

**Factors Predicting Volunteer Behaviours:
Organizational Citizenship Behaviour and Volunteers in Formal
Organizations**

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Abstract

This study takes into consideration through the literature review, the various reasons why older adults decide to volunteer their time in formal and informal organizations; the reasons why older adults do not volunteer; and the contributions older adults make to formal and informal volunteering. It will specifically look at whether performance of organizational citizenship behaviour in a paid work setting increases chances of volunteering in older adults. These aspects will be measured through a homegrown tool, which is a survey created and compiled for the purposes of this study. It includes an Organizational Citizenship Behaviour Scale modified by other researchers. It is hypothesized that if older adults exhibit organizational citizenship behaviour, then they are more likely to volunteer their time in formal organizations. A population of 17 older adults participated in completing the survey. Participants were recruited from libraries and older adult community centers. Researchers of this study worked with the Volunteer MBC agency in order to gather participants. Scores were compared from the Organizational Citizenship Behaviour Scale to see if there was a statistically significant difference between people who volunteered formally and those who volunteered informally. However, due to the small sample size, the researcher was unable to draw statistically substantial results. Hence descriptive stats were used to describe the results of this study.

Keywords: Older adults, informal volunteering, formal volunteering, organizational citizenship behaviour

**Factors predicting volunteering behaviours: Organizational citizenship behaviour
and volunteers in formal organizations**

Volunteering has become an important aspect in the lives of Canadians nationwide. It seems that volunteering has grown and sprouted in so many significant ways that majority of organizations would not be able to survive without the help and effort of its volunteers (Bowling, 2008). According to the 2007 Canada Survey of Giving, Volunteering, and Participating (2009), results indicated that 12.5 million, or 46% of the Canadian population aged 15 and over, volunteered almost 2.1 billion hours with organizations. Results of this survey indicate that volunteering seems to be an active effort of the younger generation. A reason for this can be that it has been advocated and advertised to the young adults in a way that promotes volunteering as a significant experience for prospective careers (Smith, 2004). For this reason then, there has been extensive research conducted in the volunteering habits of the younger generation. Regardless, research continuously shows that older adults, who may or may not be working, are also keen on volunteering (Warburton, Terry, Rosenman, Shapiro, 2001). According to the literature, they increasingly devote their time, and volunteer in organizations more than younger generations (Warburton et al, 2001, p591). In order to complete this study, it is important to understand why this is so. Hence, several aspects were taken into consideration; specifically, organizational citizenship behaviour. Some researchers found that individuals who perform behaviours of organizational citizenship in a paid position are often those who also volunteer (Smith, 2004). However, does organizational citizenship behaviour predict volunteering outside a paid work environment? After much consideration through the literature review, the researcher of

this study hypothesized that if older adults exhibit organizational citizenship behaviour, then they are more likely to volunteer their time in formal organizations. Literature on these variables will be reviewed and implications for further research will also be discussed.

There may be several features that make volunteering an intriguing phenomenon. According to Bowling (2008), older adults who are above the age of 50 are often prone to take on social roles and activities that provide meaningful outlooks, which enhance feelings of well-being in older age. Bowling (2008) found that individuals who age successfully are those who carry their values, lifestyle, and relationships from middle to later life. Results showed that those who decided to volunteer in later life often did so to maintain and optimize opportunities for physical and mental health, participation, and security (Bowling, 2008). Results also showed that older adults who chose to volunteer, whether it was formal or informal, often did so in order to preserve an active lifestyle; one that aides in maintaining self-dignity, self-efficacy, and autonomy/independence (Bowling, 2008).

Baines, Lie, and Wheelock (2009) found that older adults volunteer simply out of self-interest. Results of the research indicated that older adults were able to volunteer out of their own free will, and on their own terms. Through interviews with older adults, the researchers found that volunteering built up self-worth and provided valuable opportunities for personal development and opportunities for lifelong learning (Baines, et al, 2009). Participants of the study stated that the experience was joyful and gave a 'feel-good factor', which was intrinsically rewarding. Participants also compared it to work for compensation. Participants stated that 'volunteering' was like an extension or

replacement of paid work'. Some of the reasons included were that volunteering provided an opportunity for older adults to be placed in society again, and allowed the chance to be a part of local communities (Baines et al, 2009) (Hinterlong, Morrow-Howell, Rozario, and Tang, 2003).

Clary and Snyder (1999), identified factors that were associated with the reasons why individuals, specifically older adults, volunteered. The results of this study found that value, understanding, enhancement, social, and protective factors were related to volunteering (Clary & Snyder, 1999). The researchers found that older adults volunteered because the concept of volunteering was natural and aligned with personal values; participants innately felt superior and more humane. Participants indicated that volunteering in familiar places, or places identical to previous paid positions, allowed them to understand the requirements of the organization, in which they were easily able to transfer their skills (Clary & Snyder, 1999). Just like researchers of previously mentioned studies have indicated, Clary and Snyder (1999) also found that volunteering allowed individuals to strengthen his or her social relationships, and build upon social networks, thus increasing community involvements. Finally, Clary and Snyder (1999) found that individuals volunteer due to the reason that it helps to reduce feelings of being unaccomplished and of guilt. Participants also stated that volunteering helps to address personal issues, as the experience allows for greater chances of communication (Clary & Snyder, 1999).

Although research has shown many positive outcomes and results for older adults who decide to volunteer, many still choose not to spend their time in this way. According to the research of Burr, Caro, and Mutchler (2003), older adults decide not to have a

career in volunteering, due to the absence of compensation. Burr and colleagues (2003) found that in the absence of paid work, work leaving would result in less volunteer activity. Further, results showed that if older individuals were less often asked to participate in formal or informal volunteer activities upon leaving the workforce, then these individuals were less likely to join volunteer organizations (Burr et al, 2003). The researchers also found that older adults still in the paid work force were unable to find time to volunteer, as the full-time positions did not allow for much leisure time.

Baines and colleagues (2009) indicated that a major hindrance to the lack of participation in volunteering activities by older adults is due to the fact that volunteering is widely advertised to the younger generation. Results of the study concluded that older adults hesitate to volunteer, as the volunteering experience is generally advocated to young adults so that they may gain skill and practical knowledge for future job/career opportunities (Baines et al, 2009). The researchers also stated that the older generation face immense pressure to continue working in the labour market, which inevitably leaves no time for individuals to volunteer. Martino, Omoto and Snyder (2000) found that individuals often decide not to donate time. Instead, as individuals advance into older age, they often donate money to not-for-profit organizations and local communities (Martino et al, 2000). Similarly, Jirovec (2005), noted that older adults do not volunteer due to health reasons, or reasons concerning physical disabilities. The study found that older adults were concerned with facing volunteer roles in organizations that prohibited or limited individual ability and skill level (Jirovec, 2005) (Baines et al, 2009). Smith (2004) found that 62.8% of individuals in the older generation prefer leisure time after retirement to be of self-involvement. In other words, participants of the study indicated

that time after retirement means a period of self-fulfillment through relaxation (Smith, 2004). Individuals would rather prefer to spend their time vacationing, and completing activities of self-interest (Smith, 2004). Garcia, Raskoff, and Sundeen (2007) found that older adults often do not volunteer, simply because they have never been asked. The 2007 Canada Survey of Giving, Volunteering, and Participating, also found similar results. Research indicated that 44% of Canadians did not volunteer simply because no one asked (CSGVP, 2009). A survey completed in 2000 found that 34% of older adults who did not volunteer were unwilling to make commitments and 20% did not know how to get involved. Garcia and colleagues (2007) concluded from their findings that individuals who did volunteer faced personal and well as societal barriers. For instance, the researchers found that constraints were based on one's resources (or lack of them), "feelings of inclusion or exclusion, sense of self-competence, level of interest, feelings of commitment to the community, as well as an appraisal of the benefits to be derived from volunteering to formal organizations" (Garcia et al, 2007, p286).

Organizational citizenship behaviour refers to "voluntary employee behaviours that go above and beyond the call of duty and in aggregate, may contribute to organizational effectiveness" (Lavelle, 2010, p918). Researchers have argued that such behaviours are often influenced when there is a positive outlook on the job one is performing. Employees exhibiting organizational citizenship behaviour do it when they feel supported by the organization, and when the organization treats them well (Lavelle, 2010, p918). Similarly, Smith, Organ, and Near (1983) argue that much of the organizational citizenship behaviours are altruistic. Employees who experience job satisfaction and those who work in positive and encouraging environments exhibit behaviours of

organizational citizenship (Smith et al, 1983, p654). In this sense then, organizational citizenship behaviour and volunteering share the same “conceptual features in their defining characteristics” (Lavelle, 2010, p919). Just like organizational citizenship behaviour, volunteering is also an unpaid helping behaviour often performed discretely. Such similarities may be the reason why individuals who participate in organizational citizenship behaviours also volunteer outside the organization (Lavelle, 2010) (Eastman, 1994, p1380). Davila and Finkelstein (2010) pointed that although volunteering outside a paid work environment and organizational citizenship behaviour have similar characteristics, there is an important difference. Individuals who engage in organizational citizenship behaviour may be altruistic, yet they are also being paid; whereas a volunteer donates time and resources for nothing in return (Davila & Finkelstein, 2010, p278). However, increasingly volunteerism research shows that helping behaviours are often intrinsically or value driven, whether they are performed in a paid or unpaid environment (Davila & Finkelstein, 2010, p281).

Volunteering is often considered within two forms, formal and informal. Formal volunteering is often referred to as, “volunteering that is routinely identified as work that is unpaid, that benefits other individuals or organizations, and that is taken on freely. It involves performing defined tasks for specified time periods within the context of a formal organization”(Burr et al, 2003, p1268). Informal volunteering is referred to as “work that is done to assist, friends, neighbours, and family members” (Burr et al, 2003, p1269). Many individuals of the older generation seem to be less frequently drawn to formal volunteering as time prohibits them to become committed to such an extent (Baines et al, 2009). Baines and colleagues (2009) also state that with the increase of

women in the labour market, there are greater pressures on retired older adults to fill in the gaps in family care, whether for grandchildren, or for other older people. Hence, this calls for more informal volunteer time from the older generation (Baines et al, 2009). Other research suggests that older adults who engage in formal volunteering, do so to increase social networks and contacts (Burr et al, 2003). The researchers also state that those who engage in formal volunteering, increase mental and physical health and promote healthy and active living and ageing (Burr et al, 2003). Further, Burr and colleagues (2003) found that when older adults felt the need to advance their career, they were more prone to formal volunteering. Burr and colleagues (2009) indicated that 60% of older adults from their sample, reported helping with transportation, shopping, or running errands for friends, neighbours, or relatives. In the same sense, 33% helped others with housework, car work, or other things; 38% reported providing childcare without pay for persons not living within the same household; and 47% did other things to help neighbours, friends, or relatives not residing in the same household (Burr et al, 2003). Tang (2006) found that older adults considered volunteering for religious reasons, or at religious institutions a form of informal volunteering. The research indicated that the older generation provided significant volunteer support at religious events and affiliations (Tang, 2006). According to the 2007 Canada Survey of Giving, Volunteering, and Participating (2009), 30% in individuals selected religious events to volunteer at. The results of Tang's (2006) study indicated that older adults relied more on informal social ties to engage in volunteering than other cohorts. Hence, according to research, informal volunteering has a greater appeal to older adults.

Method

For the purposes of this research the following definitions will be applied. The general definition of older adults is "a person of relatively advanced aged, either at or above the age of retirement (Baines, 2009, p703). However, in this research study, older adults are defined as individuals who are 50 and over, who may or may not have retired from a paid position of work. Another important aspect of this research is volunteering, which can be construed and defined in many ways. The universal definition of volunteer is "a person who offers to perform a service at their own free will" (Baines et al, 2009, p705) (Bowling, 2008, p294). For this research study, a volunteer refers to a person who donates their time in formal and informal ways. Formal volunteering will be referred to as, a form of volunteering that benefits organizations, taken on freely. It involves performing defined tasks for specified time periods within the context of a formal organization (Burr et al, 2003). Informal volunteering will be referred to as "work that is done to assist, friends, neighbours, and family members" (Burr et al, 2003). Further, organizational citizenship behaviour will be defined as "discretionary individual behavior, not directly or explicitly recognized by the formal reward system, which, in the aggregate, promotes the effective functioning of the organization" (Barbuto, Brown, Wilhite, Wheeler, 2001, p539).

Materials

The survey was created and compiled by the researchers and research coordinator of this paper. Participants were provided with a copy of this survey, as well as a pen to complete the survey. The participants were also provided with a clipboard if a table was unavailable to complete the survey. The scores of the completed surveys were organized in Microsoft Excel, which also generated the mean scores. Microsoft Excel was also

used to create bar and line graphs in order to visualize the collected data. In this sense then, both Microsoft Excel and a computer were used to see if there were statistical significances in the results accumulated.

Participants

The participants of this study were older adults. There were a total of 17 participants, 7 males and 10 females. It was anticipated that the participants would be over the age of 50, however, 1 participant was between the ages of 60-64 and 16 participants were over the age of 65. The data collected through the survey revealed the following: 1 stated marital status as single, 10 were married/common law, 1 was widowed, 3 were divorced, 1 was separated, and 1 participant did not disclose this information. Further, 1 participant indicated receiving education of grade 8 or less, 2 received some high school, 4 attended some college/university, there was 1 college graduate, and 4 university graduates. Of the participants, 15 were retired, 1 was semi-retired, and 1 participant worked part-time.

Setting

The participants were approached at two settings, the Flower City Seniors Recreation Centre, and the Caledon Public Library. The Flower City Seniors Recreation Centre is located in Brampton, and is a place where older adults over the age of 55 participate in a range of social, health, recreational, and educational opportunities. Currently, the Seniors Recreation Centre entertains over 3000 members. It provides a wide variety of accessible programs, special events, services, and volunteer opportunities. All members have to pay an annual fee of \$16.15, after which they are able to participate in activities such as movie night, bingo, bowling, card games, shuffleboard, exercise

classes, dance classes, book club, crafters club, arts and entertainments, among many others. The centre requires its members to sign up for membership as well as the activities (Flower City, 2011). It is open seven days a week, and operates at different hours to suit its members. There is a cafeteria available on site, where the older adults are able to re-group and relax between activities. The researchers presented older adults in the cafeteria with the survey.

The researchers also visited the Caledon Public Library, in the Town of Caledon. The library has many branches, however the researchers visited the Albion-Bolton Community branch, where researchers presented participants with surveys at a computer club within the library. The branch is open from Tuesdays to Sundays at various hours in the day. It is located in the heart of Caledon, near all major amenities. The library branch is connected to a recreation centre, which seems to present an ease of access to multiple facilities for the residents of Caledon.

Assessment and Measure

The tool used for the purposes of this research was a survey (refer to Appendix B). The researchers of this study, as well as the research coordinator put this survey of 24 questions together. The survey introduces the study to the participants, and allows the participants to understand the purposes of the research. General demographic questions such as gender, age, marital status, education level, and employment status, are asked in the beginning. The researchers used the literature review to come up with several questions related to volunteering in formal and informal organizations. All scores were tallied and put into frequency models displayed in graphs (refer to results). Three previously existing, validated and reliable scales were used within the survey. For the

purposes of this study, the literature review on organizational citizenship behaviour allowed for the researchers and the research coordinator to find an Organizational Citizenship Behaviour Scale modified by Barbuto et al (2001), which was inputted into the survey. This scale consisted of six items measuring organizational citizenship behaviour-individual and organizational citizenship behaviour-organization (Barbuto, et al, 2001). “The items were scored using a Likert scale ranging from 1 to 4, where 1=strongly disagree, 2=disagree, 3=agree, 4=strongly agree. Question 2,3 and 6 were reverse scored” (Barbuto et al, 2001, p546).

Procedure

Individuals at the Flower City Seniors Recreation Centre and the Caledon Public Library were approached and asked if they would like to participate, of which a total of 17 agreed to participate. Participants were then debriefed about the purposes of the research, as well as their confidentiality, as well as their right to withdraw from the research at any point while completing the survey. Participants were spoken with face to face; hence the collected data was not anonymous. However, information such as names, phone numbers and e-mails, were not collected, thus keeping the data unidentifiable. The participants were debriefed with the following script:

“Hello, our names are Lubianka and Faiza. We are undergraduates at the University of Guelph-Humber and are currently completing our thesis research project at our placement agency, 'Volunteer MBC'. Volunteer MBC is a non-profit organization that connects people who want to volunteer with other non-profit organizations, on a personal interest basis. Together, we are exploring the experiences of older adults that lead to volunteering. We have created a survey, which will provide us with information about

the factors that influence volunteering in older adults. We invite you to participate in completing this survey. Participant names, and other identifiable information will not be needed nor recorded. All participants have the right to withdraw at any point during the completion of this survey.”

Once the surveys were completed and handed back to the researchers, the participants were told that the results would be available to view online at volunteermbc.org. The program coordinators at Flower City and the library were informed as well that results would be available by the end of May. The completed data was stored with the supervisor of Volunteer MBC, Adriane Beaudry, who allowed access to it when necessary. At the end of the research, the raw data (completed surveys) will be provided to the research coordinator to discard as necessary.

Results

The researchers collected $n=17$ surveys in total from participants. Refer to Figure A1 for the breakdown of formal and informal volunteers. Of the participants, 15 stated that they formally volunteered at organizations such as social services agencies, hospitals or healthcare organizations, fundraising organizations, religious organizations, community centers, entertainment and sport organizations, and relief programs such as development and housing (refer to Figure A2). Further, 14 participants stated that they volunteered with friends, family members, and neighbours, helping in activities such as shoveling snow, babysitting, grocery shopping, chauffeuring, household tasks and repairs, and visiting the sick and lonely (refer to Figure A3). Results indicated that 8 participants volunteered in formal organizations a couple times a week, 7 volunteered a few times a month, and 1 participant volunteered daily. In an informal setting, 10

indicated they volunteered a couple times per week, 3 indicated they volunteered a few times a month, and 1 participant indicated they volunteered daily (refer to Figure A4).

Reasons why older adults like to volunteer is shown in Figure A5.

The Organizational Citizenship Scale within the survey was fully completed by only 7 participants ($n=7$), 10 Organizational Citizenship Behaviour Scales were left incomplete. On the scale, the highest score achievable was 24 points, and the lowest was 6. The scores of the participants who completed the scale are as follows, 17, 17, 18, 19, 22, 22, 24 (refer to Figure A6). The mean of the sample ($n=7$) was 19.86. Finally, frequencies of formal and informal volunteering behaviours of the completed Organizational Citizenship Behaviour Scale within the survey are plotted- refer to Figure A7.

Data Analysis

The researcher was unable to define the accumulated scores of the Organizational Citizenship Behaviour Scale within the survey. Although the survey was scored according to Barbuto et al (2001), it was assumed that the higher the score, the more the participant exhibited behaviours of organizational citizenship. The highest score achievable on the Organizational Citizenship Behaviour Scale was 24 points, assuming that any score above 12 points (half way) meant that the individual performed organizational citizenship behaviours. The mean of the scores was 19.86, thus showing that on average, the sample ($n=7$) performs organizational citizenship behaviours.

The researcher used descriptive statistics to analyze the results of this study. This is due to the reason that inferential statistics did not present meaningful data when analyzed. The z-scores of each Organizational Citizenship Behaviour Scale score were calculated to

see whether there was a normal distribution. For the OCB scale scores of 17, 17, 18, 19, 22, 22, and 24, the z-scores are 0.1903, 0.1903, 0.2284, 0.2855, 0.2855, 0.3235, respectively. The mean of the sample size ($n=7$) is 19.86 and the standard deviation is $\sigma=52.54$; this clusters the z-scores in the middle 68% on a normal distribution; hence the distribution is not normal. Thus, the researcher was unable to analyze the data through parametric tests such as t-tests and anovas.

The sample size ($n=7$) was too small to perform non-parametric tests to yield statistical significance as well. The researcher compared the scores from the Organizational Citizenship Behaviour Scale to see if there was a statistically significant difference between people who volunteered formally and those who volunteered informally. The Chi-square Goodness of Fit test and the Chi-square Test of Independence were attempted to be used to find a statistical difference. However, this was unsuccessful as the researcher realized there were several restrictions to these tests. In order to complete a test of independence, each cell must have a frequency of 5; otherwise the statistics can be distorted. Since the sample size itself is $n=7$, the frequency of each cell would be less than 5, thus disallowing the researcher to perform the test, as it would be too sensitive and would create distorted results. If an attempt was made to create different categories, such as volunteer frequency within formal and informal, it would still be difficult to yield statistically significant results as the sample size was only $n=7$. Further, as seen in Figure A1, there are 15 formal volunteers and 14 informal volunteers, creating an overlap. In order to complete the chi-square goodness of fit test a larger sample size would also be necessary. This is due to the reason that participants produced responses that were classified to more than one category, or contributed to more than one

frequency count in a single category (categories: formal and informal). These categories created an overlap of results, thus making it difficult for statistical analysis.

Finally, the Wilcoxon Rank-sum Test was attempted to be performed, again to compare formal and informal volunteering, by placing the scores on a continuum. However, the researcher realized that the scores for formal and informal volunteering overlap, once again. This would not present significantly significant data, and the researcher would fail to reject the null hypothesis. Thus, due to the small sample size, the researcher was unable to compare the data found to the variables present in the study and was unable to yield statistically significant results.

When looking at the how frequently the sample size of $n=7$ volunteered formally and informally, the researcher found a few differences, as listed in Figure A7. The differences are not large enough to draw significant conclusions, however, it is clear to see that more volunteers (both formal and informal) increasingly donate time to organizations or family, friends, and neighbours on a weekly basis. This can simply be affected by the work status of the older adult participants, as a majority of them are retired. However, to draw such conclusions, a larger sample size would be necessary in order to find statistical differences among the results. The results do not seem to draw supportive conclusions of the hypothesis, as there seems to be little differences in the formal and informal volunteering behaviours of individuals who exhibit organizational citizenship behaviour. In order to draw such a conclusion, a larger sample size is necessary.

Discussion

Although the sample size was small, and unrepresentative of the general older

adults population, the results seemed to be coherent with the literature review. When looking at the formal organizations older adults volunteer at, the participants answered in accordance with the literature review. A common answer was fundraising organizations, closely followed by social service agencies such as Big Brother/Sister, food banks and shelters, and religious organizations such as Synagogues or a Church. Similarly, results collected for informal volunteers showed that increasingly, individuals are recognizing informally volunteering with family, friends, and neighbours as a form of volunteering. Results showed that participants commonly assist the sick or the lonely, babysit, gardening, household tasks such as grocery shopping, amongst others. Again, these results are similar to research found in literature review. Further, when participants were asked the reasons they chose to volunteer, results showed great similarities with the literature. For instance, from the sample size of $n=17$ about 71% stated they volunteered as it made them feel good. According to Baines et al (2009) this is one of the main reasons for volunteering both formally and informally. About 65% of the sample size stated that volunteering was a way to give back to the community, and 58% stated that they were able to make new friends. These results share significant resemblance to the literature review. The literature states that many older adults volunteer as it increases their social circle, and also to give back to the community (Martino et al, 2000). The hypothesis of this study was that individuals who exhibit organizational citizenship behaviour are more likely to engage in formal volunteer settings. Although the hypothesis is supported by the literature, the sample size in this study was too small and did not present any significant conclusions. The study found that organizational citizenship behaviours are performed by both formal and informal volunteers, thus the

researcher was unable to substantiate the hypothesis. Data was visibly overlapped; hence the researcher was unable to yield any specific or significant conclusions. Research in the area of organizational citizenship behaviour and volunteering was limited, thus showing a gap in literature.

Limitations

There are many limitations in this study. First, the sample size was significantly low, which disabled the researcher to perform any statistical tests to yield significant results. This hinders the study in the sense that it restricts the researcher from drawing conclusions. The sample of 17 participants was not enough to divide into the categories considered. When comparing the data, the sample of 7 participants who completed the Organizational Citizenship Behaviour Scale was also insufficient. With more participants, a chi-square analysis, and a Wilcoxon rank-sum test would have been completed, thus allowing the researcher to draw conclusions.

A sample of 17 participants was not representative of the population of older adults. Thus, if conclusions were drawn from the statistical tests, it would be difficult to generalize them to all older adults. Further, the older adults who participated were those who were existing members of a socially active group. This may have hindered the results, providing the researchers with an overlap of data. Of the 17 participants 15 stated they volunteered formally and 14 stated they volunteered informally, and this may be due to the fact that the researchers visited the Seniors Recreation Centre and the Caledon Public library, where older adults are already active in community living. Thus creating another limitation of the places visited to collect the data. This is directly related to an unsuitable representation of the older adult population, as surveys were distributed only

in Brampton and Caledon.

Another limitation is that there was limited time to collect the data, which may be the reason for the small sample size. If there was more time, a greater number of participants could have been gathered to complete the survey, which may have yielded better results. Further, the participants, who were gathered, did not represent a random sample. This sample was not a great representation of the older adults definition in this study. Older adults were defined as those who were over the age of 50 who may or may not be retired from a paid position of work. Of the participants, 16 were over the age of 65, 1 was between the ages of 60 and 64, and 15 participants were retired. This may have also affected the results, in the sense that age may be the reason why the adults are increasingly volunteering in formal and informal ways.

Finally, the survey that was used for this study was not validated or reliable as a whole. This is not to say that the survey was unreliable. The items in the survey were a product of thorough research and review of literature. Three previously existing, validated and reliable scales were added into the survey, which created a more theoretical and stable tool. This allowed for the researcher to score the survey according to the developers of the specific scales. Further, the survey is a self-report tool, which may construe socially desirable responses from participants. Hence, the survey may be a possibility for a limitation.

Conclusions

Although the results did not draw significant statistical conclusions, if the survey is used in the future it may draw statistically substantial results. This research can provide insight to the psychology behind volunteers in both formal and informal settings.

Specifically, future research should look into organizational citizenship behaviour and whether it predicts formal/informal-volunteering behaviours, as there seems to be a gap in the literature. For future research, it is recommended that there be a larger sample size. Further, it is recommended that if results were to be applied to the general population, perhaps an online survey would serve as a better instrument to collect data from older adults. Although there would also be limitations to this approach as well, it would open the doors to a wider range of the older adult population.

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Appendix A

Figure A1

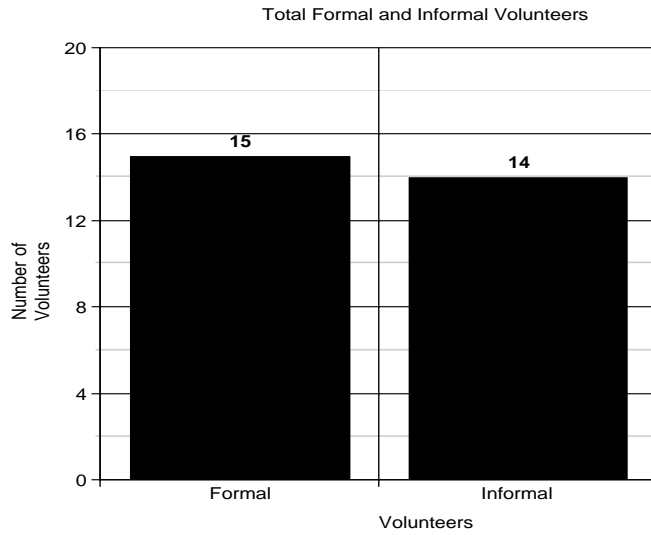


Figure A2

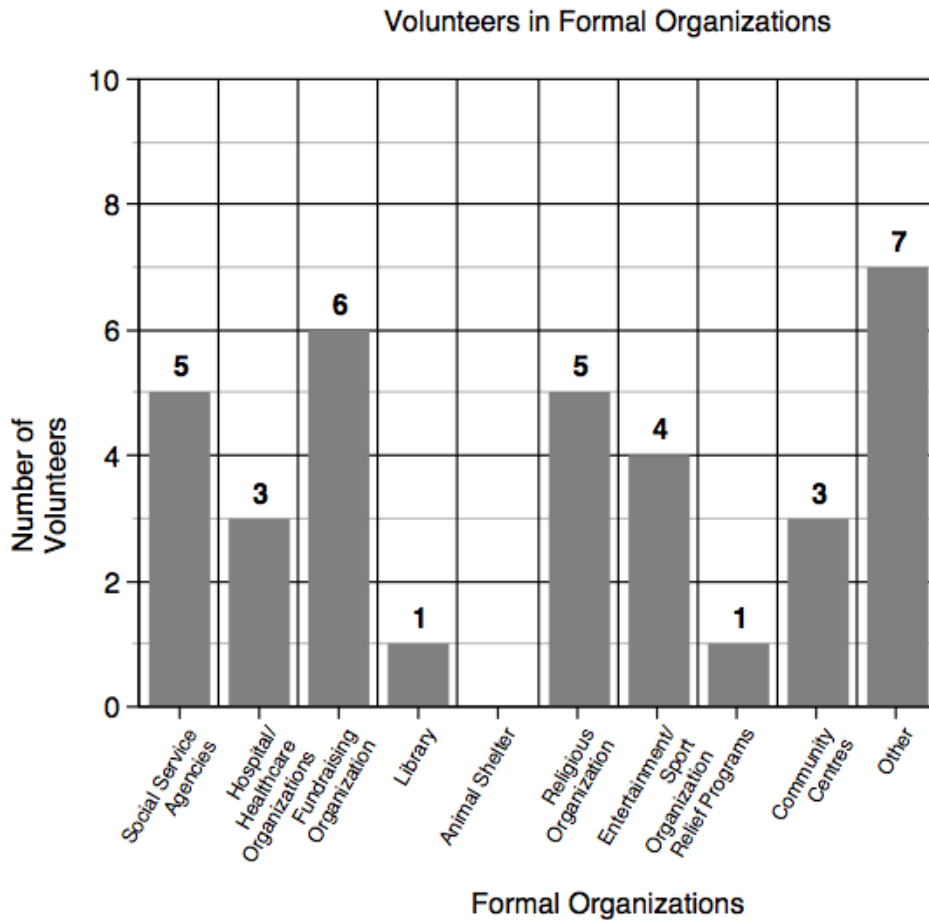


Figure A1: 15 participants indicated volunteering in formal organizations, however, each participant volunteer's in several different organizations, as shown above. In social service agencies 33% of formal volunteers stated they donated time; 20% volunteer in hospital or healthcare organizations; 40% volunteer in fundraising organizations; 6% volunteer in libraries; 33% volunteer in religious organizations, 26% volunteer in entertainment/sport organizations; 6% volunteer with relief programs; 20% volunteer in community centres; and 46% volunteer in other formal organizations.

Figure A3

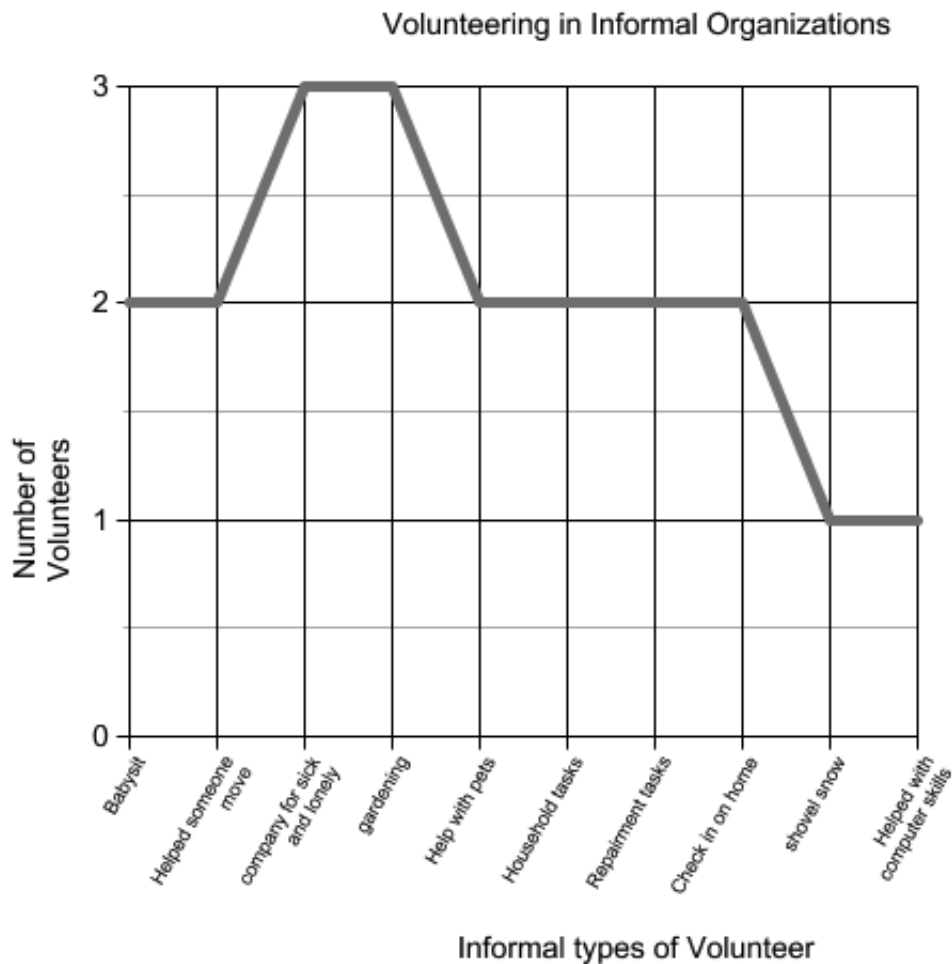


Figure A2: 14 participants stated they volunteered in a non-organizational setting with friends, family members, and neighbours. Of the 14, 21% stated they spent time with the sick and lonely; 21% stated they helped with gardening; 14% stated they helped with babysitting, moving, maintaining pets, household tasks, repairment tasks, and checking on the house while neighbours were away; 7% stated they shoveled snow; 7% stated they helped improve computer skills

Figure A4

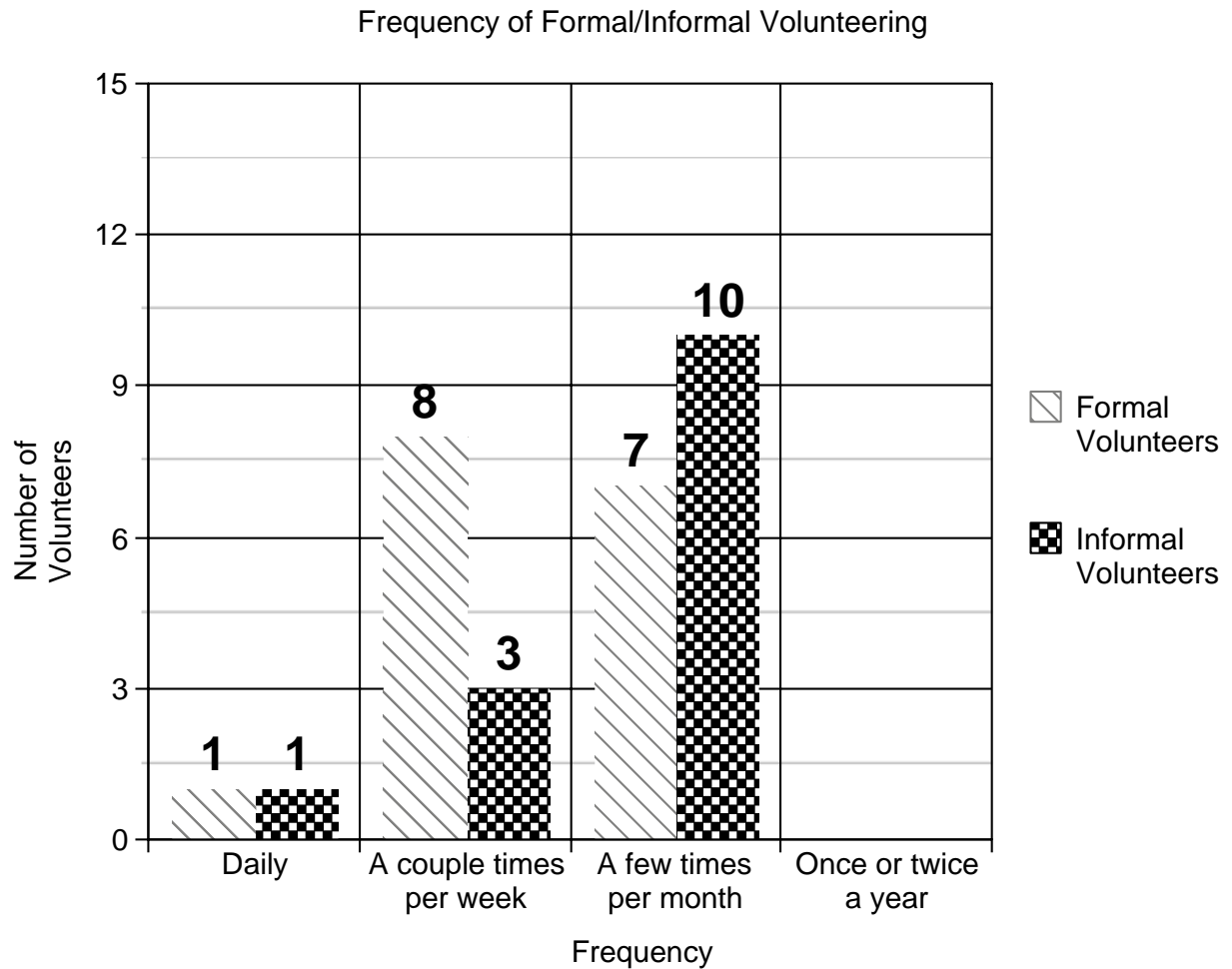


Figure A4: This is a general representation of how frequently formal/informal volunteers offer their time. There are 15 formal volunteers and 14 informal volunteers of the 17 participants. Formal volunteers: 6% volunteer daily; 53% volunteer a couple times a week; 46% volunteer a few times a month; and 0 volunteer on a yearly basis. Informal volunteers: 7% volunteer daily; 21% volunteer a couple times a week; 71% volunteer a few times per month; and 0 volunteer on a yearly basis.

Figure A5

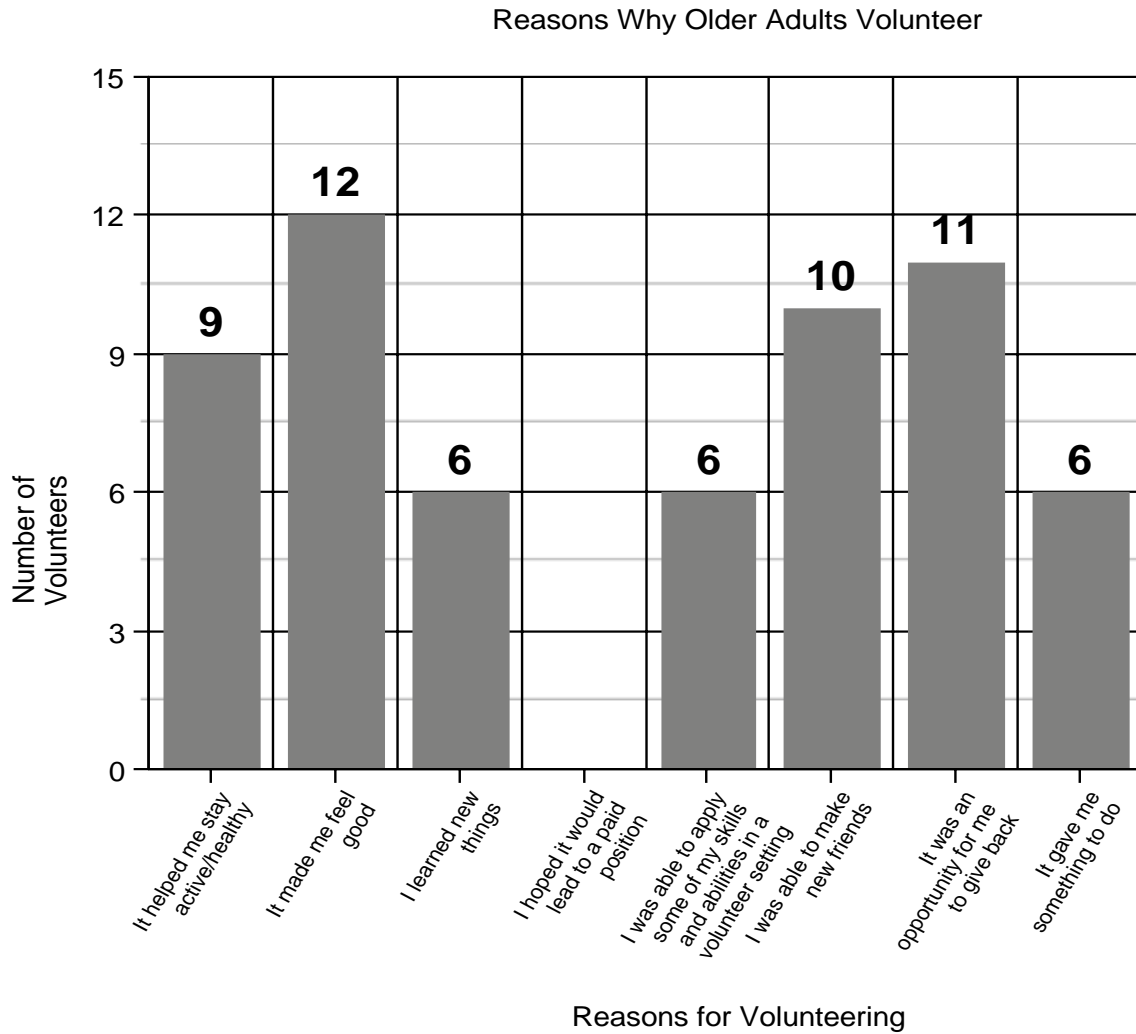


Figure A5: This graph shows the reasons the older adults who completed the survey chose to volunteer; researchers did not specify formal and informal organizations.

Figure A6

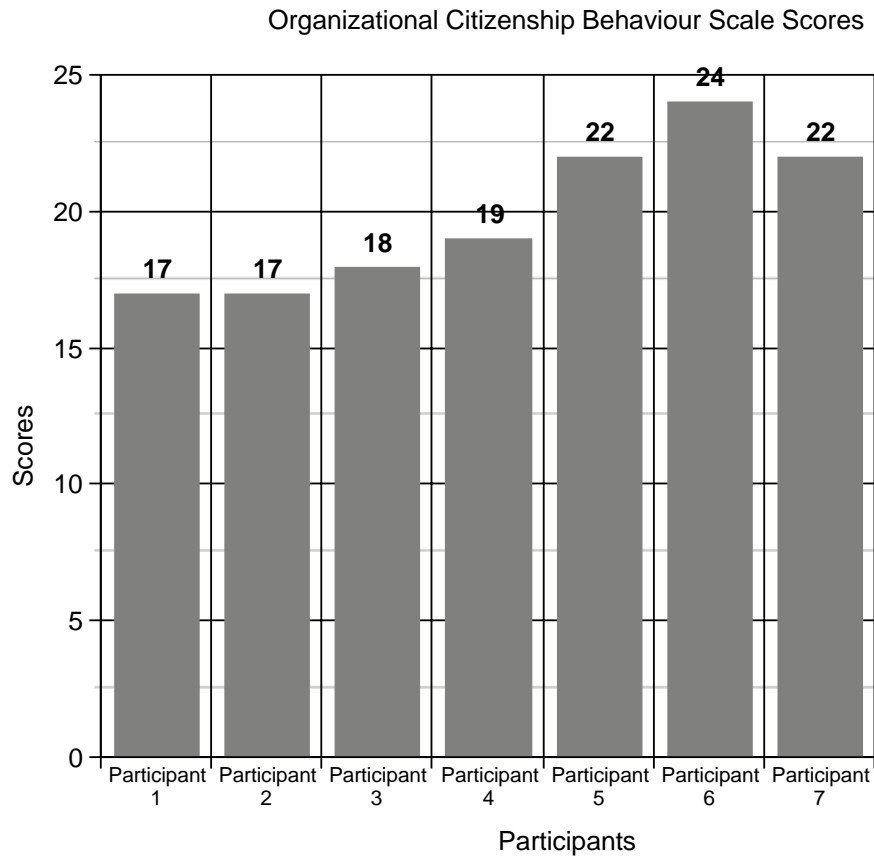


Figure A6: This figure represents the scores achieved by the 7 participants who fully completed the Organizational Citizenship Behaviour Scale within the survey. The highest score achieved is 24, and the lowest is 17.

Figure A7

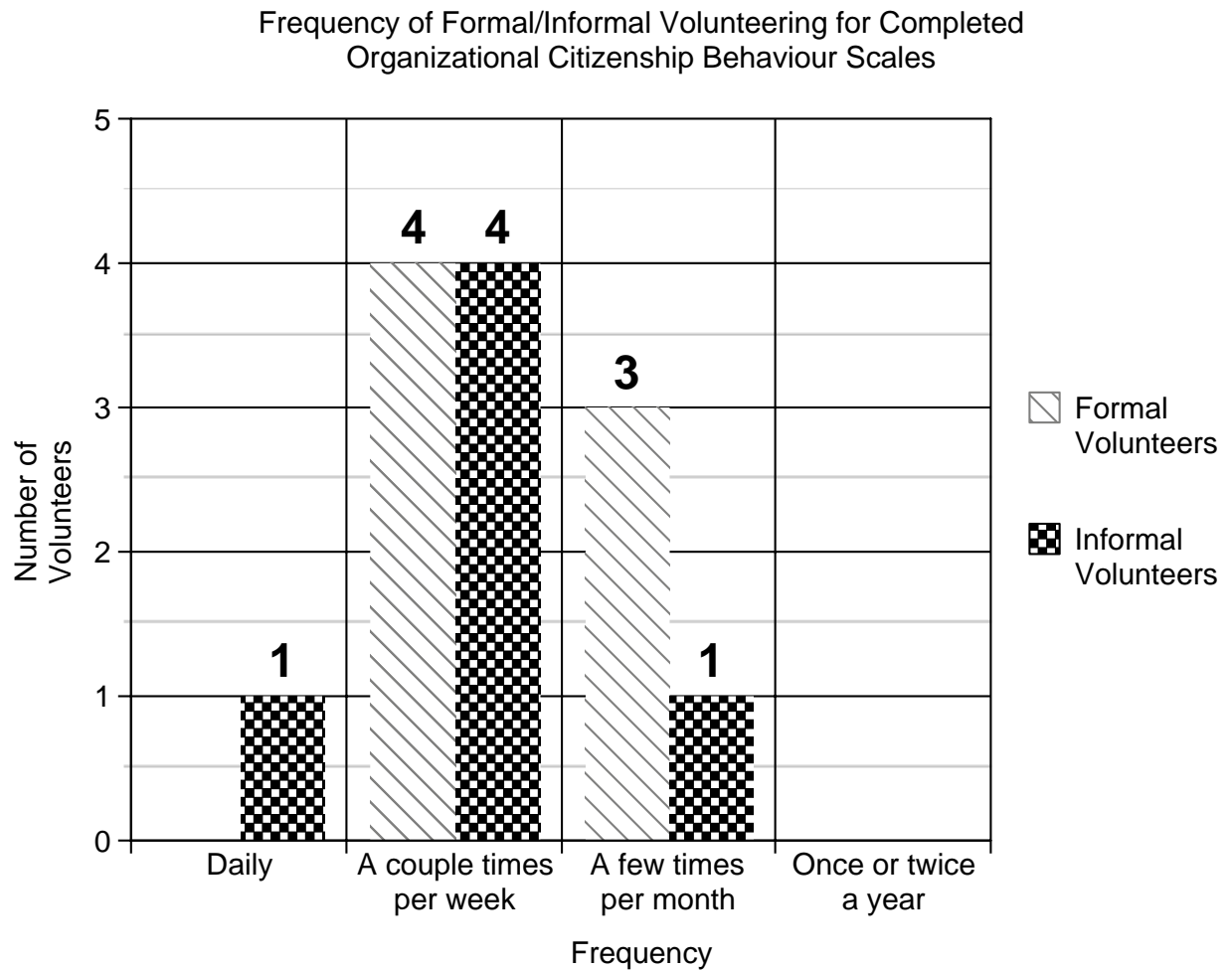


Figure A5: This represents a specific look at how frequently formal and informal volunteers who fully completed the Organizational citizenship Behaviour Scale donate their time. 4 formal and 4 informal volunteers donated their time a couple times a week; 1 informal volunteer donated time on a daily basis; 3 formal volunteers and 1 informal volunteer donated time a few times per month; and 0 participants volunteered once or twice a year.



Appendix B



We are interested in studying the volunteer experiences and interests of older adults and to better understand the factors that are important to older adults who may be contemplating volunteering. The results of this study will fulfill the research requirements of students of Applied Psychology at the University of Guelph-Humber working with Volunteer MBC in the Region of Peel.

We thank you for your time in responding to our anonymous survey!

1. What is your gender? Male Female
2. What is your age? 50-54 55-59 60-64 65+
3. What is your current marital status?
 Single Married/Common Law Widowed Divorced Separated
4. What is the highest level of education you completed (Please check all that apply)
 Grade 8 or less Some College/University
 Some high school College graduate
 High school graduate University graduate
 Apprenticeship/Certificate Program

 Other _____
5. What is your current work status? (Check the response that best applies to you)
 Employed full-time Retired
 Employed part-time Semi-retired
 Unemployed & looking for work Unemployed & not looking for work
6. In general, would you say your health is:
 Excellent Very Good Good Fair Poor
7. Compared to one year ago, how would you rate your health in general now?
 Much better now than one year ago
 Somewhat better now than one year ago
 About the same now
 Somewhat worse now than one year ago
 Much worse now than one year ago

Running head: FACTORS PREDICTING VOLUNTEERING BEHAVIOURS

9. How true or false are each of the following: (Please circle one number on each line)

	Definitely True	Mostly True	Don't Know	Mostly False	Definitely False
a) I seem to get sick a little easier than other people	1	2	3	4	5
b) I am as healthy as anybody I know	1	2	3	4	5
c) I expect my health to get worse	1	2	3	4	5
d) My health is excellent	1	2	3	4	5

10. Do you live alone or with other people?

- Live with Spouse
- Live with other relatives or friends
- Live with other unrelated individuals (paid help, etc)
- Live alone

11. When you have an important decision to make do you have someone you can talk to about it?

- Never
- Seldom
- Sometimes
- Often
- Very often
- Always

12. When other people you know have an important decision to make do they talk to you about it?

- Never
- Seldom
- Sometimes
- Often
- Very often
- Always

13. How many relatives do you see or hear from at least once a month? _____

14. Tell me about the relative with whom you have the most contact: How often do you see or hear from that person?

- Less than monthly
- Monthly
- A few times a month
- Weekly
- A few times a week
- Daily

15. How many relatives do you feel at ease with; feel that you can talk to about private matters or can call for help? _____

16. Do you have any close friends with whom you feel at ease; feel that you can talk to about private matters or can call for help? If so, how many? _____

a) How many of these friends do you see or hear from at least once a month? _____

17. Tell me about a friend with whom you have the most contact. How often do you see or hear from that person?

- Less than monthly
- Monthly
- A few times a month
- Weekly
- A few times a week
- Daily

18. Does anybody rely on you to do something for them each day?

- Yes
- No

a) Do you help anybody with something each day?

- Very often
- Often
- Sometimes
- Seldom
- Never

19. In the past, what was your most satisfying paid position (job)?

a) What made this position satisfying?

- | | |
|--|---|
| <input type="checkbox"/> Interesting Work | <input type="checkbox"/> Many opportunities to build contacts |
| <input type="checkbox"/> Competitive Salary | <input type="checkbox"/> Excellent Benefits |
| <input type="checkbox"/> Company is prestigious and well-known | <input type="checkbox"/> Opportunities for Advancement |
| <input type="checkbox"/> Opportunity to make a difference in society | <input type="checkbox"/> Opportunities to work as a team |
| <input type="checkbox"/> There was a sense of belonging | <input type="checkbox"/> Sense of accomplishment |
| <input type="checkbox"/> Opportunity to produce good work | <input type="checkbox"/> Sense of mastery |
| <input type="checkbox"/> Convenient location | <input type="checkbox"/> Opportunity for further training |
| <input type="checkbox"/> Friendly environment | <input type="checkbox"/> Worked for an excellent manager/boss |
| <input type="checkbox"/> Flexible hours | <input type="checkbox"/> Great co-workers |

Other reasons: _____

20. How often have you done each of the following at your most satisfying job?

Please mark one box on each line.

	Strongly Disagree	Disagree	Agree	Strongly Agree
a) Helped others on the job				
b) Missed/were absent from work				
c) Performed only the required task(s)				
d) Missed work only when it was necessary				
e) Helped others on the job who had heavy workloads				
f) Took extra breaks while on the job				

21. Have you ever volunteered your time with an organization?

- Yes No

a) If yes, when was the last time that you volunteered? [Check the response that best applies to you.]

- I am currently volunteering I have volunteered in the past year
 I volunteered in the past 2 to 5 years I volunteered many years ago

b) If you are currently volunteering, how often did you go to your volunteer position?

- Daily A couple of times per week
 A few times per month Once or twice a year

c) Where have you volunteered your time? Check all that apply.

- Social Service agencies such as Big Brothers/Sisters; Scouts, Food Banks, Shelters
 Hospitals or health care organization
 Fundraising organization
 Library
 Animal Shelter
 Religious Organizations such as Church or Synagogue
 Entertainment/ Sport organizations
 Relief Programs such as development and housing
 Community Centers such as day camps, or after school programs

Other: _____

d) What prompted you to volunteer in the above setting(s)?

- It helped me to stay active and healthy I was able to make new friends
 It made me feel good It was an opportunity for me to give back
 I learned about new things It gave me something to do
 I hoped that volunteering would lead to paid work at the same organization
 I was able to apply some of my skills and abilities in a volunteer setting

Other: _____

22. Have you volunteered in a non-organizational setting in the past (e.g. helped a neighbor, helped a family member)?

- Yes No

a) If yes, who did you volunteer to help? (e.g. friend, family member, neighbour, etc)

b) What did you volunteer to do (e.g., babysit, shovel snow, mow the lawn, etc)?

1. _____

2. _____

3. _____

c) When was the last time that you volunteered in a non-organizational setting? (Check the response that best applies to you)

- I am currently volunteering
 I have volunteered in the past year
 I volunteered in the past 2 to 5 years
 I volunteered many years ago

d) How frequently do you volunteer in a non-organizational setting?

- Daily A couple of times per week
 A few times per month Once or twice a year

23. Do you have specific plans to volunteer in the near future [within the next 6 to 12 months]?

- Yes No

a) If you are not interested in volunteering in the near future, what are some reasons for this?

- It's time to relax more and work a little less
 I am already busy with other activities & commitments
 I did not realize that organizations would be interested in older volunteers
 My health limits what I can do
 I think it is of more benefit to make a donation of money
 I need to work for money
 I do not have access to transportation
 I do not know how to get involved

Other: _____

b) If yes, to what type of organization would you like to volunteer your time?

- Social Service agencies such as Big Brothers/Sisters; Scouts, Food Banks, Shelters
- Hospitals or health care organization
- Fundraising organization
- Library
- Animal Shelter
- Religious Organizations such as Church or Synagogue
- Entertainment/ Sport organizations
- Relief Programs such as development and housing
- Community Centers such as day camps, or after school programs

- Other: _____

Thank-you very much for your time!