

Running head: THE MOTIVATION, CONTRIBUTION...

Assessing the Motivation, Contribution and Challenges of Volunteers in improving the condition
of their Neighborhood: The Case of Jimma City Volunteers

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Declaration

I the undersigned declare that this thesis entitled “Assessing the Motivation, Contribution and Challenges of Volunteers in improving their Neighborhood.” Is, my original work and all the sources or materials used had been duly acknowledged.

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Mom: Thank you for all the sacrifices you made to provide a good life for our family. I thank you for your strengths and guidance and for your unconditional love. You are an inspiration to many and I take a great pride for being your daughter. I admire your character, your courage, fairness, and love to everyone. I learned so much from you and I cannot thank you enough for being the best mother in the world and even more amazing Grandmother to my son.

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Abstract

The study describes the motivating factors, contributions and challenges of community volunteers in improving their neighborhood. Qualitative, descriptive and single instrumental case study design was used to draw necessary information for this study. Volunteers who were members of voluntary associations, had been considered as a unit of analysis. Purposive sampling technique was employed to select the research participants. Accordingly, the study engaged 38 research participants constituting 20 volunteers, 8 community members (3 elders and 5 government officers) and 10 vulnerable groups. The researcher utilized in-depth interview, key informant interview and Focus Group Discussion (FGD) to collect the data. And the instruments used for data collection were semi-structured interview guides; including in-depth interview guide, Key informants interview guide and FGD guide. Two FGDs were conducted; one FGD with volunteers (5 male and 7 female) and the other one with vulnerable groups (older person without support, Poor families, person with disability, orphan and vulnerable youth (4 male & 6 female)). The finding of the study was organized and presented in correspondence with the research questions using themes extracted from the findings. Accordingly, passion to help the community, to have psychological satisfaction, spirituality influence, and to have work experience in search of job were identified as the major motivating factors to engage in volunteerism. Improving living condition, community capacity building, linking vulnerable groups to social services and building social capital were among the contribution of volunteers towards community development. Furthermore, lacks of coordinated support, finance, obtaining permission from family, lack of policy and standardized service provision and discontinuity of work by government sectors were identified as challenges for volunteers. The research concluded that, regardless of the challenges volunteers were facing while delivering voluntary services; the service they are providing have great contribution in improving the situation of their neighborhood. The study findings, that is knowledge and understanding of the motivating factors for voluntary work, the contribution of volunteers in community development, and the challenges associated with voluntary work are assumed to contribute in formulating policy and guideline for voluntary work. It is recommended that having policy and standard is crucial to make use of volunteerism as one tool in community development. Therefore, the concerned professionals and government and nongovernment institutions working on voluntary work, main focus should be geared toward the formulation of a national policy and standard for volunteerism.

Key Words: Volunteerism, Motivation, Volunteers, Contribution, Challenge, Neighborhood

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Acronyms and list of abbreviations

ABCD: Asset Based Community Development
CBOs: Community Based Organizations
FDRE: Federal Democratic Republic of Ethiopian
JCLSA: Jimma City Labour and Social Affairs
GSR: Global Synthesis Repot
CCCs: Community Care Coalitions
CSA: Central Statistics Agency
UNV: United Nation Volunteers
MLSSS: Ministry of Labor, Social Security and Services
MoFEC: Ministry of Finance and Economic Cooperation
IFRC: International Federation of Red Cross
VAs: Voluntary Associations
FGDs: Focus Group Discussions
KII: Key Informant Interview
SDG: Sustainable Development Goals
PWD: Person with Disability
NGO: Non-Governmental Organizations
HIV: Human Immunodeficiency Virus
AIDS: Acquired Immune Deficiency Syndrome
ILO: International Labor Organization
VN: Volunteer Now
OBoFEC: Oromia Bureau of Finance and Economic Cooperation
UNV: United Nation Volunteer
USA: United States of America.

CHAPTER ONE: INTRODUCTION

Back Ground of the Study

Volunteering practices are growing quickly in the twenty-first century in response to a range of social, economic, political and technological changes. These practices are likely to be much more dependent on context and issues that are transforming in relation to the needs, priorities and preferences of volunteers themselves (Global Synthesis Report (GSR), 2020). Since long years ago, human beings were engaged in wide areas of voluntary activities ranging from providing support for vulnerable groups by facilitating basic health and education service, by providing adequate sanitary material, to ease traffic jam, to tackle environmental and climate change issues and to struggle social marginalization (United Nation Volunteers (UNV), Annual report, 2019).

According to the International Federation of Red Cross (IFRC) annual report (2015) volunteering is neither a solution for all and nor a simple proposition. The contributions that volunteering makes need to be situated in the context of complex and interdependent social, political, economic and cultural forces that are going through dramatic changes which also serves as important source of knowledge for social protection programs. Beside to this, participating on voluntarism activities also helps the volunteers to have deep values and beliefs about the community, sense of solidarity and belongingness (UNV, 2016).

Volunteerism forms the backbone of many international, national governmental, non-governmental organizations and civil society organizations. Various types of associations, Universities and faith-based organizations have become increasingly engaged in facilitating voluntary works. There are also increasing signs of government support for volunteerism as a form of civic engagement, not only to enhance delivery of services but also to promote the values that underpin social coalition and solidarity (Scott, 2018).

Moreover, the contribution of volunteers is vital to the delivery of services to people in need. Because, it has been also well noted that, in order to meet the international development targets, such as the Sustainable Development Goals (SDGs) the contribution of countless millions of volunteers are needed (UNV, 2009). That means institution (government) alone cannot be successful in reaching or delivering appropriate service for the needy. Furthermore,

voluntary works can improve lives of poor people by mobilizing local resource, strengthening social relationships, involving in income generating activity, delivering cost effective response to the needy and ensuring a variety of community participation. Volunteers can influence public attitudes and they can contribute to the general community wellbeing (Scott, 2018).

In Ethiopia, there is growing evidence that, voluntary services can make a difference in the lives of many Ethiopians and might lay a base for neighborhood development. For example, after the 2018 reform in the country a number of schools, houses for elders, for Person with Disability (PWD) and for people without support were built/renovated through voluntary work (Ethiopian Ministry of Finance and Economic Cooperation (EMoFEC, 2021).

Although, volunteers have a great contribution in community development, they might be challenged in some aspects. Research shows that, some of the challenges that community volunteer faces or that affect their operations includes financial challenges, logistical and technological challenges such as transportation, poor telecommunication network, lack of recognition and cooperation from community members, members' lack of motivation and lack of refresher training for volunteers (Chatwin and Ackers, 2018).

Therefore, this study was designed to assess Jimma City's volunteers' motivation for participation, their contribution to community development, and the challenges they faced while participating in voluntary work with the objective of improving the life conditions of their community/neighborhood.

Statement of the Problem

Volunteering as a social development concept refers to the act of providing service by choice for the benefit of the wider community by an individual, group, or organization without being motivated by financial or material gain. It is an engagement based on free will, commitment and solidarity, with the aim to promote human development by supporting the delivery of economic and social services among people which will contribute to social cohesion (Frank and Bassey, 2017).

Through volunteering, millions of people participate in the work of overcoming challenges to human development. Evidence indicates that, voluntary action is an important and essential complement to governments, nongovernmental organizations, and other stakeholders in their work to promote human development. While recent research investments have strengthened knowledge on the contributions of volunteering to development, much additional research is needed to better understand how different dimensions of human development shape different expressions of volunteering (John, 2019).

According to Sharma (2015), volunteering can be an effective mechanism for reaching the poorest and most marginalized groups of people. And it is one of the most significant yet under-recognized means through which public services reach the poorest and most marginalized communities. For example, in many countries there are an extensive infrastructure of schools, hospitals, security services and even social protection schemes, but poor people do not get access to them in appropriate manner. The access gap to the public service such as schools, social protection and local social and financial institutions such as 'Idir and Iqub' has been usually addressed by voluntary efforts.

Moreover, different countries have different experiences with regarding to voluntarism. Ethiopia is one of the countries where voluntarism is practiced in a wide area of social development. Volunteerism has been practiced in Ethiopia, both informally and formally throughout the regions. Its various ethnic groups have inherent custom, culture, and value of volunteering ranging from nurturing children of their neighbors to supporting the orphaned and vulnerable children (Ephrem, 2014).

In Ethiopia, after the latest reform, the government has recognized the critical contribution that volunteering makes in building a strong and cohesive society as an essential act of citizenship, a means for combating social exclusion and promoting self-help for community;

development (Ministry of Finance and Economic Cooperation (MoFEC, 2021). Although volunteerism has been much practiced throughout the country, it remained seasonal, uncoordinated and inadequately supported at national, regional and zonal level (OBoFEC, 2020).

As a results of lack of policy and professional guideline; voluntary service offerings has not fully utilized its contribution to community development. In this regard, while there are few literatures that discuss the contribution of volunteerism to social development in Ethiopia; for example(Mary, Yohannes Amado and Nynke (2018); the experiences of working with voluntary service overseas in Ethiopia, Ephrem Amare (2014) ; the state of voluntarism in Ethiopia and Abebanesh Asnake (2015);the role of volunteers in community development, I was unable to find adequate literatures that specifically discusses as what motivates volunteers to participate in voluntary activities and the challenges volunteers are facings toward neighborhood/community development in Ethiopia.

Furthermore, regardless of its practical benefits, little is documented about the contribution of volunteers from voluntary engagement in the community development, the motivation behind participating in voluntary work and service and the challenges community volunteers faced while providing voluntary services. Therefore, this study was designed to understand the volunteers' motivation to participate in voluntary work, their contribution and the challenges they faced in the course of improving the condition of their community/neighborhood in Jimma city.

Objectives

General Objective

The general objective of the study was to explore the motivation, contribution and challenges of community volunteers' in improving the condition of their community or neighborhood.

Specific Objectives

The study would have the following specific objectives;

- To describe the volunteers' motivation for participating in community voluntary activities

- To examine the contribution of volunteers in improving conditions of their neighborhoods
- To identify the challenges volunteers face in delivering voluntary works to the community/neighborhood

Research Questions

The study has explored to answer for the following research questions

- What are the motivating factors for volunteers to participate in community voluntary activities?
- What are the contributions of volunteers in improving the condition of their community/neighborhoods?
- What are the challenges faced by volunteers while delivering/practicing in voluntary work?

Significance of the Study

Every research attempts to contribute something to the existing body of knowledge; either by adding new findings and evidences or strengthening the existing ones. The researcher believes that, the study attempted to address the knowledge gaps related to voluntary service and practices; the motivation for, the challenges thereof and the contribution of volunteers in improving the condition of their neighborhoods.

The findings of the study would be serving as a future reference for other researchers and policy makers who would like to investigate in the area of community engagement and voluntary services. Also in addition, the government authorities might use this research to develop specific guidelines to ensure contribution of volunteers in community development. Moreover, practitioners can also use the findings of the study to improve the wellbeing of individuals and the society they are serving. Further, the research on motivation, challenges and contribution of volunteerism can help the Social Work students to learn more about the importance of volunteerism, the integration of practice teaching, and research in various disciplines of social science.

Scope of the study

The study was delimited to formal voluntary activities facilitated by members of voluntary associations through Jimma City Administration. The informal, spontaneous and individually initiated and unplanned voluntary activities were not the focus of this research. In addition, the research participants were limited to those volunteers who were members of four voluntary associations (Waliif, Ilmaan A/Jifar, Shanan Gibe and Abronet) and licensed by Jimma City Labor and Social Affairs Office (JLSAO).

Limitation of the Study

The spread and existence of Covid-19 limited the researcher mobility during data collection and the active involvement of some of the study participants was among the limitations of the study.

Operational Definitions of Key Terms

Volunteer: For the purpose of this study volunteer is an individual who provides services to the community without any stated form of payment or free of charge.

Volunteering: - a way of helping others freely by dedicating time, money and labor.

Motivation: - is a reason or reasons for acting or behaving in a particular way. It's something that arouses a person to act towards a desired goal.

Contribution: -For this research purpose the term contribution is defined as value added or a change in the community/neighborhood as a result of the voluntary work conducted by volunteers'.

Challenges: - is defined as any obstacles and hindrance volunteers are encountered while they have been engaged in voluntary work.

Condition: - the way or situation in which the neighborhood living with each other.

Neighborhoods: - is a geographical location of community within a larger city, town, suburban or rural area. Neighborhoods are often social communities with a considerable face-to-face interaction among members.

CHAPTER TWO: LITERATURE REVIEW

This section briefly describes the review of related literatures pertaining to voluntary work and volunteerism. It begins with the discussion of the definition of the concept volunteerism in order to get insight and understanding of the subject. Following this, factors that motivate volunteers were discussed, the contributions that volunteering make to community development was described and then challenges of the volunteers in delivering voluntary service were discussed below;

Definition and Concepts of Volunteerism

Defining the concept of volunteerism is difficult for there is no universally accepted definition of volunteerism (John, 2019). The concept of volunteerism is severely influenced by religion, politics and culture. According to CIVICUS (2011), volunteerism is about dedicating oneself to a certain cause without seeking of payment. It has considerable engagement and contribution to the local and national level and valued by society with minimal monetary compensation to the participant. Clary, Ridge, Stukas, Snyder, Copeland, Haugen and Miene (1998) take a different view and define that volunteerism is “planned helping”. They reported that, volunteers actively seek out opportunities to help others, and they plan to make long-term commitments.

The International Labor Organization (ILO, 2015) defines volunteerism as; “unpaid non-obligatory work; that is, time, money and labour individual’s gives without pay to activities performed either through an organization or directly for others outside their own household or related family members” (p.87). Volunteerism is charitable, educational, social, political or other meaningful purposes usually in one’s community without compensation. It is pro social behavior by individuals to help others without immediate benefit (Omoto and Snyder, 2005).

Types of Volunteerism

According to Margaret, Benjamin and Amanda (2008) formal voluntarism is help given through an organization or facilitated by organizations. Whereas, informal volunteerism is help given by individuals, which is usually unintentional and spontaneous by its nature. They defined, formal volunteering as a practice that takes place through an institution, while informal volunteering is taken place where one individual helps another directly.

Formal volunteering is structured and embedded in Nongovernmental Organizations (NGOs) or government programmes. On the other hand, according to the Republic of Kenya Ministry of Labor, Social Security and Service (MLSSS, 2015), informal volunteering is personal assistance that may not carry mutual benefits, but which benefits members of the community or even a particular organization. In addition, informal volunteering is done by an individual to help a community member in need. Doris, Diana and Silke (2017) also, define informal volunteerism as engaging in some activities without the umbrella of a formal organization.

Further, according to Olivia (2019), there are five types of voluntary services. The first one is, formal volunteering. It has structured and long term programs that requires involvement of volunteers in regular way. Usually it has managers or coordinators that employ, train, supervise and supervise volunteers' work result. The second type is governance. Volunteers in governance work provide leadership and direction to an organization. They help in the planning and decision-making in an organization's operations.

The third one is non-formal volunteering. It is usually done in local communities' settings. It is the acts of helping and kindness like babysitting for a friend. The fourth type of volunteering is social action. In this case, volunteers are joined together by common goal and can have structure, for example having a coordinator or leader. Volunteers do not usually have regular hours of volunteer time. But since they are usually very passionate and motivated about the cause and work hard towards achieving specific social change. The fifth type is, Project based volunteering. In this type, volunteers provide their services for projects at defined time frames. It requires volunteers to have specific skills to contribute.

Models of Volunteering

Activities According to Global Synthesis Report (GSR,2020) to explore the links between volunteering and development, four broad models of volunteer work were identified; that is mutual aid and self help; service volunteering and charity; advocacy and campaigning; and participation. In 2020, under the Plan of Action, new research was undertaken to review these types of volunteer work in light of evolving trends in volunteering and emerging evidence on the diversity of volunteering practices in low-and middle-income countries. The review found that, four types of volunteering are still relevant in 2020. While the relative mixes of the categories of volunteering vary, they are shared by diverse geographies and situations (GSR, 2020).

The Republic of Kenyan policy on voluntarism by MLSSS (2015) also recognizes four models of volunteerism: these are: - Disaster preparedness: this is relates to providing volunteer services in awareness creation on disaster mitigation measures and responding to emergencies. Mutual Aid or Self Help: These are collective activities where people needs or challenges form an association force to addres the issue. Charity model; it involves providing individual or collective service to others in form of financial, professional or in-kind.

Advocacy and civic engagement: This is types of model is offered by individuals or groups of people like that of activism which will help to create awareness for the community and lobbying for better governance. In addition research done by Ellis (2017) also identifies various models of voluntarism or forms of volunteering. This includes;-

“Self-help and mutual aid- people with shared problems, challenges, and conditions working together to address or ameliorate them, Philanthropy and service to others- It typically involves an organization recruiting volunteers to provide some kind of service to others which most people recognize as volunteering, Governance- volunteers who provide leadership and direction to organizations. Advocacy or campaigning- a collective action aimed at securing or preventing change which includes campaigning against developments” (P. 167).

According the research findings, in most cases volunteers are providing voluntary service using charity model service provision. But also mutual aid model is also used by volunteers in case of motivation.

Voluntary Association (VA)

A voluntary association is defined as an independent, self-governing body of people who have joined together voluntarily to take action for the benefit of the community. A voluntary association may employ paid staff or volunteers, but must be established other than for financial gain (Volunteer Now, 2019).

In addition, voluntary association with specific areas of expertise, usually with paid workers, often linked to national bodies and frequently funded by local communities to deliver services. Some have wider campaigning and advocacy roles. They can embrace a range of differing models (charities, social enterprises, etc.) to achieve benefits through defined social or environmental objectives. They provide a wide range of public services and vary in size. A

distinction may be made between large national or regional voluntary associations delivering services under contract voluntary association operating regionally or locally (Skelton and Kothari, 2015).

Empirical Findings

Why People Participate on Volunteer Work?

Psychologist said that, people will be motivated either by internal or external factor to engage in voluntary activities. According to Ruth (2008), volunteers are motivating to help others, to contribute to the community, to use skills in a new setting, to find new friends and new relationships, to develop a sense of accomplishment and self value, to learn new skills, to meet requirements of a course or program, to challenge themselves to work for a cause, to gain recognition for their abilities and also to help improve the quality of community life.

Researchers categorized motives into being either altruistic or egoistical. Altruism is the behavior that reflects total unselfish concern for the welfare of others (Rushathree, 2014). Rehberg (2017), came to the conclusion that motivations for helping depend on the type of relationship between the beneficiary and the service provider ,helping family members is selfless and altruistic in nature but when helping strangers, more egoistical motives, such as enhancement of one's own mood, may play a role.

According to Margaret et al (2008) findings, individuals are motivated due to their unselfish natures, more willing to help if the recipient says thank-you appearing to be an egotistical motive. Clary, Ridge, Stukas, Snyder, Copeland, Haugen and Miene (1998), identified six main motivating factors in volunteers: the values, the understanding and skills, the need for social interaction, career-related benefits, protective functions such as positively dealing with their guilt over having more than others and enhancement of the self. These motives can also broadly be categorized as egoistical in nature.

Moreover, Chaskin (2012), in his study of predicting volunteers behaviors stated that, the main motivators for volunteer behavior were; personal attitudes, personal ideals about social responsibility and volunteering, previous exposure to modeling volunteer behavior, frequency of social activities within networks and religiosity. And also he concluded that, volunteering provides volunteer with both extrinsic and intrinsic rewards such as recognition and social permissions and intrinsic rewards such as psychological benefits associated with helping people

in need. It was also suggested that participation in social networks and religious organizations also helped explain and predict volunteering behavior (Akintola, 2011).

Again, as per the findings of Chatwin and Ackers (2018), the main motivator for individuals to engage in voluntary activities which is largely egoistical is personal benefits and the need to look like as a praiseworthy and moral individual on a social level. Helping behaviors, which are characterized by the absence of monetary payment for the work undertaken, are usually associated with social responsibility and normally are carried out over long periods of time.

On the other hand, Clergy and Syder (2000) in their attempt to produce to measurement of motivational factors for volunteerism proposed six psychological motivating factors. These are social (spending time with friends and gaining approval of admired individuals), career (job-related benefits) understanding (learning new skills), values (expressing altruistic or humanitarian concern), protective (reducing guilt feeling or escaping personal problems) and enhancement (gaining satisfaction from personal growth). In conclusion, there have been numerous reasons stated as to why individuals volunteer their time and energy to pro social, volunteer activities. Helping others through volunteering can help you reduce stress, struggle depression and keep you mentally inspired. The more you volunteer the more benefits you'll experience.

Volunteering allows volunteers to connect to their community and make it a better place. Even helping out with the minimum tasks can make a real difference to the lives of people and organizations in need. And volunteering is a two-way street: It can benefit volunteers and his/her family as the cause you choose to help. Dedicating time as a volunteer helps to make new friends, expand your network, and boost social skills (Mary, Yohannes and Nynke, 2018).

While some people are naturally assertive others are shy and have a hard time meeting new people. Volunteering gives the opportunity to practice and develop social skills, since they are meeting regularly with a group of people with common interests (VN, 2016).

Contribution of Volunteers in Neighborhood Development

According to Republic of Kenyan MLSSS (2015) volunteerism contributes enormously to the country's social, economic and political development. It is considered a charitable act with purpose of promoting good practice to improve the quality of life for the beneficiaries and society at large. Research show that, different volunteers have different interests and ways that

they can contribute to charities with which they volunteer. Charity organization can derive more benefits from volunteers if they arrange for volunteers to perform a variety of functions in the organization.

In United States of America (USA), in 2008 more than one-fourth of the volunteers donated an average of 52 hours apiece to a non-governmental organization. The largest beneficiaries of volunteers were religious, educational, youth service and community service organizations. Volunteers provide numerous benefits to society not only filling gaps in social safety nets and providing services that communities cannot, but also creating social links among the often diverse members of a community (Laura and, Abilene, 2010).

Gasiorek and Giles (2013) also concluded that, volunteers are often volunteering to maintain community bond. They found that, volunteering enhanced the overall sense of well-being and also gave other reasons for volunteering for volunteers that includes; providing services to others, maintaining social interactions, giving back and improving their communities, to keep active, to develop new aspect of their self, finding a personal sense of purpose and, the desire to share their skills and expertise with others.

The research conducted by Johan (2019) found that, he asked charities whether or not volunteers were involved in six specific functional areas: delivering of services; fundraising; providing general office services; providing professional legal, financial, management, or computer assistance; managing other volunteers, or advocacy. Ten percent (10%) of organizations said that their volunteers did none or only one of these things. More than (90%) percent said volunteers had all six assignments which show the contribution of the volunteers.

Moreover, volunteerism is a well known resource in emergency and disaster management. In many countries, formal volunteer organizations have well established roles in emergency preparedness. That is volunteer firefighting (Mark, Hager, and Brudney, 2004). Volunteering comprises a range of activities, including visiting the sick, creating awareness about HIV/AIDS, and advocating for human rights. It contributes to the involvement of people in the achievement of development commitments, such as sustainable development goal. Volunteering can contribute in setting and influencing agenda, policy and decision-making. It can also promote social change by contributing to personal transformation, whereby individuals change their beliefs and perspectives (Ababanesh, 2015).

Implementing development plan of action requires many resources, including the time and effort of volunteers. The more volunteers involved, the easier it becomes to get the community's support and completed the development plans. Having Volunteers strengthen ownership in the task leads to more community wide acceptance, understanding, and credibility of the development plan (Margaret et al., 2008).

Volunteer motivation has significant practical implications. It is not only contributes hugely to the country's economy, it also provides essential services such as health care and education to society. Due to these recent economic down turn and resulting reduction, the role of the government in financing various services decreasing. Therefore, to fill the gap the greater responsibility is assumed for volunteers (Alexander, 2015).

Volunteerism and Social Inclusion

Volunteerism is universal and accessible to everyone, regardless of their background or social status on the premise that everyone has something to contribute, and it provides the opportunity for all people to participate and play fuller roles in their communities by making use of their skills and capacities. By this way, it can also potentially address inequalities faced by groups or individuals who are discriminated against due to factors such as economic status, gender, lack of education, poor health or unemployment (UNV, 2014).

Many tasks require in-depth training, the skills and knowledge of volunteers outside of traditional organizations is often unclear and hard to verify if disaster management resources are already engaged in a disaster response situation within the society. In the worst case, untrained volunteers hurt themselves or others. Psychological stress experienced by volunteers during or after their engagement in a disaster response and thus, untrained volunteers are particularly at risk of negative psychological effects, like burn-out phenomena while working in the community (Alexander, 2015).

Challenges in volunteerism

There are various challenges for volunteers in service provision which range from personal issues that make it complicated for them to meet commitments to comply organizational and cultural needs (Pansieri, 2011). Some of the challenges of volunteers in voluntary services were discussed below;

Legal Challenges

When volunteers cause harm to others or are harmed during or as a consequence of a disaster, legal questions rise. A study on volunteer organization conducted in the United States found that 16% of the surveyed organizations had been sued because of actions by spontaneous volunteers and 5% were sued by a spontaneous volunteer (Mark, et al,2004).

The rights and duties of volunteers in established association are typically well defined. It is clear how the volunteers are activated, who leads their deployment, which tasks they are allowed to perform, and which tasks are reserved for professionals like policemen, for example. In contrast, there appears to be a high level of uncertainty regarding spontaneous volunteers, even though in fact, general legal frameworks for volunteerism apply (Anna, 2014).

Political and Cultural Challenges

The growing nature of volunteerism, attached with changing societal characteristics, combine to challenge political and cultural processes and concepts about the contribution of volunteers in emergency and disaster management (IFCR, 2015). Modern communication applications, like Twitter for example, give the public a false familiarity to political decision makers on volunteerism. The activities of these leaders are often reported in detail, and followers can essentially comment their support for, changes to, or disagreement with these ideas, policies or activities. To the followers it can be interpreted as an expression of their democracy even if their thoughts or wishes are rarely heeded. This is problematic from a volunteerism perspective, where the perceived public value lies in the intervention and enablement associated with volunteerism (Kabonga, 2015).

In addition, according to Emma (2016), volunteerism is a form of participation, which itself is a mechanism by which people gain intervention and empowerment. The inability of the public to participate, or denial by authorities, may result in negative consequences when active participation by the public is sought or expected.

Volunteers Burnout

One of the challenges of volunteers in providing voluntary service is burn out. Volunteers who are burnout who are likely to get very enthusiastic in the beginning, over-commit themselves, and then become tired and quit (Rehberg, 2017). People who are really committed to

the work may not be good at taking breaks. They may just work without even stopping to eat until they're fatigued. Unless issues are prioritized, volunteers may feel stressed to take on more than they can handle (Widjaja, 2010).

Trustworthiness and accountability Issue In volunteering

The other challenge facing voluntary organization is that, trustworthiness and trust they have from the community members while mobilizing resource (Gasiorek, and Giles, 2013). Voluntary association engaging in the delivery of public services face the challenge of doing proactively with the issue of balancing the levels of accountability that is anticipated from various stakeholders (Pansieri, 2011). Voluntary organization's that embrace the relevance of accountability as a way of development of trust among various stakeholders must appreciate important issues to conform and establish accountability in their internal and external structures (Hassim, 2013).

Theoretical Frame Work

Social Capital Theory

This study adopted the social capital theory. According to Elizabeth (2008) social capital approach is generally regarded as including aspects of social networks and social trust. Which are both an individual's social networks of friends, families, and organizations and his/ her social trust of others, Social cohesion is an outcome of positive social interactions, is critical for societies to interact positively and prosper economically. Social interactions resulting in social capital enable individuals, groups and communities to achieve their needs by using their strengths such as norms, values, and interactions (Anna, 2014).

Social capital, as a development strategy directs individuals, groups, and communities to achieve their needs through collective action. In this sense, social capital is interpreted as the cumulative capacity of social groups to mutually and beneficially co-operate and work together for the common good. In this regard, it may be said that strong links exist between the mobilization of social capital and volunteerism (Emma, 2017).

As a form of social capital, volunteerism benefits the recipients of service and the wider community. As people continue as volunteers, commitment to the community increases, commitment in turn enhances the incidence of volunteer actions on behalf of the community (Bortee,

2011). Thus, this theory guided the researcher work as one of social capital, in promoting social inclusion and assisting marginalized social groups (Chaskin, 2012). People who volunteer learn new things and feel helpful and needed and also people receiving assistance from volunteers benefit from the service (Anna, 2014). And also, as a development strategy, social capital directs individuals, groups, and communities to achieve their needs through collective action (Emma, 2017). In this sense, social capital is interpreted as the cumulative capacity of social groups to mutually and beneficially co-operate for the common good.

Functional Theory

The other theory used in this study is functional theory. It is one of widely studied psychological model that assesses individual motivation. It proposes that individuals hold certain attitudes or engage in particular behaviors because of those attitudes and actions meet specific psychological needs, and that different individuals participate in the same behaviors for very different reasons (Laura and, Abilene, 2010).

A central premise of the functionalist approach is that the same behavior may serve different functions for different individuals. Recently, this approach has been used to understand the motives behind volunteering. The theory describes whether certain volunteer tasks differentially satisfy certain motives and whether individuals prefer tasks with benefits aligned with their own preferred volunteer motives. It suggests that, people distinctively distinguish tasks based on the motives they satisfy. When given a choice, individuals prefer tasks with benefits that match their personally which is applicable motives (Charles, 2011). This theory helps the researcher to understand why volunteers participate in voluntary work or it guides the study to explore motivating factors or reason behind participating in providing voluntary service.

Summery

Volunteers are individuals that partake in rendering of service by choice or by their free will for the benefit of the wider community (Connors, 2012). It can be expressed by contexts of voluntarism and volunteerism. Voluntarism is the overall guiding system of doing voluntary action, while volunteerism is the explicit practice of doing volunteer work (UNV, 2014). It contributes to attain personal wants, needs and rewards, while simultaneously allowing for satisfaction of personal values and assistance in societal altruistic demands (Gasiorek, and Giles, 2013). Research shows that, people motivated to engage in volunteer work for different reasons.

Allen and Shaw (2017) found that, some people engage in volunteer work because they value charitable work, enjoy volunteering, and want to help others. Other researchers found people get engaged because of opportunities to develop personal networks, enjoyable interaction with other people, improvement of neighborhoods and the meeting of their personal needs by helping others (Pauline, 2013).

Government has recognized the critical contribution that volunteering makes to build a strong and cohesive society. It has promoted essential act of citizenship, a means for combating social exclusion, and an important contributor to the delivery of high quality public services (Connors, 2012). Volunteering enhances the social connections between different sectors, builds the bridges for governments, enterprises and employees. It makes a significant contribution to the global economy, build a more organized, safer, stronger community, increase the social network between communities and neighborhood, increase the educational performance of youth and etc., (<https://www.reachingsky.org> retrieved on June 3/2021).

In summary, most of the material reviewed on the issue of volunteerism is conducted abroad. So, factors which explain the motivation, challenges and contribution of European volunteers should not be taken for granted unless we conduct the study in our case taking the socio-cultural and political differences into consideration. Nonetheless, the above researches indicate that, there is a need to conduct further study to understand the motivation, contribution and challenges of volunteers in Ethiopia. There is few research conducted on volunteerism in specific to Ethiopian context, which inform us the need to conduct more study in the Ethiopian context.

CHAPTER THREE: RESEARCH METHODS

This section generally presents the research method used in this study. It covers the research design, background of the study area, the study participants, data collection tools, data analysis techniques, and ethical consideration.

Study Area

This study was conducted in Oromia Regional State at Jimma City. Jimma is one of the oldest cities in Ethiopia established before hundred years ago and inhabited by multi ethnic nationalities (Jimma City Municipality, 2019). According to the Central Statistical Agency (CSA, 2014); by 2021 Jimma would have an estimated population number of 295,000. The city is located in a distance of 352 Kms to the South West of Addis Ababa. It has 17 kebeles. Among these only three kebeles in which the four voluntary associations are delivering voluntary activity were selected for this study.

The researcher selected Jimma city as its study area for three main reasons. First of all, (I) the researcher was born and lived at Jimma city and I was familiar with the customs and tradition of the city. Second of all, Jimma city has been well known by its customs of helping each other, caring for orphaned children and other vulnerable groups in the neighborhood. Finally, the researcher has the exposure and experience of working with volunteers as an expert in Labor and Social Affairs Office in Jimma Zone. To this effect, four voluntary associations who were licensed and recognized by the concerned government office to provide community services in the neighborhood were selected to be included in the study.

Research Paradigm

Philosophical world views largely influence the practice of a given research and it is a basic set of opinions that guide action. The researcher decides to employ qualitative research methods to have in-depth information regarding the theme under investigation. Qualitative research begins with assumptions, a worldview, and the possible use of theoretical lens (Creswell, 2007). In this study, the researcher seeks to establish the meaning of a phenomenon from the views of the research participants. Thus, constructivism or social constructivism paradigm with qualitative case study design was selected as a guiding framework for this study.

This paradigm acknowledges that, human beings have different understanding of subjective expression of situation they are living in and it gives much emphasis for this individual explanation. According to Creswell (2009), social constructivist philosophical view would be utilized to seek understanding of the world in which individuals live and work to develop subjective meanings of their experiences. These meanings, would be leading the researcher to understand the complexity of views.

Moreover, constructivist world view/ perspective influence the researcher to use open ended questions, collect data in the participant's setting, analyze data using inductive style (From particulars to general themes) and make interpretations of the meaning of the data. Therefore, based on these philosophical concepts the researcher used constructive paradigms that suits and took in to account the participants meanings formation and subjective interpretation of their experience.

Research Design

As noted, the researcher employed qualitative, descriptive and single instrumental case study approach to describe the motivation, contribution and challenges of community volunteers during their effort in improving the livelihoods of their neighborhood. The reason behind using single instrumental case study is that; although the researcher used multiple research participants, the focus/concern of study was single i.e. describing the motivation, challenge and contribution of volunteers in providing voluntary work in case of Jimma City. This single instrumental case study facilitates descriptions of a phenomenon within its context using a variety of data sources. And it allows multiple facets of the phenomenon to be described and understood. Besides, the study is a descriptive type of case study as it clearly describes an intervention phenomenon or the real life context in which it occurs (Yin, 2003).

In addition, according to Creswell (2009), qualitative research procedures narrates or presents textual descriptions of the phenomena under study. So, the qualitative approach helps to have deep understanding of issue under the study (Creswell, 2009). Thus, the researcher used a qualitative and single instrumental case study type to describe the motivation, contribution and challenges of community volunteers in improving the condition of their neighborhood.

Population of the Study

According to Jimma City Labor and Social Affairs (JCLSA) annual report (2021), in 2021 there were four voluntary associations (Abronet, Ilmaan A/Jifaar, Walif and Shanen Gibe) that have been licensed to function as voluntary association in the city. On the average, one voluntary association has fifty members. Each association has been serving more than fifteen thousand populations. Hence, members of the four voluntary associations delivering the voluntary service, service users such as elders who resided in the neighborhood for more than two years and the government officers both at city and kebele level who are engaged in coordinating the voluntary service were considered as the population of the study.

Study Participants

A total of 38 individuals which includes 20 community volunteers' comprised from members of licensed voluntary association namely Walif, Abronet, Ilmaan A/Jifaar and Shanen Gibe, 10 vulnerable members of the community, 8 out of which 3 community elders who lived for more than two years in the selected three kebeles (Hermata, Seto Semero and Becho Bore) and, 5 concerned government staffs in which 2 of them were from the City Labour and Social Affairs and Women, Children and Youth Affairs Office and the rest were participated from the three kebele (one from each kebele). The study was purposively focused on these participants because they are individuals, who have experience and exposure about volunteerism in the city.

Participant Selection

This study employed purposive sampling techniques. The purposive selection technique was employed to identify in-depth interviewees, key informants and focus group discussants. According to Creswell (2009) purposive sampling technique was used if the research participants were selected based on the unique characteristics they possess and/or their availability to participate in the study. In addition, purposive sampling method was used when a diverse sample is necessary or the opinion of experts in a particular field is the topic of interest. For this study, participation in voluntary work either as a service provider or as a service user is the unique characteristics considered to be selected as a research participant.

Accordingly, five volunteers from each association that is a total of twenty volunteers were included in the study. The head and deputy heads of each voluntary association (a total of 8 participants)

were used for an in-depth interview, while the remaining three volunteers from each four voluntary association (a total of 12 participants) were made to participate in the FGD for their exposure and experience on volunteerism.

To triangulate the data, a total of 8 research participant from the community were also included to participate in this study. Accordingly, three community elders (service users) were purposely selected from three kebeles, namely Hermata, Seto Semero, and Becho Bore and five government officers (two from the city administration and three from the three kebeles or One participant from each kebele) were participated in the study as key informant interviewee. In addition ten individuals were selected purposely from vulnerable groups (elders without support, Poor house hold and orphaned and vulnerable children) to participate in the FGD from the three kebeles.

In general, a total of 38, (18 male and twenty female) research participants were participated in the study. So that, the researcher conducted two FGD with a twenty- two participants constituting (one FGD with 12 volunteers and the other one with 10 vulnerable groups (elders without support, person with disability and poor house hold families), 8 participants from community volunteers were included for an in-depth interview and 8 (3 community elders and 5 government officers) were participated as a key informant interview.

Method of Data Collection

The required data were collected from different source using various data collection methods. Accordingly, in-depth interviews, key informant interviews and focus group discussions were utilized.

In-Depth Interviews

In-depth interview was applied to collect data from members of the voluntary associations. The interview took about 50 minute for each participant on average. The data was collected through in-depth, face-to-face, semi-structured interviews by the researcher herself. The same procedure continued with all participants until the data saturation was made. The interviews involved 19 open-ended questions that were aimed to elicit views and opinions from the participants. This provides the researcher an opportunity to clarify questions and answers in order to ensure accurate responses and therefore to have a right reflection of the participants' ideas.

When utilizing in depth interview, the researcher probed the interviewee for clarity and detailed information. To minimize biases, the researcher has tried to be non-judgmental towards the responses provided by the participants; Interviews were recorded to ensure that important information was not missed with permission and consent of participants.

Semi-structured interviews allowed the researcher to cover any aspect of interest that arose between the researcher and the participants. The researcher also asked additional questions in order to explore general views in more detail. According to Creswell (2003) although interviewers have little control over semi-structured interviews, they continue a means to obtain directives as to what interviewers know and have little knowledge about. Thus, the researcher used semi-structured interviews because; open-ended questions allow participants to respond in their own ways.

Key Informant Interview

Key informant interview was undertaken with experts of Office of Labour and Social Affair, Women Children and Youth Affair, Kebele Mangers of three Kebele`s and community elders who were service users and selected purposely through Office of Labour and Social Affair. The researcher herself interviewed each participant based on the schedule date and time. The interview schedule helped the researcher to think clearly about the expectations the interview might cover. On average one interview took about 40 minute for each participant. Semi-structured interview guide having 6 open ended questions were used to collect data.

According to Kumar (2011), an interview is a verbal interchange, and offers the researcher the flexibility to ask follow-up questions which encourage respondent to clarify points the researcher made. The researcher believed that, informants have detailed information about the issue under investigation due to the attachment they have with the community elders (service users) and the vulnerable groups. Therefore, community elders (those who are using service of volunteerism) and government experts were used as a key informant interviews.

Focus Group Discussions

Focus groups discussions can be defined as a research approach whereby a group of individuals are selected to discuss together, in a focused and moderated manner. It relies on the interaction within the focus group itself. This interaction is the sharing of views, experiences and stories between participants, and the ideas to rich the data. Subsequently, conducting FGD can be

more appreciated than separately interviewing all the participants (Kumar, 2011). Further, according to (Morgan, 1997) when interpreting and analyzing the data obtained from FGD the essence of how many groups and groups members mentioned the topic/theme was valuably noted.

Accordingly, an open-ended focus group discussion guide was prepared and utilized to gather data about the individual's as well as group's perspectives on the volunteerism motivation, contribution and challenge in delivering voluntary services from volunteers themselves and vulnerable groups to obtain deeper understanding on the issue. Besides, the researcher intended to understand their interaction as well as what they have in common as their experience while interacting in group discussion. Two FGDs were conducted. One FGD was conducted with volunteers (7male and 5 female) and the other one is with vulnerable groups (4male and 6female) selected from three kebeles. The age composition of volunteers who participated in FGD was between 18 up to 26, while for vulnerable groups it ranges from 16-70.

The procedure used is that, the researcher made face-to-face communication with voluntary association's heads in case of volunteers and also with the kebele administrators in case of vulnerable groups. Through discussion with voluntary association heads and kebele administrators, the FGD participants were identified, time and specific place for discussion was appointed. On the appointment day, the researcher herself led the discussions using voice recorder and also took notes on some issue that, the researcher thought should be elaborated more. And the researcher facilitated the discussion by presenting the topic, asks specific questions and stops side talks. The researcher made no one dominates the discussion whilst trying to ensure that each of the participants makes a contribution and the discussion was recorded. The time taken for FGD with volunteer was 1:55 hour, while the time taken For FGD with vulnerable groups was 1:20 hour.

Data Collection Procedure

To collect the necessary data for the study, the researcher made preliminary observation of the study area as its primary action. Subsequently, the researcher developed and prepared tools that were used and utilized for collecting the data. Accordingly, interview guide, tape recorder, notebooks were prepared beforehand. In due process the researcher was able to

build good relationship/rapport with the research participants and properly communicated the purpose of the study to all the participants.

Data Collection Instruments

Semi-structured interview guides; including in-depth interview guide to have in-depth insight of volunteers themselves on motivation for participation, their contribution and challenges while providing voluntary services, Key informant interview guide which is used to explore insight and experiences of service users from community and service coordinators from government institutions on contributions of volunteers, challenges of volunteers, practitioners suggestion etc. and, FGD guide that help to gain in-depth insights because of their experiences on volunteerism, the way vulnerable groups benefitted from voluntary work, and etc. were utilized.

Assuring Trustworthiness of the Data

The researcher employed different techniques to assure the quality of the data collected. Firstly, the participants were informed about the main objective of the research and were clearly communicated about any expectations and confusions were clarified by the researcher. The researcher designed interview and the FGD guide carefully based on the information from the interview and FGD guide was corrected to communicate the messages correctly during the interview. During the actual interview probing is used to elicit more information and for clarification purpose.

Moreover, different interviewing techniques such as paraphrasing, seeking for clarification, peer debriefing, checking the correctness of the translation, triangulating the data, listening to both verbal and non-verbal were used to take care and not to misinterpret the intended messages of the participant to assure the trustworthiness of the data

Data Analysis

The data were analyzed using qualitative approaches. According to Creswell (2009) case study researchers examine group of individuals participating in an event or organizations. The collected data was recorded using digital voice recorder, transcribed verbatim and then translated into English for analysis. Further analysis of the data was undertaken thematically. Findings are

organized into themes and sub-themes elaborated by key quotes whereby evidences gathered from diverse sources and through different methods were triangulated.

In this case, textual data (in the form of field notes or transcripts) are described using content analysis which means thematic analysis was used to analyze the research findings. Accordingly, motivational factors for participation, Challenges of volunteers and contribution of volunteers in community development were the three identified thematic contents. To internalize the data, the collected information was transcribed by the researcher to create meaning. Finally, the data were presented or narrated using tables with the accompanying narrations of interpretations and conclusions.

Ethical Consideration

Ethical clearance was obtained from Jimma University School of Social Work. Then the researcher contacted the concerned body to communicate the purpose of the study, in this case Jimma City Labor and Social Affairs Office and Jimma City Municipality. Similarly, the research participants were vividly informed about the research agenda and they have been informed as the information they would provide only be used for the purpose of the research and kept confidential. Accordingly, the research participants' verbal consent was obtained to conduct the research.

CHAPTER FOUR: DATA PRESENTATION

This chapter discusses presentation, analysis and interpretation of the data collected from participants. As noted above the data were drawn from the in-depth interview, key informant interview and focus group discussion to address the pertinent research questions on motivation for participation, contribution and challenges of community volunteers to improve the condition of their neighborhood.

The findings of the study were presented based on the research objectives that was, motivating factors for volunteers to participate in voluntary activities, contribution of community volunteers in improving the condition of their community/neighborhoods and the challenges faced by community volunteers while delivering voluntary work.

Demographic characteristics of the research participants were also presented. On the basis of data generated from the interviews, were arranged thematically to be presented in the results. In the subsequent sections, the interpretation and analysis of the qualitative data obtained through in-depth interview, key informant interview and focus group discussions were presented.

Background Information of Participants

In qualitative research, background of the participants was very important to understand from whom the data had been generated. The researcher examined the motivation, contribution and challenges of volunteers in supporting their neighborhood. Generally finding from an in-depth interview and focus group discussion were organized and analyzed under three (3) major themes corresponding to the research questions.

The in-depth interview` was conducted with 8 volunteers who were selected through purposive sampling from four voluntary associations operating in three kebeles. A total of 8 participants comprising of five government workers and three community elders were also selected for key informant interview. In addition, two focus group discussions with a total of 22 participants were conducted. The first FGD consisting 10 participants was with some vulnerable groups who were supported by voluntary service giver associations. The other FGD consisting 12 participants was held with the volunteers themselves.

The following tables show the summary of the socio-demographic information of the research participants; volunteers, community elders, vulnerable groups and government officials.

Table1:- Socio Demographic Profiles all Participants

S. N	Pseudonym	Age	Sex	Education background	Years of work. Exper/living in kebele	Participated in	Religion	Marriage Status
1	Ahmed	23	M	University graduate	5	IDI	Muslim	Single
2	Lelise	26	F	University graduate	6	IDI	Protestant	Married
3	Lillii	22	F	University graduate	4	IDI	Orthodox	Single
4	Kebede	24	M	Level IV	4	IDI	Orthodox	Single
5	Merga	20	M	Level III	5	IDI	Protestant	Single
6	Hasena	19	F	Grade 11	2	IDI	Muslim	Single
7	Samuel	23	M	University graduate	2	IDI	Orthodox	Single
8	Angatu	24	F	University graduate	3	FGD	Protestant	Single
9	Milisha	20	M	12+3	5	FGD	Muslim	Single
10	Jemila	19	F	University graduate	5	FGD	Muslim	Single
11	Megersa	23	M	12+2	6	FGD	Muslim	Single
12	Fayitu	21	F	University graduate	2	FGD	Orthodox	Single
13	Ali	25	M	Level IV	4	FGD	Muslim	Single
14	Fanos	21	M	Level III	5	FGD	Protestant	Single

15	Bikila	24	M	University graduate	2	FGD	Protestant	Single
16	Sifan	23	F	University graduate	3	FGD	Orthodox	Single
17	Girma	24	M	University graduate	3	FGD	Protestant	Single
18	Meliya	26	F	University graduate	5	FGD	Muslim	Married
19	Zewude	18	M	Level II	3	FGD	Protestant	Single
20	Simbo	22	F	12+1	4	FGD	Muslim	Single
21	Fatiya	34	F	University graduate	3	KII	Muslim	Married
22	Jemal	38	M	University graduate	10	KII	Muslim	Divorce
23	Roba	26	M	University graduate	12	KII	Orthodox	Single
24	Jalene	24	F	Level IV	6	KII	Muslim	Married
25	Ayantu	31	F	Diploma	10	KII	Protestant	Married
26	Hawi	61	F	12 grade	33	KII	Muslim	Widow
27	Fekade	63	F	12 grade	56	KII	Protestant	Married
28	Alemu	65	M	Un able to read & write	65	KII	Protestant	Married
29	Hachalu	40	M	Grade 8	20	FGD	Orthodox	Married
30	Kemere	63	F	Read and write	14	FGD	Muslim	Divorce
31	Semira	36	F	Un able to read & write	37	FGD	Muslim	Widow
32	Derartu	45	F	Read and write	23	FGD	Protestant	Widow

33	Sinidu	63	F	Un able to read & write	14	FGD	Orthodox	Single
34	Mebrate	34	F	Un able to read & write	8	FGD	Protestant	Single
35	Fenet	24	M	Grade 9	11	FGD	Muslim	Single
36	Rahma	54	F	Read and write	18	FGD	Muslim	Married
37	Jebelu	16	M	Un able to read & write	16	FGD	Muslim	Single
38	Jagama	70	M	Un able to read & write	45	FGD	Protestant	Divorce

Source: Author, 2021

The above tables shows, the socio-demographic information of the research participants that constitute volunteers, government officials, and community elders and vulnerable groups. As stated in the above table; the age interval of volunteers; was between 18 to 26 and their educational background ranges from grade 11 to those who have had first degree level education. The volunteer's gender mix was balanced, out of the 20 volunteers; eleven of them were male the rest nine were female. They have different religious affiliation constituting 8 Muslims, 7 Protestant and 5 Orthodox Christians. Regarding their marital status, two of them were married and the rest were single. When we see, a working experiences of volunteer's, it ranges from 2 year to 6 years; the average years of voluntary work service were 3.5 years.

Regarding the socio-demographic information of experts participated as a key informant interviewee, their gender compositions were two females and one male. Their age ranges between 26 to 38 years of age and their educational back ground ranges from level IV to University graduate. And concerning work experiences it ranges from 3 to 12 years of work experience. With regard to their religious affiliation three of them were Muslims, one was protestant Christian and the other one follower of Orthodox Christianity The experts participated in this study were working in different organizations such as Women, Children and Youths Affairs, Labor and Social Affairs Office and the rest three informants were kebele managers from the three kebele.

In addition, table 1 above shows the socio-demographic information of community elders who participated as key informant interviewees. Accordingly, two female and 1 male community elders were participated. The age range of the community elders were between 61 to 65 and their educational background ranges from illiterate to University graduate level. All the participants have been living longer years in the community. With regard to their religious affiliation four of them were Muslims, three were Protestant and one was from Orthodox Christian.

In general, 38 participants (Eighteen males and twenty females) were participated in the study. Seventeen of them were Muslims, thirteen of them were Protestants and eight were followers Orthodox Christians. So from this, it was easy to understand that the research participants were heterogeneous who came from both gender and diverse religious backgrounds, and nearly half of the total respondents belonged to the Islam religion; and the remaining 35% and 15%, of the respondents were Protestants, and Orthodox Christians respectively. Concerning marital status, 23 participants were single or not married, 9 participants were married, 3 participants were widow and three participants were divorced. Relating to educational backgrounds of the participants, 6 of them were un able to read and write ,3 of the them were holding read and write level of education, 15 of them were holding from grade 8 to level IV of educational status while the rest 14 of the participants were holding university graduate level of educational status.

Motivational Factors for Voluntary work

In this section, the main issue presented was the motivational factors that encourage volunteers to participate in voluntary work. In order to assess the views of volunteers on motivation, the researcher asked the participants as what motivates them to participate on voluntary work. Accordingly, in an in-depth interview and FGD the participants mentioned, several motivational factors such as; personal life history and experience, the need to support the community, mental satisfaction, religious affiliation, to have and gain work experience in search of job opportunity and the appreciation and recognition they got from the various institutions and community were among the motivational factors. Each of these motivational factors, were further discussed as follow.

Personal Experience/Exposure

Some of the participants asserted that; their personal experience or history (what the volunteers did for their families influence the volunteers to participate on voluntary work. This was what makes volunteers to participate in voluntary work. During an in-depth interview with a volunteer participant (Lilli) pointed out;

Before 15 years ago, I and my two younger brothers were living in an old and broken house. Volunteers helped us renovate our house, provided food materials to our family and gave us hope and money without any discrimination based on religion, gender and ethnicity. My previous positive experience with volunteers motivates me to participate in voluntary work (22 years old Female, in-depth interviewee, Jimma City).

Moreover, participant of an in-depth interview (Samuel) also explained and his word was quoted as follow;

What motivated me to participate in voluntary activities was my own experience. As someone who comes from poor family I faced various life challenges, when I was attending elementary school. I lost my mother and I was the first child in which the responsibilities of the family shoulder on me. And it was at that time that volunteers heard about me and helped me and my family to get out of that problem. From that experience, I feel as I have a moral obligation to serve my community with no payment. So, I was motivated to participate in voluntary work to contribute something and bring change to the community's life specially for voiceless people (23 years old male volunteer, in-depth interviewee participants, Jimma City),

In addition, a 23 years male volunteer (Megarsa) participant of FGD explained his personal experience with volunteers as follow;

I came from poor and single mom family. And through lots of ups and down I got the chance to join the University. But my mom has not capacity to help and send me to the university. However, volunteer's and altruist individuals supported me to attend university. As a result of such exposure I had in my early

developmental stage I was motivated to participate in volunteerism (23 years old Volunteer, FGD participant).

Furthermore, Participant of key informant interviewee (Fatiya), an expert in Women, Children and Youth Affairs Office witnessed that;

When you see the voluntary association members registered and certified by our office, most of the members were drawn from poor and vulnerable families. I think, this shows the benefits their family and the volunteers themselves get from voluntary services motivated the volunteers to participate on voluntary work in their locality (Female 34 years old, KII participants, Jimma City).

Moreover, according to a participant of an in-depth interview (Kebede), who was encountered a serious car accident while traveling from Jimma to Addis Ababa and now has a disability on his back and legs explained how his personal story; the treatment and care he got in an institution established as NGO motivated him to participate in voluntary work as follow;

Six years ago, I encounter serious car accident on the way to Addis. No one will expect that, my life will be saved from that accident. Tikur Anbessa Hospital treated me to some extent and refers me to the Missionary Organization. Thanks, to the (care givers) Nannies in the Missionary Organization they saved my life. They treat me for free more than two years. These Nannies thought me the value human beings have had, fellow to human beings. The treatment of the Nannies inspired me to participating on voluntary work (24 years old volunteer, male participants of in-depth interviewee, Jimma City).

The Need to Help Others

An in-depth interview, key informant interview and FGD participants described that, the need to help others was one of the motivating factors that encourage volunteers to get involved in voluntary activities. The study Participants (Mergarsa, Kebede and Angatu) believe that, their individual contributions are essential in bringing change in the life of vulnerable community members. They asserted the motto that says “being a human being is enough to support another human being motivated us to participate in voluntary work”. Accordingly, improvement of

community life can be assured by sharing our knowledge, experience and other resources such as money, time and idea with community members who need the support”.

In addition, volunteers who were participants of FGD; added that, the culture of local community on helping each other motivated them to participate on voluntary activities. Most of the participants in the study replied positively to the notion that preserving culture of supporting each other was important as it would act as a guide to the children and grandchildren in the future. Their reflections were summarized as follows;

The community has good culture and religion of helping each other. If you mobilize community, and inform them/aware them about problems of a given family or individuals (threatening situation), the community will respond to mitigate the problem happened in that neighborhood; even some times out of that neighborhood. This culture of helping the community makes me to participate in voluntary work (FGD with volunteers, Jimma City).

Psychological Satisfaction

According to the researcher, interview with the volunteers both at in-depth interview and FGD, majority of the participants explained that, participating in voluntary work by itself motivates volunteers and it gives them mental satisfaction. Participants of in-depth interviewee (Angatu) described what motivated her to participate in volunteerism as follow;

Volunteerism has many advantages for the volunteers himself/herself. After we registered and started providing voluntary service under our voluntary association, many lives of the vulnerable individuals changed. We mobilized resource from community to help the poor and vulnerable. A number of sick individuals were rehabilitated from their disease. As a result of the resource, we mobilized from the community; we renovated and built many houses for the poor households and elders without support by voluntary service we made. People managed to have food on continues bases. Above all; when beneficiaries, praises us with their happiness and smiling face (when they are satisfied with our service) it gives us mental satisfaction. This makes us to continue volunteering (24 years old female volunteer participant of in-depth interview, Jimma City)

Religiosity (influence of Spiritual teaching)

Some of the participants in FGD and key informant interview explained that, they are participating in voluntary activity because of their religious teaching. They believe as their religious teaching influenced to take part in voluntary work. They want to take the teachings of Prophet Mohammed (peace be-up on him) and Jesus Christ as a role model. They described the teachings of the Holy Books (Quran and Bible) influenced them to participate in voluntary works. Participant of in-depth interviewee (Hasena) described how her religious teaching motivated her as follow:

According to the Qur'an teaching, I have the obligation to serve my community with what I have. My religion taught me that, if I did goods here in this world I may get the reciprocity from the Creator in the hereafter this makes me to participate in voluntary activity with great passion (19 years old female, in-depth interview participants, Jimma City).

Moreover, during FGD with volunteers some of the participants said; "Jesus Christ is our role model. He served the world and made sacrifice without any restriction". Accordingly, they devote themselves by delivering service to their people with all capacity they had without any payment to follow the path of Jesus. By doing this, they feel that they are fulfilling their religious obligation.

Appreciation and Recognition

The researcher asked if the volunteers have had received any recognition and/or appreciation awards from governmental/nongovernmental organization for their voluntary services. Most of the participants acknowledged the receipt of appreciation and/or awards for their voluntary work. 23 years old, male volunteer participants of in-depth interviewee (Samuel) shared that, many awards were given to him because of his voluntary. In addition the finding shows that, recognizing volunteers were taken as a good way of motivating volunteers. For example, the following excerpt shows how recognition and awards played a vital role in motivating the work of volunteers.

During, in-depth interviewee (Angatu) pointed; *"My voluntary association had been given me a silver cup and I was happy to receive it. These kinds of award and recognition energized me to*

continue voluntary work". Similarly, 19 years old female participant of in-depth interview (Hasena) had been given appreciation and awards for her voluntary work from her association. She said; *"The award and recognition given to me by my association motivated me to participate in voluntary work continuously"*.

According to the view of some volunteers during FGD; the respect and recognition they got from the government offices, civil society organization, and from vulnerable groups have had a motivational factor for volunteers. The participants mentioned that, most of the times when there were government, nongovernment, and religious institutions gatherings and meetings; recognition were given for volunteers either through providing certificate or promoting them to continue their work. In addition, some volunteer's participants of in-depth interview declared that; the love and recognition they got from the community was above everything. It's really a reward for them. It makes them to devote themselves for the community and become very responsible person to handle any social problems.

Moreover, according to the view of volunteers participated in FGD and in depth interview, the respect and recognition they got from the government, civil society organization, and the community and from the service users/vulnerable groups also another motivational factor for volunteers. 26 years old male key informant interview participant (Roba) mentioned that, most of the time recognition was given for volunteers either through providing certificate or though promoting them to make them continue their work at government, nongovernment, community and religious institution gatherings.

Similarly, one of the FGD participants (Sifan) stated; *"The love and recognition I got from the community was above everything. It's really a reward for me. It makes me to devote myself for the community and become a responsible person to handle any social problems"* (23 years old Female, FGD participant, Jimma city).

In addition, a 20 year old male participant of an in-depth interviewee (Milisha) also added that, beyond the obligation of his religious teachings, the recognition he got from the government authority motivates him to participate in voluntary service. He described his feeling as: *"Even if helping the weak and the poor was what our creator ordered us in the Holly Books, I am highly motivated by the recognition the government gave us through providing certificate each year"*.

Furthermore, a 22 years old male (Jemal) participant of key informant interviewee from Labor and Social Affairs offices witnessed that;

Upon successful completion of the voluntary services, the volunteers were awarded a letter of thanks and a certificate of achievement on yearly basis by their organization, this highly motivates the volunteers.

On other hand, the participants of the FGD and key informant interview explained that, when the volunteers engage in voluntary activities, they wear uniforms that make them different in the community. As a result of their identification through uniform and their devotion by providing free service for the community most of the community members give them respect. In line with this, 22 years old female volunteer participated in FGD (Simbo) narrated about the reward and recognition she gained from the community as follows;

Most of the time, I was providing voluntary service on transportation to support student, elders and other individuals who came from rural area of Jimma zone to the city and had difficulty to cross the road. During my voluntary work, I always wear uniforms that were given from the transport authority office. As you may know the sun was very strong. And most of the community members who are passing by zebra were appreciating me. They encourage me by saying keep it up you were doing good job. Thus, that appreciation and respect I got from my community motivates me to continue on voluntary work.

To Have Work Experience for Job Opportunity

One of the motivating factors included as a theme in this finding was having work experience in voluntary work has a contributing factor while searching for a job was another motivating factor that made volunteers to participate in voluntary activities. From an in-depth and key informant interview, the researcher found out that some of the volunteers participated in voluntary work through voluntary association for the purpose of having work experience in search of job opportunity. The motivations of majority volunteers were attached to have job opportunity, to develop professional work skill and experience with an expectation to gain employment opportunities. 23 years old male volunteer (Megersa) participated in FGD expressed his opinion as follow;

Although I was graduated from a University, I could not get employment opportunity. So, I prefer to participate in voluntary work to spend my time productively, rather than hiding my selves at home as a jobless. It also helped me to get acquainted with several individuals who helped me to develop social network.

In addition, most key informant interviewees witnessed that, volunteers were given priorities for employment opportunities based on their participation on voluntary service.

Witnessing this, (Fatia) 34 years old female participants of key informant said

“Six months ago, my organization had employed volunteers considering their achievements and motivation during their stay as a volunteer involuntary association”.

Moreover, 20 years old male volunteer participant of in-depth interview (Merga) also added that; Because of his participation involuntary services, he got additional trainings and experience; develop new interest, new relationship, network, recognition, etc.

In line with this, 18 years old, male participant of FGD (Zowde) said,

“Being a volunteer under Waliif voluntary association I got the opportunity of getting training about techniques of resource mobilization, volunteerism on transportation and life skill”.

Similarly (Samuel), 23 years old volunteer participant of an in-depth interviewee also pointed out;

I am graduated from University in BA Sociology last years and now I am looking for job. I have accumulated more than three years of experience as a volunteer. My voluntary work experience helped me to have a strong professional skill on my profession.

In addition to these, volunteers were given priorities for employment opportunities based on competency and interest. Supporting these statement of key informant interviewee (24 years old female participants (Jalene) said; *“Currently any vacancy posted for recruitment it asks the requirements of providing voluntary service to hire an individual. So, most volunteers participate in voluntary activity considering their future job opportunity”.*

Contributions of Volunteers in Neighborhood Development

Identifying the contribution of volunteers to the development of their community/ neighborhood was one of the research questions addressed in this study. The data collected through in-depth interview, FGD and key informants clearly pointed out the contributions that volunteers are playing in improving the living conditions of vulnerable people and in the development of their neighborhood; volunteers are considered as decisive measures of nonprofit organization because of their contribution; without them, it is not easy for an organization to make an impact in the community.

Based on the findings, the major contributions of volunteers were improving the living conditions, supporting in achieving organizational goal, community capacity building, facilitate links between community and the needy people, and fund raising and resource mobilization activities. The contributions of volunteers in each of the above category are summarized as follows;

Improving the Living Condition

Majority of volunteers participated in this study and all key informants believed that voluntary work contributed a lot in neighborhood development in various ways. One of the major sub-themes found in this study was improving the living condition of the beneficiaries through the activities done by volunteers. In this regard, the findings of this study asserted that, volunteers contribute to community development by supporting vulnerable women, elders without support, vulnerable children and the youth to improve their living conditions. Witnessing this; 20 years old male an in-depth interviewee participants (Merga) said;

In collaboration with various governments sectors, we (volunteers) made many contributions through voluntary works. We conducted community awareness session to enhance culture of community in helping each other. So many lives of vulnerable women, elders without support, vulnerable children and youths were protected by the support and resource mobilized from the community.

Moreover, some FGD participants from vulnerable groups explained that, the living condition of their children especially those who are from poor family were improved by the work of the volunteers. They illustrated more by saying, sick individuals were treated by the help of volunteers and starved family got food because of volunteers and so on.

Community Capacity Building/Awareness Creating

Volunteers are keen to participate in community capacity building activities. Many of the participants reported that, they help people to develop feeling of self-reliance in solving their own problem through technical and financial support. Thus, volunteers pay attention to facilitate for community members to participate in an income generating activities from being dependent to become productive citizens. And also support persons/community members to bring about attitudinal change towards supporting each other and strive for local development. In line with this, 22 years old female participants of an in-depth interviewee (Lilli) said;

There were poor women treating her sick husband for long years in one of the kebele's my association is working. However, her husband was not cured and died because of TB. Beyond this, she used to live in shanty house with her three children. We volunteers assessed her problem and mobilized resource from community. We renovated her house and also built new kitchen for her. To engage this woman in income generating activities we facilitated kitchen equipment that used for making Injera (local bread) and also, we bought 200kg of teff and gave it to her. Now a day, she is selling Injera (local bread) and caring for her children in good manner. We facilitated to make her use her potential by providing awareness and resource available (22 year's old, female participants of in-depth interview, Jimma City).

In addition, one of FGD participant (Derartu) pointed out;

During the onset of COVID -19 epidemic people are restricted to move out of their home (home lockdown). As known most of our community members are living with a meager income from hand to mouse; which means if they are not going for their daily work they will be in a problem to feed their children and family. To have solution for this, we conducted community awareness campaign in the town and mobilized resource from community with concerned body (45 years old, FGD participants and widowed mother, Jimma City).

Moreover, key informant interview from City level Office of Labor and Social Affairs (Jemal) added that,

Our offices do not have human resource at kebele level. And although, we don't have structure at kebele level we planned to strengthen the community based

organization like Iddir (Afosha), Elders association, PWDs association and Community Care Coalitions (CCCs). Because of the scarcity we have in human resource we use the volunteers to strengthen those community based organization. So, volunteers provide technical support for the community members (38-years-old, male participants of KII, Jimma City).

Linking vulnerable groups to Social service

Regarding the contribution of volunteers in linking vulnerable groups to social service, the finding show that, volunteers often serve as bridging agents between community and service providing organization. As the study participants described that, one of the contribution volunteers contributed in neighborhood development is linking the needy people with available resource. In line with this, one of the participants of FGD (Zewude) said;

We identify and mobilize local resource and then link people in need with the resource through referral linkage. We were linked; for sick individuals with private clinics and hospitals to be treated freely (18 years male participants of FGD with volunteers, Jimma city).

Similarly, participants of in-depth interviewee (Angatu) added;

We can link poor and vulnerable children to be helped for scholastic material with wealthy men, with Iddirs and other organization. These individuals and associations are accountable to provide the service mentioned on the agreement after the Memorandum of Understanding (MoU) was signed between service provider and service seeker in the presence of volunteers. This helped vulnerable groups to have access of attending schools, health service and other basic services (24-year-old, Female Participants of in-depth interview, Jimma city).

In addition to this, key informant interview participants from Women, Child and Youth Affairs (Fatiya) said; *“because of the work of volunteers in awaking the community, a number of pregnant women were attending pre delivery and post follow ups service”*(34 years old female, KII participant, Jimma City).

Similarity; the following quotation taken from the participants of FGD (Semira) asserted as how the volunteers linked her family to the service giving agencies in the City.

I am 36 years old, single mom and living with my three children. My marriage ended before two years ago by divorce. My former husband is not supporting me and I don't have a job. Once upon a time my youngest children encountered health problem. I don't have money to take him to the clinics' I go to the street for begging. Fortunately, one volunteer asked my problem and then linked me to the-clinics. Thanks to these volunteers and the clinic owner I and my children are taking health service at any time we have health problem. In addition, the two children who are in school age are attending their school in a private school in my neighborhoods through the support of the community members (36 years old Female in FGD participant and single mom Jimma City).

A 70 years old male (Jagama), participants of FGD with vulnerable groups further described;

I don't have a family or relatives to support me. I was homeless. I used to live on the street. Volunteers come and questioned about my life on the street. I told them everything I am facing. And then, communicated with Kebele Administrators and Institutional Care Centers. As result, they brought me to this Institutional Care Center in which I am getting all the basic needs like food, bed and other health services. This is the work of volunteers (70 years old, Male FGD participants with Vulnerable Group).

Moreover, an in-depth interviewee participant (Samuel) described as how volunteer's saved the lives of a girl seriously affected by cancer through mobilizing resources as follows;

After long time, I had treatment in Jimma hospital and at Tikur Anbassa Hospital (Addis Ababa). The Medical Board members decided that, curing the girl's illness was beyond the capacity of the hospital. They decided that the girl should be treated abroad. The estimated cost of treatment was 2.8 million. If she don't get the required amount of money her life might be endangered. So, volunteers mobilized from the local community and also announced the issue on social media. As a result of their job currently the required amount of money has been fulfilled and the girl with her family is preparing to fly to get her the necessary medical attention (23 years old, male volunteer and in-depth interview participant).

Enhance Social Relationship/ Building Social capital

The findings of this study show that, volunteerism enhances social capital/relationship: intergenerational relationships, belongingness between the poor and rich individuals and between young and old/senior citizen. Most of the volunteers participated in the study were youths and those who are receiving the support are elders and poor families. This relationship is believed to enhance intergenerational relationship and caring for one another. One of the community elders (Alemu) participants of key informant interviewee witnessed;

As all you know that, most of the volunteers are youth and they are doing volunteer service to support the elders without support. They are washing/ cleaning clothes/ body of elders. In response to their deeds those elders are praising the youths. This promotes the intergenerational relation between youth and elders (65 years old, male KII participants, Jimma City).

Complimentary to the above finding, Meliya one of the participants of FGD from volunteers said;

Since the time I registered in voluntary association I have many friends among volunteers. I share the experience and the skill I have with them. I consider these volunteers as my relatives. With Most we will support each other in some life events. That's why I said participating in voluntary works will enhance your social support (26 years old, female volunteer participants of FGD, Jimma City).

Furthermore, according to the findings of this study another contribution of volunteers is the improvement of relation between poor family and wealthy men. With regard to this, volunteer (Merga) participant of in-depth interview described;

Most of the time we collected the resource that is used to support vulnerable groups from community member's including wealthy men, developmental organizational and community based organization. To get the resource another time we will use two strategies. The first one is, if these individuals and organization are willing, we will take them to the house of the vulnerable and show them how they are facing various problems. And the second one is; we will organize hand over event or day of providing the collected materials to poor and invite those all individuals who participated in donating the resource. This highly encouraged the relationship and trust between wealthy men and the poor in our

city (20 years old, male volunteer participants of In-depth interviewee, Jimma City).

Data Collection and Organization

Data organization and enhancement has been considered as one of the contributions of the volunteers. Accordingly, 38 years old male key informant interview participant (Jemal) revealed; *“volunteers helped our office by organizing the data of vulnerable groups on yearly basis”*. Similarly, participants of FGD (Jemila) pointed out;

I have five years of experience in voluntary work in Jimma city. We (volunteers) work on various activities; among those activities updating the data of vulnerable groups (elders without support, person with disabilities, orphaned and vulnerable children) on a yearly basis. I believe as we helped in organizing the data of vulnerable people in one of the kebele my association is operating in. (19 years old, female volunteer FGD participant, Jimma City).

Contribute to Organizational Objectives

The participants of this study were asked to share if there are any issues which they are contributing to the organizational goal. Accordingly, data gathered from participants reveal that; volunteer’s plays significant contribution in supporting government sectors and civil societies in meeting their mission and objectives. Key informant interviewee from Women, Children and Youth Affairs (fatiya) asserted;

Each government sectors’ have its own goal to achieve. To meet its organizational goal and objectives many activities have been planned. To put the activities in to practice the participation of volunteers to support the organizational goal is vital. Because there is human resource gap in which it hinders the organizational goal as expected. That is why my organization encourage the participation of volunteers in ending child marriage and resource mobilization and really, we are successful by participating volunteers (34 years old female KII participant, Jimma City),

In addition, key informant interviewee (Roba) describes how volunteers are important in promoting organizational goals as follows;-

My sector organizes at minimum three to four event per year, conduct community awareness campaign; conduct coffee ceremony at kebele level monthly. Thus, to organize and conduct those events budget and human resource is needed. As a result of this, only by covering their cost of transportation and lunch my organization engages volunteers. By doing this, we are trying to achieve our yearly targets (26 years old male KII participants, Jimma City).

Moreover, key informant interview participant (Fatiya) vividly witnessed, volunteers are contributing to the objective of government sectors as follow;

I was working in office of women and children office for more than ten years. One of the office goals is to re-integrate and re-unify children with their family. For the last three quarter more than 34 children were re-unified with family with support volunteer. Without volunteers I can say it is impossible to reach that amount children. So, they are our good partner to achieve what we planned (34 years old female KII participant Jimma City),

Challenges of Volunteerism

In this section, key challenges volunteers faced while operating in voluntary work were presented. Accordingly, volunteers reported various challenges. The findings indicated several challenges such as lack of coordinated support, finance and office, difficulty getting permission from family, time constraints, lack of standardized service provision, and continuity of the voluntary work by government sectors and reluctance of wealthy men to donate. Those challenges are summarized under the following three thematic areas (Social, Economic and Organizational Challenges) as follow;

Social Challenges

According to the participants view, volunteers were challenged socially while participating in voluntary work. The social challenges that were identified were community attitudes, especially, attitudes toward female volunteers.

Attitude toward Female Volunteers

Most of the in-depth interview participant, explained that the attitude of some community member toward female volunteers was not positive because of lack of awareness, discrimination,

and gender stereotype. These community members feel women volunteers are less effective compared to male volunteers. And in some cases, community members suspect that if females were participating in voluntary work they might be exposed to various sexual abuses.

Participants of FGD (Maliya) had narrated her experience as follow;

I am 26 years old, and married women. I like providing voluntary service for my community to have mental satisfaction. I was a volunteer before I married and I continue providing it now. But because of awareness problem, our community has fewer acceptances for female volunteer prior to my marriage. After marriage my family, husband and neighbors were consulting me that, it is good if I take care of my husband rather than moving here and there in the kebele. The challenges became worst to prevent me from providing voluntary work. Even, sometimes they use offensive words “what type of husband she has”. I was challenged to participate in voluntary work for being women in general and a married woman in particular. So, a lot of work needs to be done to strengthen the awareness of the community (26 years old, female volunteer, participants of FGD, Jimma city).

Trustworthiness on Collected Resource

The findings from few FGD and key informant interviewees stated as volunteers were challenged by the attitudes of the community (suspecting the collected resource might be taken out of objectives) to participate in voluntary works. A 24 years old male participant of FGD (Bikila) described the feelings of some community members;

“If you have nothing why you became volunteers and member’s of voluntary association”,

In addition, according to the participant’s idea, some of the resource collected from the community is subjected to corruption. As a result, community members suspect the volunteers in their handling of the collected resources. So, is another challenge for volunteers, In line with this participant (Ali) who is volunteer and actively participated in FGD illustrated as follow;-

As it known most of the volunteers have not resource to support the people. As a result, we will use various strategies like making camping, selling coupons, and moving door-to - door to collect resource from the community members.

However, sometimes we used to face challenges that show the suspicion of the community members and trustworthiness of the volunteers in handling of the resource we have been collecting from the community. They said, “Why you collect money from us if you have not the capacity to help your community by yourself” (25 years old male volunteer participants of FGD, Jimma City).

Change in Culture of Supporting Each other

Concerning change in culture of community in supporting each other, key informant interview (Jalene and Fatiya) described that; In Oromo culture individuals and families with in given neighbors are supposed to support each other. This is good culture, but currently that culture seems eroded and people are going out for begging. In addition, participants of Key informant interviewee (Roba), 26 years old, said, “*now a day neighbors were not known each other, most compounds in the neighborhood were locked to the poor neighbors, where poor people were in known to be living in a serious life challenge and problem*”. Furthermore, participant of key informant interviewee Jemal (age 38) added that, the culture of helping each other is decreasing from time to time which is a challenge for volunteers.

Organizational Challenges

Under this sub theme organizational challenges of volunteers were presented. Accordingly, in an in-depth interview and FGD the participants mentioned several organizational challenges such as; lack of coordinated support, lack of continuity of the voluntary works, lack of standardized service provision and training which are detailed below.

Lack of Coordinated Support

As understood from the study, one of the major challenges faced by the volunteers under organizational challenge is lack of access to coordinated support from both government and other civil society organization in which it hinders their service provision. With regards to coordinated support, volunteers cannot get adequate support from governmental sectors as well as nongovernmental organization. Key informant interviewee (Jemal) witnessed the fact that, volunteers lack coordinated supports from government, non-government and the community as quoted below;

In this City (Jimma) volunteers are organized and created coalition to support what the government has planned, to support vulnerable groups with motivation. They are doing good job through the city. But one thing that taking them back is lack of adequate support. Most of the times, they are remembered on the events. It is not clearly known for which sector they are accountable. Although they planned to give free service, most of the time they are challenged to have transportation service and lunch cost because of weak coordination among sectors (38, Male KII participants from City LSA, Jimma City)

Moreover, male participants of FGD (Fanos, 21 years old) illustrated;

Government sectors like Labor and Social Affairs and Women, Children and Youth Affairs offices are supporting us on voluntary work. However, because they are dealing with many other social problems, sometimes the voluntary work was becoming out of focus and lack an appropriate agency/ body that coordinates the issue in regular basis (21, male volunteer participants of FGD, Jimma City).

Furthermore, 19 years old female in-depth interviewee (Hasena), said; *“encouraging volunteers requires an effective and coordinated institution that provides clear guidelines, effective training, and regular appreciation. However, we were challenged to have such institution which would coordinate us in regular basis”*.

Lack of standardized service

The participants of the study described lack of standardized service provision in voluntary service as a challenge. According to participants, although they are providing voluntary services to contribute for community development their voluntary service lacks standard for service provision. Witnessing the above statement, 24 years old male volunteer (Girma) participated in FGD believed that,

“The way volunteers were providing voluntary service lacks clear standard, the time required accomplishing a given work, the budget needed for that specific work and also the safety materials required were not properly addressed”.

In addition to this, a 24 years old female key informant interviewee (Jalene) believes that, there are enough evidences to show voluntary work lacks standardized services. Accordingly, she elaborated;

“Most of the time voluntary service work was provided on ad hoc basis and sometime it was unplanned”.

In addition, 22 years old female Participant of in-depth interviewee (Lilli), expressed; *“Voluntary work lacks guideline to provide services which is a challenge. Lack of clear guideline was a cause for lack of standardized voluntary service”.*

Similarly, 31 years old female participant of key informant interview (Ayantu) elaborated;

The way work of volunteerism practiced and implemented in our kebele is good, but the problem is reporting the work by calculating human resource participated on the work which may lead to false report. If we have standard for such issue we might not be challenged on the reporting.

Seasonality/discontinuity of Voluntary work

The FGD participant pointed out that, discontinuity or seasonality of the voluntary work is among major challenge for volunteers in volunteerism. As it was understood from interview most of the volunteers were engaged in other personal businesses. Either attending secondary school/university or graduated from university. By adjusting their time volunteers need to participate on voluntary work throughout the year. However, the findings show that, most of the time voluntary work were announced and got governmental attention during summer season. So, the work of voluntarism lacks continuity throughout the year. Even during summer time voluntary activities were done on a fashionable way which limits the motivation of volunteers. In relation to these, 23 years old male volunteer and a participant of an in-depth interviewee (Ahmed) said;

Well, one of the big challenges in volunteerism is that, it is impossible for volunteers to volunteer at their convenient time unless, it is on an individual base. In my understanding best volunteerism requires the collaboration and the addition of many associations and many sectors. Especially without government sectors volunteering are not such fruitful. I challenged that, I want volunteering all the year having sum time for voluntary works but most of the time voluntary activity is planned only once or twice a year which is incompatible with my plan.

Lack of training

One of the challenges presented by participants was lack of training on volunteerism. Participants of the study revealed that, they lacked training on voluntary work from concerned body as a result of this the volunteers achievement on volunteerism was limited. Witnessing this, Participants of FGD described, regular training on volunteerism can influence the practice of volunteerism. In addition, 20 years old male participants of in-depth interview (Merga) said,

“Unless, the work of volunteerism is backed by training and made volunteers to be updated; volunteers will be challenged to provide quality service”.

Economic Challenge

In this theme, the sub themes of economic challenges of volunteers were presented. Accordingly, the research participants were mentioned few economic challenges such as lack of logistic, limited finance and time constraints were presented below;

Lack of logistics and Finance

According to the participants view, lack of budget to cover the very basic expenses of volunteers and voluntary work such as transportation, refreshment and lunch expense was a challenge. In line with this, 24 years old male volunteer and in-depth interviewee (Kebede) explained how he was challenged by the lack of logistics as follow;

Working in a developing country as a volunteer has several challenges. I found it hard to get transportation to go to the area where voluntary service has been given. Especially, when the voluntary work needs to conduct home to home visit, In addition, most of the time I eat lunch from my own pocket and there is a time when I don't have lunch because of lack of money.

Moreover, the findings from FGD and key informant interview participants showed that, in governmental and nongovernmental organization issue of volunteering is given low attention. Volunteers said, they are not invited during annual planning as one of the stake holder. That is why less value given and often seen activities that not need funding. In line with this a 20-years-old participants of FGD (Milisha) narrated as follow;-

We are providing voluntary service under Abronet voluntary association. We have legal certificate and provide report for concerned government body yearly. One of the challenges we are facing is, we are not invited during annual planning and we don't have joint planning with government offices. They consider as we don't do anything with budget. I think they give us less value on voluntary work.

Time Constraints

Regarding working time, most of the time voluntary work culturally learned to participate during summer season, but in reality, social problem was there throughout the time. One of the challenges, raised from volunteers participated in this study reported as there has been time constraint for voluntary work as well as to visit his relatives. For example, 24 years old, male volunteer participated in FGD (Bikila) said,

“Though participation of volunteers in voluntary work has various benefits to us and community, it restricts me from visiting my relatives found in rural area.”

Moreover, findings from key informant interviewee with government officials (Fatiya and Jemal) pointed out that, volunteers are serving their community without payment. Besides to voluntary work, all volunteers have their own business like that of supporting family, attending school and etc. So, they are challenged to balance their regular work with that of voluntary work. Supporting this, 24 years old, male in-depth interviewee (Kebede) said;

I have an experience of volunteering for more than three years .I was graduated from technical and vocational training college last year. After graduation the first six month I was looking for job employment. But I don't find Job. Unfortunately, my family supported me to open wood work workshop. Now a day I am struggling to balance my regular duty and engage in voluntary work because of constraints of time.

In the contrary to the above report, one volunteer 20 years old female and participants of FGD (Milisha) mentioned as he had never faced any challenges in his volunteering experience; Rather he had got recognition and respect from the community.

CHAPTER FIVE: DISCUSSION

This chapter discusses selected findings concerning the motivation, contribution and challenges of volunteers in the case of Jimma City. Thus, the chapter discusses the major findings of this study in relation to the literature from other similar studies in the area.

The Motivation of Volunteers to Participate in Voluntary Work

Based on the research questions, the study revealed major factors that motivate volunteers to participate on voluntary activities. The main motivating factors that were found from the in-depth interview, key informant interview and FGD were classified in to two. These were internal and external motivation. Both internal (intrinsic) and external (extrinsic) motivations play an essential role in motivating volunteers. The internal motivation includes; passion to help the community, to have mental satisfaction and personal experience on volunteerism.

The external motivational factors include appreciations and recognition, religiosity (influence spiritual teaching) and to have work experience that would have a contribution in getting a job. The major internal and external motivation that motivates volunteers who were members of voluntary association of Jimma city were discussed with the other literature conducted on volunteerism.

According to the findings of the study the first external motivating factors that motivate volunteers were recognition and appreciations as a result of their operation on voluntary work. Most of the in depth interviewee and FGD participants of the study mentioned that, volunteers who get appreciation and recognition from community and different organizations at various community events were enhanced to participate in voluntary activity. This explanation given by the participants were found to be consistent with Gloria and Agnes (2014) findings that state, individuals are more eager to participate on voluntary work, if the recipient says thank you seeming to be a proud motive. It also consistent with the study of that shared volunteers must receive some form of appreciation and reward for their contribution (Doris, et al, 2017).

In addition, Pauline (2011) also shared that appreciation positively influences volunteers' engagement to commit more hours on volunteerism. Moreover, the finding is congruent with Ababanesh Asnake (2015) findings that note, volunteers who were rewarded upon completion of their voluntary services were motivated more for their work compared to others.

The second external motivational factor the participants in this study reflected, related to their personal experience or story (what other volunteer's deed for themselves and their families) pulled the volunteers to participate on voluntary work. In congruence with this Chaskin (2012) found that, those individuals who had positive experiences from volunteerism activities were more likely to become volunteers. Similarly, Orlovic (2015) also found that, volunteers have strong desire to help others if they experienced similar resettlement issues on their own.

The third external motivational factor to participate in voluntary work volunteers included in this study was to have experience in search of job. In relation to this, participants of in-depth and key informant interviewee the research pointed out that, volunteers participated in voluntary work for the purpose of having work experience in search of job. That is, to develop work skill and experience in order to have future job opportunity. In line with this finding Rehberg (2017) found that, volunteers participate in voluntary work to learn new skills for their future career development. Moreover, according to Widjaja (2010), through voluntary work volunteers desire to gain career related experiences and increase job prospects. Additional to this, volunteers were motivated to seek their own strengths and expand their understanding (Doris, et al, 2017). Furthermore, according to Binod (2015), volunteers are motivated to gain valuable work experience and skills of working with various people.

Concerning the internal motivational factors for volunteers, the first factor that participants of this study explained was the need to help others. Participants of in-depth interview Ahmed and Angatu described that, the desire to help others was the main reason to start volunteering for they wanted to ease the pain for those who dealing with a life threatening situation. This finding is consistent with findings of Connors (2012). Similarly, several study participants revealed that, helping others was important work and they enjoyed by helping others. Congruent with this, study by Chaskin (2012) infers that, giving something worthwhile to society through voluntary work creates excitement and commitment for volunteers. Moreover, Finkelstein (2018) described that, volunteerism as an action of achieving a satisfaction by helping others. Further, consistent with this the findings of Hassim (2013) state that, volunteers are motivated by the values in service to help those less fortunate than themselves.

The second internal motivational factor the participants of this study reflected was religiosity. The participants have expressed that religion have a big influence to participate in volunteerism. When answering questions about their reasons for volunteering, several

participants mentioned God or religion. They felt that, doing voluntary work was a part of what they did for sake of God/Allah and the act of volunteering is for a higher purpose. A good example was Hasena, Samuel and Merga were motivated for voluntary work by their religion. These participants revealed God (Allah) would reward them in the hereafter for the work they were doing here in this world. In these cases, volunteering was seen as a calling from God and it served a higher purpose in the community. Similar to this Spring,(2015) found that, religiosity is inevitably motivates volunteers.

The third sub theme of the internal motivational factors identified by this research is that, the attainment of mental satisfaction by volunteerisms. As explained by study participants, participating in voluntary work by itself motivates volunteers and it gives them mental satisfaction. Consistent with this study, Gasiorek and Giles (2013), described that, volunteerism is an action that brings happiness to volunteer by doing voluntary work. In addition to this, as per finding of Hassim (2013), volunteering increases self-esteem and makes volunteers feel better about themselves. Moreover, the finding is also congruent with Scott (2018) findings that state, some volunteers are motivated by the expectation of psychic benefits rather than financial rewards.

In general, the findings the study on motivational factors is consistent with factionalism theory that suggest, individuals hold certain attitudes or engage in particular behaviors because of those attitudes and actions meet specific psychological needs, and that different individuals participate in the same behaviors for very different reasons.

Contribution of Volunteers through Voluntary Work

Another major them of the study is contributions of volunteers to the community as a result of their participation on voluntary work. Contribution of volunteers to the neighborhood improvement was one of the interesting themes addressed in this study. Based on the research questions, the participants described that; volunteerism contributes to the neighborhood improvement on various ways.

The main contributions that were found from the study were improving the living condition of poor people, community capacity building and awareness rising, linking vulnerable groups to various social services; enhance intergenerational relationship and social capital and

vulnerable group's data organization and enhancement. Thus, the findings of the study were discussed with the other literature conducted on the on volunteerism.

One of the sub theme volunteers contributes their community identified in this study was improving the living condition of poor people. Majority of the volunteers who participated in this study and all key informants believed that, voluntary work contributed a lot in neighborhood development in various ways. The research participants described that, they contributed in to community development by supporting vulnerable women, elders without support, vulnerable children and youth to improve their living conditions. Consistent with these findings, Ababanesh Asnake (2015), in her research topic "The Roles of Volunteers in Community Development" noted that, volunteerism not only contributes to the country's economy, but it also saves lives of vulnerable groups. The finding was also congruent with word of Winston Churchill that says "We make a living by what we get, but we make a life by what we give".

The other theme of the study was found; the contribution of volunteers in strengthening intergenerational relation and social capital. Participants of the study in FGD and in-depth interview explained, volunteerism enhances intergenerational relationships, belongingness and trust between poor and wealthy individuals. In line with this, Frank and Bassey (2017) found that, volunteering viewed as a form of social capital, with particular reference to the role of volunteering in promoting social inclusion and assisting marginalized social groups. Moreover, the findings of Gasiorek and Giles (2013) note that, volunteering helps to build more cohesive communities, fostering greater trust between citizens and developing customs of solidarity and mutuality. Further, the social capital implemented by volunteering plays a key role in economic regeneration (UNV, 2014).

Another important sub-theme about contribution of volunteers in neighborhood development is that, the contribution of volunteers in building community capacity or in awaking the community. Many of the participants described that, they help people to develop feeling of self-reliance in solving their own problems. In addition the research showed that, volunteers facilitate for community members to participate in an income generating activities from being dependent to become productive citizens. Consist to this, Ephrem Amare (2014) found that, volunteers contribute in community building and renewal.

Chaskin (2012) also found that, volunteering promotes people to be more active in civic engagement, contributing to the overall development of the community and nation at large. In

line with this finding, Oromia citizenship Proclamation NO 219/2019 note that, due to the recent economic downturn and resulting budgetary cuts, the role of the government in financing various services is decreasing, so volunteerism is used as coping strategy to support citizens. Further, the participants of the study explained that, they are conducting awareness creating situation to the community to prevent them from pandemic disease and other issues. Similar to this, Ellis (2017) suggest that, volunteers significantly contributes to neighborhoods improvement by providing awareness as needed.

In addition, another sub themes found by the study concerning contribution of volunteers was linking vulnerable groups to various available services and playing the role of agents (catalysts) between community and service providing organization. Consistent with this finding, Alexander (2015) noted that, a volunteer has great contribution in linking people with the available resource. Furthermore, key informant participant of the study described that, volunteers in their locality participated in organizing and updating data of children and individuals with vulnerability. Thus, volunteers have valuable contribution in collecting and organizing vulnerable group's data per kebele.

On other side, according to data gathered from in-depth and key informant interviews, volunteer's plays significant contribution in supporting government sectors and civil societies in meeting their mission and objectives. This also in line with the research conducted by Smith (2015) suggests that, volunteers contribute to the organizational goal. And also the finding is consistent with findings of UNV (2019) that found, volunteers are respected human resources and organization could not reach their goal without the contribution of volunteers.

These all finding is consistent with the theories of social capital that is taken, as a development strategy and the cumulative capacity of social groups to mutually and beneficially co-operate and work together for the common good.

Challenges of Volunteer's in participating on Voluntary work.

The third theme that was discussed by study participants was the challenges volunteers faced while operating voluntary works. Accordingly, study volunteers were explained various challenges. These were lack of coordinated support, lack of finance and office, time constraints, lack of standardized service provision, and seasonality work by government sectors and

reluctance of wealth men to donate. Those challenges are summarized under the following three thematic areas. These are Social, Economic and Organizational Challenge.

Accordingly, the first sub theme under the challenges volunteers faced while operating voluntary work is social challenge. The social challenges that were identified by the study were community attitudes (feelings exhaustion (burnout), trustworthiness, attitude toward female volunteer and reluctance of wealthy men. The findings of gender discrimination were congruent with finds of Widjaja (2010) that noted, women are more challenged to participate in voluntary work as compared to men.

Similarly, Anna (2014) found that, most of the time effectiveness of volunteerism is measured by the willingness of the community. Moreover, Smith (2015) also suggests that, unless the community members especially who has the potential to donate were given continued awareness on volunteerism the disinclination of wealthy has been anticipated.

The second sub theme under the challenges volunteers faces were organizational challenges in volunteerism. Accordingly, based on the data from in-depth interview and FGD several organizational challenges such as; lack of coordinated support, seasonality of voluntary works, lack of standardized service provision, lack of guideline and policy, challenge in calculating human resource invested on voluntary work, lack of logistics and lack of training. This is consistent with findings of Rehberg (2017), UN Volunteers (2014) and Ruth (2016), explains, lack of collaboration, planning and continuity of work is major challenges in voluntarism. Similarly, Alan (2014) suggests that, volunteers are considered as inferior stakeholders and their involvement in organizational planning is undervalued.

The third sub-theme under the challenges volunteers' faced while delivering voluntary work was the economic challenges. Accordingly, participants of an in-depth interview, key informant interview and FGD mentioned some economic challenges such as; lack of logistic, finance and time constraints. Concerning time constraints, the finding is consistent with Crompton (2012) that noted, the greatest challenge that volunteers faced is lack of time. Moreover, the finding is consistent with Sharma (2015) that explained, volunteers perform the tasks for free, and it might be wrongly thought that, voluntary do not need much funding. However, evidences suggest that without resources volunteers cannot establish crucial support.

CHAPTER SIX: CONCLUSION AND IMPLICATIONS

This study explored the motivations for participation, the contribution made and the challenges encountered Jimma City volunteers through providing voluntary services to the community. The research had the objective of generating a summarized description of motivating factors, contribution and challenges of volunteers in community development. Accordingly, based on the findings of the study the following conclusions recommendations and implications were given.

Conclusion

The study was conducted with the objective to explore the motivation, contribution and challenges of volunteers towards neighborhood development. The findings were based on the data gathered using a qualitative method such as in depth interview, Key informant interview and Focus Group Discussion. The study revealed major motivating factors that make volunteers to participate in neighborhood development. Accordingly, major motivational factors that motivate volunteers to participate in voluntary services delivery includes; passion to help the community, to have mental satisfaction, religiosity, seeking appreciations and recognition, personal story toward volunteerism and to have hand-on work experience that could help in search of a job.

Moreover, the second major theme of the study was the contributions volunteer made to the community. Based on the research findings, the participants described that; volunteerism contributes to the neighborhood development on various ways. The main contributions that were found from the study were improving the living conditions of the beneficiaries/service users, community capacity building and awareness creation, linking vulnerable groups to various basic social service, enhancing intergenerational relations, build social capital and organize vulnerable group`s data.

Furthermore, the third theme that was revealed by study participants was the challenges volunteers faced while operating in voluntary work. Accordingly, lack of coordination and support from the concerned offices lack of finance and logistics, difficulty getting permission from family (especially women), time constraints, lack of policy and standardized service provision and seasonality of work by government sectors and reluctance of wealth men to donate were found to be the major challenges encountered by community volunteers.

Implications for Policy

The findings of these study show that, volunteers are challenged regarding policies, guidelines or regulations that address about volunteerism. Although common understanding about the topic is there, the sensitive aspect should be addressed by professionals, the absence of such national policy and guidelines on volunteerism will lead to unplanned practices among volunteers. Appropriate policies on the issue provides basis for evaluating the means and outcomes of the services. Thus, specific policy and guidelines for volunteers should be put forth by the respective authorities to ensure contribution of volunteerism in community development.

Hence, the study identified factors that motivate volunteers for volunteerism, the contribution of voluntary work in community development and the challenges that hinders volunteers in providing voluntary work , using these research findings as an input might help the concerned government body to formulate policy and guideline for volunteerism.

Implication for Social Work Education:

In Ethiopia, although the practice of voluntarism in the community is good, little attention is given in social work teaching to be included in the curriculum. Most of the time, issue related to voluntarism was addressed through another course. The training provided for social work students need to incorporate the issue of volunteerism and things that motivates volunteers to participate on voluntary work, contribution and challenges of volunteers in community development. The schools of social work could play greater role in adding the idea of volunteerism into the character of students both in practice and theory. Because schools are institutions whereby; awareness about citizenship service is created, behavioral change is facilitated, and morals are molded in the minds of the students.

Implications for Social Work Practice

Social work is a profession and an academic discipline that aims to enhance the wellbeing of individuals and the society holistically. Understanding factors that motivates volunteers, the contribution volunteers has in community development and the challenges volunteers faced while delivering services has been a very timely issue for social work practice. Volunteerism helps students of Social Works to practice models and theories of Social Work. Only describing the significance of voluntary work for Social Work Practice is not sufficient, rather professionals

need to intentionally work to develop their competences and curriculum to practice volunteerism effectively. School of Social work also, must equip their students with the necessary knowledge, skills, and values which will help the students to develop interventions to appropriately participate in voluntary work in the interest of those they serve.

The research finding show that, volunteers have contributed in neighborhood development from single individual life improvement to enhancing social capital. The contributions of volunteers brought in community development should be systematically researched and documented. So that, various organizations, other potential volunteers and training institutions can learn out of such experiences to further scale up the practice. Therefore, since one of the focuses of Social Work practice is to bring justice and fair resource distribution in the communities; this study helps to strengthen social bond among community members by utilizing potential resource (time, human capital, money, basic social services and etc.) through; referral and other resource mobilization mechanisms to support the vulnerable and marginalized segments of community members in the neighborhood.

The research finding also revealed that, volunteers are contributing in community development by linking the needy people to available social service. This helped people to get access to appropriate service in their locality. So, this practice should be shared to the implementers to create equity and fairness among poor families in the community

Implication for Further Research:

Voluntary services are the less researched area. It was one of the constraints of the current study to find scientific inquiries conducted in Ethiopia in relation to volunteerism. The researcher suggests more research is needed in the following areas: the role of community based organizations (CBOs) in promoting volunteerism. So, CBOs could be the catalyzing agents behind advocating volunteerism and its good causes motivate people or organizations to involve in volunteerism in one way or the other. On the other side Governmental and nongovernmental sectors, Universities, professional Associations and voluntary association, should advocate for policy or guideline on volunteerism that; minimize challenges facing volunteerism in community development.

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Annex I Consent Form and interview Guide

Jimma University, College of Social Science and humanity
School of Social Work

Research Title: Assessing the Motivation, Contribution and Challenges of Community Volunteers in Improving their Neighborhood: Jimma City Administration.

Researcher Information: Name: Ruhiya Jemal Tel. +251917001163,

Purpose of the Study: The purpose of this study is to explore the Motivation, Contribution and Challenges of Community Volunteers in Improving their Neighborhood: the case of Jimma City Voluntary Association

I am doing this Research Submitted to School of Social Work, College of Social Science at Jimma University in Partial Fulfillment of the Requirements for the Degree of Masters of Social work. This study will not be possible without the participation and partnership of you because the information that you provide will be used in developing knowledge in the area. Therefore I kindly request your participation so that you can provide me important information for the success of my thesis.

Description of the Study: The researcher will conduct interviews and observation. The in-depth interview is estimated to take one and half hour .I will use of tape recorder and taking notes in the in-depth interview and it will be essential to correctly capture the conversations for later use. The recordings will be locked in a safe place; not be exposed to any other person and destroyed after the study.

Privacy and confidentiality: comfortable places will be used to conduct the interviews of participants based on their choice. Primarily I will respect your confidentiality unless the information that you will give cause harm to yourself or others and doesn't violate the law of the country. I will not cite your actual name with in the research report. You should know that your participation in the research will not affect your relationship with your family and community because all information you are going to give will be kept confidential between us. If you have any doubt, concerns and questions you can contact me on my telephone.

Signature _____ Date _____

The participant has indicated to me that she/he is willing to participate in the study. I verify that I have explained this consent form to the participant. Interviewer's Signature _____ Date _____

Thank you in advance for your willingness and time!

Annex II in depth interview Guide

Participants: Volunteers

Interviewee code _____ Interview Date and Time: _____

Place: _____ Name of interviewer: _____

Part I: Demographic Characteristics of Participant

No	Demographic characteristics	Response
1	Sex	
2	Age	
3	Educational level	
4	Marital status	
5	For how long you served as a volunteer?	
6	Years of membership in Vo/association	
7	Others, if any	

Part II. Questions concerning a motivational factor that helps volunteers to participate in voluntary work activity

1. **What motivates you to participate in voluntary activities/ provide voluntary service in your locality?** *Probe for interest behind supporting people in need, pulling factors that helps volunteers to participate in voluntary activity , and other issue*
2. **Do you get any benefits from serving as volunteer or providing voluntary service?** *probe for gaining experience, have more friend, exposure to know others, to have good job, visiting other neighborhood, other external benefit , satisfaction of the needy*
3. **Whom do you take as a model to participate in volunteer association?** *Probe for (people who helped him/her to take in voluntary actions, anything that initiate you to take part in voluntary actions?*
4. **What are the reasons that initiate you to join the voluntary Association?** *Probe for to magnitude of social problems, willingness to participate on community work, to waste time and others*

5. **How do you cover your costs while providing voluntary activities?** *Probe for if there is any sources that cover your cost of lunch, transportation and others*
6. **Have you any acknowledgement from the community, concerned government/ non-government organization of your due contribution in voluntary work?** *Probe for having any certificate of appreciation , acknowledging your work orally, praise from elders and religious men ,works that acknowledged your work and others*

Part III. Questions relates to Contribution of volunteers in neighborhood improvement

7. **Why you provide voluntary work in your locality?** *Probe for things that makes you participate in voluntary works*
8. **Can you describe types of voluntary services you are delivering to your community?**
9. **Do you think voluntary service can contribute to the social wellbeing of people in the neighborhood?** Yes/ NO, If Yes, please specify
10. **Do you think your voluntary service provision added value on economy of poor household?** Yes/No. *If the response is yes probe for health condition, lifestyle, community relationship, nutrition, educating children and adults, basis facility in the community (road, water accessibility, school/ house renovation/building*
11. **How do you relate voluntary work and community awareness?** *Probe for community support for volunteers, relationship between volunteers and community, response of household visit by volunteers and others*
12. **Do you think voluntary service can improve social relationship in the neighborhood?** *Probe for the respect and providing support between youngster and elders, poor and wealthy men in the community?*
13. **How do you rate the response of vulnerable groups after voluntary service delivery?**

Part IV. Questions about Challenges volunteers may face while practicing voluntary work

14. **What are the challenges you faced while providing volunteer service?** *Probe for providing standardized service for community, transportation cost, community attitude, environmental, cultural and religious issue, seasonality of voluntary work and others transportation cost, lunch and others*
15. **What do you think is the main obstacles of participating in voluntary work?** *Probe for religious, cultural/traditional, political environmental issue and others*
16. **How do you rate your association and concerned government offices in facilitating your voluntary work?** *Probe for coordination, planning together and other*
17. **How do you rate the sustainability of voluntary service work in your locality?** *Probe for legality issue, support from government office, , referral linkage among the association*
18. **What mechanism you will use to overcome the challenges and obstacles in your work?** *Probe for Personal mechanism and associational , any experience if any*
19. **What do you suggest /Recommend improving voluntary service work**

Annex III Focus Group Discussion Guide

Participants: Volunteers and Vulnerable groups

Interviewee code _____ Interview Date and Time: _____ Place: _____

Part II. Questions concerning motivational factors that help volunteers to participate in voluntary work activity

1. What motivates volunteers to participate in voluntary activities

- interest behind supporting people in need,
- Reasons that initiate community volunteers to join the voluntary Association?
- Practical example, Internal and external factors

Part III. Questions relates to Contribution of volunteers in neighborhood improvement

2. What are contribution of community volunteers

- Types of services that volunteers delivering in community?
- Contribution of volunteerism to the social wellbeing ,social relationship in the neighborhood
- Contribution of volunteers in neighborhood development (physical)
- *health condition, lifestyle, community relationship, nutrition,*
- *Educating children and adults, basis facility in the community (road, water accessibility, school/ house renovation/building*

Part IV. Questions about Challenges volunteers may face while practicing voluntary work

3. What are the challenges volunteers faces while providing volunteer service?

- providing standardized service for community,
- transportation cost, community attitude, environmental, cultural and religious issue, seasonality of voluntary work
- Religious, cultural/traditional, political environmental issue
- Referral linkage among the association

4. What mechanism you will use to overcome the challenges and obstacles in your work?

- *Personal mechanism and associational , any experience if any*
- Suggest /Recommend things that will help to improve voluntary service work?

Annex IV Key informant Guide

Participants: *Community elders and government officials*

Interviewee code/ pseudonym _____ Interview Date and Time: _____

Place: _____ Name of interviewer: _____

Part I: Demographic Characteristics of Participant

No	Demographic characteristics	Response
1	Sex	
2	Age	
3	Educational level	
4	Marital status	
5	For how long you lived in Jimma city	
7	Others, if any	

Part II. Questions concerning a motivational factor that helps volunteers to participate in voluntary work activity

1. **What do you think can motivates volunteers to participate in voluntary activities/**
2. **Have you acknowledged or appreciation volunteers for their achievement in the community?**

Part III. Questions relates to Contribution of volunteers in neighborhood improvement

3. **Can you describe types of voluntary services volunteers are providing in your community?**
4. **Do you think voluntary service can contribute to the social wellbeing of people in the neighborhood? Yes/ NO, If Yes, please specify**

Part IV. Questions about Challenges volunteers may face while practicing voluntary work

5. **What are the challenges faced by volunteers while providing volunteer service?**
6. **What do you suggest /Recommend improving voluntary service work**