	☐
Use of daily records	☐
Other (specify):.....	☐

THANK YOU FOR YOUR TIME

SECTION B: 'NO' CATEGORY

16. If you have not been involved in any volunteer work,

16.1 Would you be interested to start being involved as a volunteer.

Yes	☐
No	☐
Uncertain	☐

16.2 If yes: Gender of Respondent

F	☐
M	☐

17. If the answer to the above is 'NO',

17.1 Why are you not keen to participate as a volunteer, what is your reason.

Have no interest	☐	
Have never been approached before	☐	
Have not thought of it	☐	
Have no time for voluntarism	☐	No
Once attempted but got discouraged	☐	
In full time employment	☐	
Other (specify):.....	☐	

17.2 Do you see any need for people to become involved as volunteers.

Volunteers compliment professionals	☐		
It will benefit the community	☐		
There is no need for voluntarism	☐	Yes	No
Uncertain	☐		
Other (specify):.....	☐		

18.1 If you are not involved in voluntarism, but would be interested to get involved from now henceforth, what would be your main line of interest.

Family and Child Care	
Health Care (specify):.....	
Mental Health	
Physically handicapped	
Educational services	
Alcohol and drug abuse	
Correctional services	
The Aged	
Combination of the above	
Other (specify):	

Yes

18.2 If accepted as a volunteer would you be prepared to undergo a short training course in order to prepare yourself to offer better services.

Prepared to be trained	
Do not need any training	
Have enough experience	
Uncertain	

Yes

19. If you were to serve as a volunteer, how would you prefer to arrange your service.

As the need arises	
Occassionally	
On regular basis	
Uncertain	
Other (specify):.....	

Yes

THANK YOU VERY MUCH FOR YOUR TIME