

Workshop Presentation

Topic: Mobilization and Management of Volunteers

A Study on the Current Status of Recognition and Reward in Volunteer Organizations and Volunteers in Korea

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I. Introduction

Background

There are so many volunteer organizations including the 248 local volunteer center in Korea. And there are also increasing the numbers of volunteers in their organizations. These backgrounds make the recognition and reward for volunteers are very important in management of the volunteer activity in every volunteer organization.

So then, what's the current status on implementing the recognition and reward for volunteers in volunteer organizations?

Are there any impact the recognition and reward on volunteer activities?

Objectives

This study has two objectives. First, This study aims to understand the current status of implementing recognition and reward, which including the goal, allocation, what, level, and problems respect to the 7types of cash, credit, material goods, opportunity, social recognition, and emotional recognition.

Second, This study aims to find how influences the recognition and reward on their volunteers.

Data collection and survey

Data in this study were collected from volunteer organizations which are membership in Korea Volunteer Management Association by e-mailing and Fax during September 10th to September 30th.

The unit of analysis are both of organizations and individual volunteers.

II. Characteristics of Sampling

1. Volunteer Organizations

(Responds : 43)

Categories	Responds (%)
Organizational Type	
<i>Local Volunteer Center</i>	22 (51.0)
<i>Civil Volunteer Organization</i>	21 (49.0)
Organizational Age	
<i>under 5years</i>	12 (30.0)
<i>5 - 10</i>	15 (37.5)
<i>over 10years</i>	13 (32.5)
Number of Staffs	
<i>under 3 persons</i>	26 (61.9)
<i>3 - 4</i>	10 (23.8)
<i>over 5 persons</i>	6 (14.3)
Number of Volunteers	
<i>under 500</i>	17 (39.5)
<i>500 - 1,000</i>	3 (7.0)
<i>1,000 - 5,000</i>	13 (30.2)
<i>over 5,000</i>	10 (23.3)

2. Volunteers

(Responds : 70)

Demographics	Responds (%)	Statistics
Sex		
<i>male</i>	17 (24.3)	
<i>female</i>	53 (75.7)	

Age		
<i>under 30 years old</i>	9 (12.9)	min. : 21 years old
<i>over 31 - under 40</i>	16 (22.9)	max. : 63 years old
<i>41 - 50</i>	31 (44.3)	mean. : 43 years old
<i>over 51 years old</i>	14 (20.0)	
Education		
<i>elementary school</i>	1 (1.4)	
<i>middle school</i>	2 (2.9)	
<i>high school</i>	31 (44.3)	
<i>under graduate</i>	36 (51.4)	
duration for volunteer activity		
<i>under 5years</i>	34 (48.6)	min. : 3 month
<i>5years - 10years</i>	23 (32.9)	max. : 23 years
<i>over 10years</i>	13 (18.6)	mean : 3.8years
Per days a month	7days	

III. Current Status on implementing recognition and reward

1. The Goals of recognition and reward for volunteers

N= 43 (Duplicated Answer)

Categories	Responds
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<input type="checkbox"/> promotion the value of volunteer	6
<input type="checkbox"/> thanks for volunteers	25
<input type="checkbox"/> motivation to lasting activities	35
<input type="checkbox"/> incentives for recognitions new volunteers	4
<input type="checkbox"/> economic support	1

2. Contents of recognition and reward.

Types and Contents	Responds (%)
Cash	23
traffic expenses	12
food expenses	17
price of material for activities	15
Credit	18
a merchandise coupon	14
a discount coupon	8
a parking coupon	7
Material goods	29
souvenirs	28
others.	1
Opportunity	35
participation to events in domestic or overseas	19
participation to party	21
participation to training or education	32
give to new job or new position	9
Social Recognition	35
commendation	27
incentives to promotion or getting job	5
certification	23
communication through mass media	17
Emotional reward	32
letter for thanks	20
expression for thanks by verbal or non-verbal	25
birthday party	7

3. Criteria and level of recognition and reward

Types	Level	Criteria for allocations						
		Freq.	Duration	Hours	Professional	effect	flat	others
cash	1\$~100\$	1	1	4	2	3	6	3
credit	0.5\$~130\$	-	4	2	1	7	2	3
material goods		1	1	2	3	5	8	2
opportunity		-	2	3	4	5	11	3
social recognition		-	3	3	4	10	3	-
emotional reward		-	2	1	3	4	14	1

4. Problems

- ☐ equity problems between the volunteer organizations. (3)
- ☐ increasing the load of management for volunteer activity (3)
- ☐ absence of standardized guidelines about incentives (14)
- ☐ decreasing the value of volunteer by increasing the cash benefit (7)
- ☐ many volunteers preferred to rich volunteer organization (9)

5. Experiences to receive recognition and reward of volunteers

◎ responds who have an experiences to receive some incentives are 65 among 70 volunteers.

1) Contents of recognition and reward received

N=65 (duplication respond)

Types and Contents	Responds
Cash	38
<i>traffic expenses</i>	19 (mean 9\$)
<i>food expenses</i>	21 (mean 7.5\$)
<i>price of material for activities</i>	5 (mean 12\$)
Credit	29
<i>a merchandise coupon</i>	15
<i>a discount coupon</i>	6
<i>a parking coupon</i>	15
Material goods	46
<i>souvenirs</i>	45
<i>others.</i>	1
Opportunity	43
<i>participation to events in domestic or overseas</i>	10
<i>participation to party</i>	26
<i>participation to training</i>	33
<i>give to new job or new position</i>	7
Social Recognition	49
<i>commendation</i>	32
<i>incentives to promotion or getting job</i>	5
<i>certification</i>	24
<i>communication through mass media</i>	8
Emotional reward	38
<i>letter for thanks</i>	20
<i>expression for thanks by verbal or non-verbal</i>	23
<i>birthday party</i>	10

2) Thought about the Current systems of recognition and reward

N=69 (duplication respond)

Contents	Responds (%)
1. contents of helping	
<input type="checkbox"/> <i>increasing the self-esteem</i>	36 (52.2)
<input type="checkbox"/> <i>lasting the volunteer activity</i>	24 (34.8)
<input type="checkbox"/> <i>increasing the satisfaction</i>	22 (31.9)
<input type="checkbox"/> <i>improving the profession skill and knowledge</i>	13 (18.6)
<input type="checkbox"/> <i>economical support</i>	1 (1.4)
<input type="checkbox"/> <i>nothing to help</i>	5 (7.1)
2. opinion of cash benefit as an incentives	
<input type="checkbox"/> <i>I couldn't volunteer if I didn't receive cash</i>	1 (1.4)
<input type="checkbox"/> <i>It is a little helpful to receive a cash when I volunteering</i>	35 (50%)
<input type="checkbox"/> <i>I could do well volunteering if I don't receive a cash</i>	33 (47.1)
3. preference types of incentives	
<input type="checkbox"/> <i>cash benefit</i>	8 (11.4)
<input type="checkbox"/> <i>credit</i>	11 (15.7)
<input type="checkbox"/> <i>material good</i>	4 (5.8)
<input type="checkbox"/> <i>opportunity</i>	19 (27.5)
<input type="checkbox"/> <i>social recognition</i>	37 (53.6)
<input type="checkbox"/> <i>emotional support</i>	15 (21.7)