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A profile of women volunteers

Vana O'Brien
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A PROFILE OF WOMEN VOLUNTEERS

by

Vana O'Brien

A practicum submitted in partial fulfillment of the
requirements for the degree of

MASTER OF SOCIAL WORK

Portland State University
1976

TO THE OFFICE OF GRADUATE STUDIES AND RESEARCH:

The practicum advisor approves the practicum of
Vana O'Brien presented June 2, 1976.

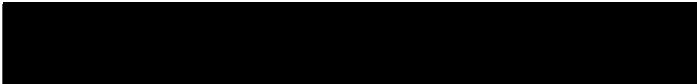

Nancy Kofoloff, Practicum Advisor

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CHAPTER I

INTRODUCTION

Volunteerism has been the subject of much controversy in the last few years inasmuch as it is so often identified as a women's issue. Many areas, previously considered the rightful domain of women, have come under scrutiny as women question the value of their participation in "feminine activities." As stereotypes are examined, fictions are explored and facts determined so that these former stereotypes can be reviewed in a new light. Many persons are becoming familiar via the popular media with these stereotyped roles (i.e., woman as "Good Mother"), and learn that, for example, "good mothering" is not a monolithic behavior, but that a complex set of attitudes and skills enter into the caregiving process. "Good Mother" is no longer a term that really means anything, except as a stereotype. Just so, women have of late been looking at the stereotype of the volunteer. Who is she? Like the "Good Mother," expected to attend selflessly to her young while foregoing personal achievement, the woman volunteer has often been pictured in limited ways as either a little old lady pouring coffee for blood donors or perhaps as a bored, well-to-do housewife aspiring to social status,

raising funds for charity at a fashion show. Women like these undoubtedly appear in the ranks of volunteers, to be sure, just as there is some truth in all stereotypes. It is the intention of this study to examine the facts behind the myths, however, and to obtain a clearer description of the women who do so much of society's caretaking work without pay. In doing so, it is important to know who these women volunteers are, what they do as volunteers, and how they feel about themselves as volunteers and about volunteerism in general. In exploring these three areas, this study will concentrate specifically on volunteers in agencies whose goals can be described as "altruistic" or public-service oriented.

Biographical Information About Volunteers

It is necessary to learn about the social and economic lives of the volunteer subjects. Information is needed about the volunteers' ages, income levels, marital status, children, education and employment history, volunteering and organizational activities, political and community involvement and career aspirations. Examining subjects' other volunteering activities might illuminate, for purposes of this study, the old cliché, "The same people do everything." Perhaps different kinds of women volunteer in very different ways.

Information About the Volunteer Work

What relation, if any, exists between a woman's experience (family, community, school, occupation, etc.) and her choice of volunteer work? How effectively are these women being utilized by the organizations they serve for the full benefit of both volunteer and recipient of service? Is the volunteer job offering women either a bridge to a career or an opportunity to observe more closely an occupation or work setting which interest them? Of particular relevance to the concerns of this study is the training provided for the volunteering position: does a thorough training program make for more skilled volunteers, hence women who would have a positive attitude toward their jobs, feeling more professional and appreciated by the agencies they serve?

Attitudes About Volunteering

It seemed pertinent to this research to learn how subjects feel about volunteering and specifically about their volunteer jobs. How do they respond to controversial statements about volunteering, particularly reflecting current attitudes in women's publications supporting and condemning volunteerism? Moreover, how do women's attitudes about volunteerism and themselves as volunteers correspond to the kind of work they do? Are their attitudes affected by how and if they were trained for this, their job and educational background, even the personal

circumstances of their lives? For example, are women generally pleased with their agency and their volunteer job performance more likely to indicate a career choice similar to that which they do as volunteers?

Comparing the results of these three areas of concern, it is hoped that a picture will emerge about women volunteers which will comment on their recruitment, training and satisfaction with volunteerism. Perhaps volunteers are not the resource they could be to social agencies and just as likely, volunteer work is not so deeply rewarding to women as it could be because the potentials of both are inefficiently explored. At a time when so many women seek meaningful ties to the broader social community and a sense of individual fulfillment as well, can volunteerism be a more effective force for reaching community and personal goals? It is hoped that this study can provide some new insights into this possibility.

CHAPTER II

LITERATURE REVIEW

In this study, the questions asked are first, who are the volunteers? Second, what do they do in their volunteer assignment and how have they been prepared for it, and lastly, how do they feel about their volunteering and about volunteering in general? The review which follows looks at the literature in these three areas.

Biographical Information About Volunteers

A great deal has been learned about the social background of individuals participating in voluntary action. In Voluntary Action Research: 1972, editors Smith, Reddy and Baldwin have compiled the results of studies in this area. This volume has proved most helpful in finding some previous answers to the first question. The studies, however, are not of volunteers in "altruistic" service alone; the editors do not differentiate religious or fraternal organizations from social service groups. Their rationale, explained in the chapter "Types of Voluntary Action: A Definitional Essay," in this work, is interesting and pertinent to this study. They argue that, in the past, social science has long considered similar both altruistic and non-altruistic organizations:

If we exclude non-altruistic behavior from our denotative definition of individual voluntary action phenomena, therefore, we shall be doing violence at the collectivity level to the interests and theoretical perspectives of numerous social scientists in eliminating from consideration hobby clubs, fraternal organizations, leisure and recreation organizations, as well as eliminating from consideration people who are active in altruistic organizations for essentially non-altruistic reasons (e.g., the woman who joins the Red Cross for the prestige it might give her rather than because she is strongly committed to the organization's goals). Further, if we eliminate non-altruistic behavior from consideration, we shall become immediately involved in all sorts of difficult discriminative problems, attempting to distinguish what kinds of behavior are altruistic relative to whom and for whom, who decides what is good for whom (what people actually want vs. what is 'good for them'), what is good and what is bad, do ends justify means (all means, or just some means), which is more important--short or long-term benefit, etc. (Smith 1972: 166)

Inasmuch as possible, studies quoted which are relevant to women volunteers in social service will be noted as such.

Age

Regarding a volunteer's age, several studies show a sharp decline in voluntary participation rate in the years between twenty and thirty. (Mayo, 1950; Argyle, 1959; Schuyler, 1959; and Wilensky, 1961a, 1961b). Mayo found participation in this age range to be the lowest of all age ranges studied. Most researchers found memberships and participation increasing through the middle years, generally centering on the middle forties. (Goldhamer, 1942; Anderson and Ryan, 1943; Mayo, 1950; Bottomore, 1954;

Foskett, 1955; Reigrotzky, 1956; Pressey and Kuhlen, 1957; Scott, 1957; Rose, 1960; Wilensky, 1961a, 1961b; R. V. Smith, 1964; D. H. Smith, 1972; Curtis, 1971). For the most part, these authors note a decline from the peak in the middle age period. Others, focusing more directly on those approaching their later years, have also noted a decline in participation after the middle years. (McKain, 1947; Cavan et al., 1949; Goldhamer, 1942; Mayo, 1950; Freedman and Axelrod, 1952; Hunter and Maurice, 1953; Fichter, 1954; McCann, 1955; Taietz and Larson, 1956; Havighurst, 1957; Douglass, 1965; Babchuk and Booth, 1969). Although this paper looks at women volunteers, it is interesting that two researchers (Mayo, 1950 and Webber, 1954) observe that males retain their membership for longer periods of time than do women. The decline in participation with older people may be due to many factors. Payne and Rose (1960) believe the main factor in this decline to be the changing of location and role which pulls an individual out of his or her earlier social participation; as such, the person is less motivated to go into new groups. In her book Women, Work and Volunteering, admittedly not a statistically researched study but rather a descriptive one, Herta Loeser explores the benefits and difficulties of volunteering for women at all stages of the life cycle. With case studies she demonstrates how women at various ages require different volunteer opportunities

in terms of their interests, responsibilities and needs. While this study limits itself to women of working age not volunteering as part of a school assignment, Loeser finds volunteering a "habit" of service to others developed early in a man or woman's consciousness which can be effectively maintained throughout life. It is volunteering institutions, she claims, which have not been flexible enough to adjust to the life schedules and demands of various age groups.

Marital Status

Several studies of membership and participation have shown that marriage, as a measure of social integration, is a factor in volunteering. Married persons have higher rates of both membership and participation than those who have been widowed, separated or divorced. (Goldhamer, 1942; Hunter and Maurice, 1953; Bell and Force, 1956b; Scott, 1957; Wright and Hyman, 1958; Devereux, 1960; Hausknecht, 1962; Babchuk and Thompson, 1962; R. V. Smith, 1964; Douglass, 1965; Spiro, 1968; Rothrock, 1968; Booth and Babchuk, 1969). When these groups are measured separately, widows have higher rates of membership than single, divorced, or separated women. (Babchuk and Thompson, 1962; Babchuk and Gordon, 1962; Harry, 1970). David H. Smith proposes an "integration hypothesis" to explain these tendencies, suggesting that being married draws one more into the various kinds of formal and informal relationships of

social life, voluntary organization membership among them. (Smith 1972: 212). Harry (1970) found that a spouse's participation in voluntary organizations had more positive effect on one's own attendance than did the presence of children in the family.

Children: How Many? How Old?

This study was interested in the number and ages of volunteers' children. The literature indicates that the more children a parent has, the more likely he or she will be to join associations and to participate in them. (Whetton and Devereux, 1936; Mangus and Cottam, 1941; Goldhamer, 1942; Schmidt and Rohrer, 1956; Scott, 1957; Wright and Hyman, 1958; Devereux, 1960; Babchuk and Gordon, 1962; Douglass, 1965; Spiro, 1968). There is some indication that parent memberships decline when there are more than two children. (Scott, 1957; Lazerwitz, 1962a). This research is divided on the effect of childlessness on membership and participation. Some research indicates no relationship between the number of children a parent has and his or her participation. (Ploch, 1951; Lazerwitz, 1961; Spiro, 1968; Harry, 1970). Having all children of school age favors higher membership and participation. (Schmidt and Rohrer, 1956; Lazerwitz, 1961; Spiro, 1968; Harry, 1970). Families with pre-schoolers show less participation for wives than husbands in voluntary activities (Schmidt and Rohrer, 1956; Harry, 1970). Kievit (1964)

found that families in the first few years of marriage and childbearing have low involvement in formal voluntary organizations, perhaps the lowest of all age groups.

Harry (1970) observed more participation by both parents when the youngest child is of school age rather than the younger or older. Angrist (1967) found that for women college graduates, the period of having only pre-schoolers to having only school-agers is associated with increasing membership and participation in "community welfare" activities and decreasing home-centered "leisure" activities.

Income

High income is markedly associated with greater membership, participation and leadership in voluntary associations. (Mather, 1941; Komarovsky, 1946; Reid and Ehle, 1950; Uzzell, 1953; Reissman, 1954; Foskett, 1955; Axelrod, 1956; Freedman et al., 1957; Wright and Hyman, 1958; Devereux, 1960; Spinrad, 1960; Wilensky, 1961b; Babchuk and Thompson, 1962; Hausknecht, 1962; Lazerwitz, 1962a; Erbe, 1964; Douglass, 1965; Hodge and Treiman, 1968; Hyman and Wright, 1971; Spiro, 1968). Summarizing and commenting on these indications, Smith notes,

In general, higher participation rates, in terms of both numbers of memberships and intensity of involvement, are found to be associated with higher income levels, particularly among persons with more education. (Smith 1972: 215)

Higher income is seen as the means to afford membership fees and other related costs. In their article, "The Big

Giveaway: What Volunteer Work is Worth," Margaret A. Sanborn and Caroline Bird comment,

The volunteer worker in or out of the home is often out-of-pocket for expenses incurred in her volunteer career. This 'cost of volunteering' is the factor that often prevents the middle or low-income person from contributing time. (MS Magazine 1975: 88)

They cite examples of daycare, automobile transportation, etc., as costs incurred by volunteer workers. The National Organization of Women, in their Statement of Purpose on Volunteering, makes the observation that

Women are encouraged to be the conscience of the nation and the needed counter-force in a materialistic and self-seeking world, which offers them a self-image, not only of the good Samaritan, but also of a Lady Bountiful; that is, somebody who can afford to practice charity. (Italics theirs.) (p. 5)

Education

In a wide range of samples in the U.S. since 1938, participation in voluntary formal organizations is strongly related to level of education, with higher levels of education associated with both more extensive and intensive involvement. (Anderson, 1938; Bell, 1938; Mather, 1941; Warner and Lunt, 1941; Goldhamer, 1942; Komarovsky, 1946; Kaufman, 1949; Ploch, 1951; Freedman and Axelrod, 1952; Brandow and Potter, 1953; Reissman, 1954; Foskett, 1955; Axelrod, 1956; Nolan, 1956; Scott, 1957; Wright and Hyman, 1958; Zimmer and Hawley, 1959a; Devereux, 1960; Tumin, 1961; Wilensky, 1961b; Babchuk and Gordon, 1962; Babchuk

and Thompson, 1962; Hausknecht, 1962; Lazerwitz, 1962a; Erbe, 1964; R. V. Smith, 1964; Douglass, 1965; Orum, 1966; Hagedorn and Labovitz, 1967, 1968a; Hodge and Treiman, 1968; Rothrock, 1968; Spiro, 1968; Hyman and Wright, 1971; D. H. Smith, 1972). A major national survey of volunteer organizations in the U.S. revealed that three-fourths of respondents having a college education held memberships, compared with three-fifths of those with high-school education and only two-fifths of those with only an elementary education. (Hausknecht, 1962). Types of organizations are related to the extent of formal education. (Hagedorn and Labovitz, 1967; Scott, 1957; Axelrod, 1956; Foskett, 1955). More educated persons tend to participate more in professional, business, civic, educational, scientific, cultural, social service and political groups.

Measures of Status and Membership

In Slater's 1960 study of married urban women, he found participation in voluntary organizations to differ by socioeconomic class, with the definition of the role of wife being the significant variable. He found that working-class housewives were more likely to have conflict between housework and active membership. In the upper middle class, the role of wife seemed compatible with voluntary group membership. Summarizing the findings of studies relating measures of status and participation in voluntary activities, Payne, Payne and Reddy (1972) comment,

type of organized voluntary participation varies by socioeconomic class. Lower class and blue-collar urban memberships are dominated by church, union, lodge and athletic clubs, with upper-income persons having fewer of these affiliations. On the other hand, middle and upper class persons tend to have more memberships in general-interest, career-related and community-oriented organizations (both of an issue-advocacy sort and an altruistic-service sort.)

Angrist (1967) notes that of college graduate women, single working women and married women over 28 without children and working half-time tend to participate more in religious and religious-related groups, service groups and women's social groups. The single women spend more time in self-enrichment activities concerned with the fine arts. Married women with children participate less in church, but more in church auxiliaries, welfare-type groups and women's social groups. Almond and Verba (1963) indicate that more widespread participation of women in voluntary organizations in the U.S. is what accounts for the U.S.'s generally higher level of adult participation as compared to less highly developed countries.

Working and Volunteering

Few studies have investigated the relationship between work or occupational roles and voluntary group membership (Ross, 1972). Lacking are systematic attempts to study rates and patterns of participation by and across occupations. Lenski (1956) proposes a variable of "status crystallization," reflecting a balance between occupation,

income and education. Both this proposal and Wilensky's concept of "orderly careers" which focuses on a normal, steady career pattern are both associated with higher rates of voluntary group membership and participation (Ross, 1972). Herta Loeser offers examples of volunteer activity which aid the returnee to work as a "bridge to the work world." Moreover, she notes that professional women raising children at home and temporarily no longer full time career persons can keep abreast of developments in their fields through volunteer work. She remarks on the trend in business which allows for released time giving employees opportunities to volunteer their services. A working woman's routine can be relieved through alternative community service, her case examples suggest; women with irregular work schedules and those with time between paid jobs are often volunteers as well. She comments,

The ferment of new volunteer opportunities permeates all working life, for fully employed women and men, from secretaries to filmmakers to social workers and sports pros. It has also not passed by the older, established professions; there, a deeply-rooted tradition of volunteering, which in the past has been heavily Establishment-oriented, is expanding into new fields and interests. (Loeser 1974: 89)

What appears to be lacking is research into the association between women's occupations and work experience and their voluntary membership as well as into the nature of their volunteer contribution. Do women trained in clerical skills, education, public relations, etc., tend

to volunteer in these capacities or in others? While there are strong associations between status and education, education and income, income and rates of volunteer participation, too little is known about either the work history of women volunteers or the women volunteers currently employed as well as the kind of volunteer work these women take up. In the same vein, little was found in the literature that explored any relationship there might be between volunteer activity and choice of career. A study of volunteer work in hospitals indicates the experience may affect vocational choice decisions (MacBain and Schumacher, 1963), but it seems that only a minority of the volunteers are affected. Again, Loeser examines the volunteer-to-career concept with selected examples of women of high-school age, young mothers, and those women considering an occupational change selecting a volunteer placement which offers them the chance to try out and learn about a possible career. NOW's position paper questions this concept of the volunteer-to-career transition: "Avenues of mobility are only rarely available. There is no direct and easy transition from volunteer to professional, as these are usually recruited by criteria other than volunteer experience." (NOW 1973: 11).

Leisure Activities and the Volunteer:
Political and Community Life

No specific research on women's leisure activities

and rate or type of membership and participation in voluntary activities was noted. In their chapter, "Types of Voluntary Action: A Definitional essay," Smith, Reddy and Baldwin (1972) propose a General Activity Syndrome or Voluntary Action Syndrome which analyzes data from a number of studies to show a covariance of voluntary activity across subtypes as well as within similar types of associations (Smith, 1969b; Ahtik, 1962; Allardt, et al., 1958). They offer several lists of settings, formal and informal, and give examples of how this covariance operates within a General Activity Syndrome.

It suggests, among other things, a broad similarity in the psycho-social roots of individual participation in a variety of types of voluntary action, thus justifying the treatment of these various forms of voluntary action within a common conceptual framework. (Smith 1972: 181)

The authors recommend empirical investigation of this emerging picture of a General or Voluntary Activity Syndrome.

Related to leisure time activities is political and voting behavior. Substantial evidence shows political activity associated with memberships and participation in non-political voluntary associations. (Lazarsfeld, et al., 1944; Birch, 1950; Coser, 1951; Campbell and Kahn, 1952; McWilliams, 1953; Berelson et al., 1954; Hastings, 1954; Rosenberg, 1954-55; Buchanan, 1956; Wilensky, 1956; Agger and Goldrich, 1958; Allardt et al., 1958; Maccoby, 1958; Lane, 1959; McClosky and Dahlgren, 1959; Rokkan, 1959; Allardt and Pesonen, 1960; Jensen, 1960; Dahl, 1961; Dogan, 1961; Marvick and Nixon, 1961; Allardt, 1961; Campbell,

1962; Milbrath and Klein, 1962). Maccoby's research (1958) shows that active participation in non-political associations, especially when the interest of the association can be furthered by political activity, leads to increased political activity. The study proposed here did not select volunteers from among political or religious organizations but did explore women's self-described political activity as another measure of community awareness and involvement along with membership in other associations. Devereux's study (1960) points out the strong relationship between identification with the community, "community evaluation" and participation in formal voluntary organizations and in political participation. Low participators, he observed, were more likely to state that they participate in the formal voluntary organization for sociability and fun whereas high participators were more likely to be cosmopolitan and interested in local and national affairs. He comments that low participators are more likely to be "localite" in their orientations, often uninterested in either local or national affairs.

Number of memberships, amount of time spent at these other activities and financial contribution were areas of interest in determining the full extent of a volunteer's service. Wolozin (1968) estimated the average volunteer puts in 239 hours per organization per year. Morgan (1966) found the average time doing volunteer work was 87 hours

per household or about 150 hours per year for households doing volunteering. Regarding number of memberships held by a volunteer, Smith (1972) found social confidence and sociability items to be significantly correlated with the number of organizations a person belonged to. He also noted a positive relationship between achievement orientation and the number of organization memberships held by an individual. Almond and Verba (1963), in a five-nation study of the "civic culture," found a positive relationship between subjective political competence and the extent of one's voluntary participation. In 1964, Erbe found political participation to be highly associated with membership and participation in both sociable and issue-oriented organizations. In 1965, the Office of Manpower Research of the Department of Labor found that of the 36.6 million volunteers (excluding political, religious and fraternal organizations) in the U.S. at that time, sixty percent (or 22 million) were women. This would now figure about 26 million women. In reference to the amount of time women spend volunteering, it could be said that if each of these 26 million women contributes only five hours of her time each week to the various causes, these women would total nearly seven billion hours annually.

According to a study conducted in 1973 by Lundberg, Americans gave 23 billion dollars in money contributions to nonprofit philanthropic groups in 1972. He notes that

most of these contributions were made by individuals, not corporations. In "The Altruistic Impulse and the Good Society," Charles Warriner (1972) cites four major expressions of the altruistic impulse of which philanthropy is one. He observes,

Philanthropy is based upon and increases the separation between those giving and those receiving aid. Where personal altruism serves primarily to maintain a common identity, and where cooperative altruism increases the strength of the interpersonal relationships, philanthropy serves to widen the gulf between people...the typical anonymity of philanthropy...is a means of avoiding interaction, of avoiding involvement and its consequences-- sympathy and empathy. (pp. 349-50)

He acknowledges the necessity of philanthropy but says such efforts must be leavened by sympathy and generative of the cooperative and personal forms of altruism. Donating to charities is one aspect of voluntary activity cited by Smith (1972) in referring to the tendency of individuals active in voluntary association to contribute in other ways as well. Research apparently is lacking into the interrelationship of active volunteer efforts and philanthropic behavior as two aspects of the altruistic impulse. Smith's study (1972) suggests the same individuals do both, but it is not clear whether this is within the same associations.

The Volunteer Assignment

The second part of this study deals with the volunteer's assignment itself: what tasks she performs, how she would like to be involved in the organization, how

long she has been active, if and how she was trained for her assignment. While studies have dealt with motives for participation, documented research could not be found which detailed the specific tasks performed by volunteers nor studied the training or preparation of volunteers for their assignments. Loeser cites numerous examples of volunteers performing various tasks, most of them involving complex efforts and interpersonal contact. She cites examples of on-the-job training for many of these volunteer activities and calls for training to help professionalize volunteer status. A model agreement between agency and volunteer is provided in which she recommends the agency agree

To train volunteer professionals to a level that will permit them to begin their work confidently;
To continue the volunteer professional's training, either within the agency or elsewhere, to whatever extent is necessary to maintain continuing competence. (Loeser 1974: 215)

As noted previously in this review, studies are lacking which examine the relationship between volunteers' educational or work background and their specific volunteer assignment. A most noticeable gap in the literature appears to be any study relating tasks to training or to the amount of time (in months or years) one has been a volunteer at an agency.

Herta Loeser, herself a director of a volunteer bureau, discusses how centers such as hers counsel and place women in volunteer slots and how the media is used

to locate volunteers. Data does not appear to be available on the percentages of volunteers responding to which media nor to the processes by which the volunteers are recruited and directed to which assignments. Effective communication is apparently an area to which David H. Smith refers when he notes the need for more longitudinal studies on all aspects of voluntary action research. (Smith 1972).

Attitudes Toward Volunteering

Part Three of the study concerns the respondent's opinions on her specific volunteer job and volunteering in general. Of interest is the volunteer's subjective feeling about herself in her assignment and her observation of the workings of the agency in which she volunteers. A great deal has been written on motives for voluntary action. David H. Smith comments,

In most cases, people engage in voluntary action partly because they want to help others or achieve some larger altruistic goal, and partly because they enjoy directly the activity involved, the thought of possible results of the activity, the thought of themselves doing something for the general good of society, etc. (Smith 1972: 167)

No empirical studies could be found which looked at women's opinions of either their volunteer work or of the controversial issues about volunteering raised today by some members of the women's movement. NOW's position paper on Volunteering cites many employee-volunteer conflicts as

contributing to the alleged low-status of volunteers; in this document, moreover, inefficiency in the deployment of volunteers as well as other problems inherent in the use of volunteer service are discussed. Loeser alludes to these problems when she suggests in "Guidelines for Volunteers" that, "If volunteers find their time is not well spent, they should discuss the situation with the person in charge." (Loeser 1974: 213). She recommends that the volunteer professional agree, "To respect the function of the agency's paid staff and contribute fully toward maintaining a smooth working relationship between paid staff and volunteer professionals." (p. 215). The NOW position paper finds

Resentment of volunteers by paid staff is often intense. The implied benevolence of the affluent woman who 'serves' without pay is deeply resented by professional and paraprofessional alike. As a result, agencies often use volunteers in such a way as to avoid unnecessary contact. The distinction between paid and unpaid workers, however, acts to reinforce the class differences between women. On the one hand are those who function in an aura of charitable enterprise by the 'gift' of their time. On the other are the 'disadvantaged' and working women who are not in a position to donate their labor. (NOW 1973: 6)

Current attitudes about volunteering have been expressed by NOW and controversially debated by feminists. Loeser explores these feelings surrounding volunteering in her chapter, "Feminism and Volunteering." (Loeser 1974: 26-33). As one writer in a women's periodical observes,

Staff attitudes toward volunteers are not always sanguine. Rather than accept the free labor with

gratitude, staff people often complain of volunteers who give them orders, lack discipline, play at the idea of work, and have no sense of how organizations operate. (MS Magazine 1975: 73)

Smith's 1966 study looked at volunteers' motives for participating in a particular organization. He found specific Formal Voluntary Organizations (FVO's) attitude scales that discriminated significantly between members and eligible non-members. They were 1) commitment to the specific F.V.O.; 2) perceived efficacy of the F.V.O. to achieve its goals; 3) felt obligation to participate in the F.V.O.; 4) attractiveness of the F.V.O.; 5) significant outside personal support for the F.V.O.; 6) perceived personal fit with the F.V.O.; 7) whether the person was influenced or recommended to join the specific F.V.O. He found a strong relationship between specific attitudes and continued, active participation of members: 1) rewards for participation; 2) social support; 3) degree of commitment; 4) attractiveness of the organization; 5) obligation to participate; 6) personal fit with the organization; 7) efficacy of the specific F.V.O.; and 8) outside significant-other support for the F.V.O. Gordon and Coulter (1969) and Edelman (1967) concluded from their studies that people are more likely to participate when their participation will make a difference, when they feel their efforts may help to influence a decision, influence a program, attain a goal, and in general bring about a state of affairs

which they want to gain.

Summary of Literature Review

There are considerably few empirical studies about women volunteers. A review of the literature indicates that persons in their middle forties are most likely to volunteer. They tend to be married with school-age children, from a higher income range, and well-educated. These women are likely to participate in the altruistic service organizations which are the focus of this study. As pointed out, there is a lack of systematic attempts to study rates and patterns of participation by and across occupations, so rates of participation by working women have not been covered in the literature. Moreover, studies have apparently not been done relating women's backgrounds to their choice of volunteering. It seems that there may be a General Activity Syndrome showing covariance of voluntary activity across subtypes (although further investigation must be done). This lends some credence to the popularly-held opinion that, "The same people do everything." As such, volunteers are likely to be politically active and interested in their community's affairs. They are most likely philanthropically active as well. Empirical and descriptive studies are lacking which consider duties of volunteers as well as relationships between volunteer jobs and volunteers' backgrounds. Some studies suggest that the volunteer participates when she has the

sense that her efforts will bring about desirable change.

Missing in the literature are studies which reflect women's attitudes toward volunteering in general. The more current criticism of voluntary action has not been systematically researched to learn if these attitudes are held by a cross-section of women, nor have women's attitudes about volunteering been compared with the type of volunteer work they perform. While there is some theory development on attitudes toward volunteering, no empirical evidence on this topic is available.

CHAPTER III

METHODOLOGY

Selection of Agencies and Volunteers

For the purposes of this exploratory study, women of working age not volunteering for school credit were chosen to respond to a questionnaire. They were to be currently offering their time to a public service organization. It was decided to limit the study to a selected group of agencies which drew from a central Volunteer Bureau in Portland. This was admittedly a limitation of the concept of "volunteer" as it was recognized that volunteers serve in political organizations, churches, P.T.A.'s, etc., as well. The Volunteer Bureau succinctly listed a variety of different agencies serving the public throughout the Portland area and it was from this list that ten organizations were chosen at random. The agencies were contacted to ascertain whether they used the service of volunteers in the target population. Of the first ten chosen, some were not appropriate: the Portland Public Library, for example, used only retired persons as volunteers, while a local day care center used education students only. In one case (the Salvation Army), volunteers were members of the "church" actualized by that organization and not

recruited from the outside on a regular basis. When a selected agency could not meet the criteria, the next on the list was chosen. The ten from which subjects were chosen were:

- 1) Oregon Literacy, Inc. (also known as Laubach Literacy)
- 2) Portland Zoo
- 3) Multnomah County Corrections
- 4) Northwest Pilot Project
- 5) Planned Parenthood
- 6) Muscular Dystrophy Association of Oregon
- 7) Edgefield Manor
- 8) Old Church
- 9) Portland Adventist Hospital
- 10) Villa St. Rose

When the agencies had been selected and it had been determined that they had a volunteer program using the services of women in the target group, a visit was made to each agency to learn what responsibilities were taken by volunteers and to obtain a complete list of volunteers meeting the stated criteria. With two exceptions (the Zoo and the Old Church), the random selection showed a heavy orientation to interpersonal social service.

Description of Agencies

Oregon Literacy, Inc. uses volunteers to teach reading and literacy on a one-to-one basis to individuals who cannot read English. Most often these are foreign persons who are referred to Oregon Literacy by churches and social agencies. Volunteers make informal contracts with their students as to time, place and number of hours they can tutor per week. The program uses the literacy method

pioneered by its missionary founder. Still well-known to many churchgoers because of its founder's background, "Laubach's method" is kept alive by volunteer teachers. The organization employs a very small maintenance staff; the volunteer coordinator is herself a volunteer.

The very large volunteer program at the Portland Zoo is managed by a paid volunteer coordinator. Many of the unique programs such as the baby animal nursery, zoo tours for the blind or hearing impaired, etc. are run entirely by volunteers. Volunteers serve the Zoo in a variety of ways, from participation in the projects just mentioned to public relations, clerking in the gift shop, helping in the Chimpanzee Sign Language Program, etc.

Multnomah County Corrections Case Management volunteers agree to at least three hours of monthly direct contact with an individual on probation or parole. The volunteer becomes a sponsor of the criminal offender and through contact, strives to develop a trusting relationship with him or her, providing guidance and understanding.

Northwest Pilot Project volunteers visit and help individuals who are elderly and for the most part, ill and/or homebound. They see that community resources are made available to their clients. Additionally, some volunteers provide transportation for the elderly; others give their time as office help. Originally begun as outreach to bedridden elderly by a downtown church minister, the

project has expanded to include the services of several churches as well as many other committed citizens. There is a volunteer coordinator with the program.

Planned Parenthood volunteers work as nurses, counselors, aides, etc. in assisting with the programs sponsored by the agency, such as prenatal information, birth control dissemination, pregnancy counseling and abortion referral.

Service to Muscular Dystrophy Association can include for a volunteer direct work with victims of muscular dystrophy in group or individual physical therapy, fundraising, transportation to medical care, etc. Not included in the list of volunteers were the large number who give their time only in the annual intensive fund drive.

Edgefield Manor has a small but active volunteer program. Recently, the threat of closure by the County of its nursing care facility for the disabled elderly has engaged much of the energy of this group, in addition to their regular volunteer tasks which include activity or discussion group leadership, letter writing for patients, taking patients' personal histories, organizing library or music programs for patients, etc.

Old Church volunteers work to preserve an historic downtown building, running a thrift shop whose proceeds support the site. The utility of this public landmark is maintained by the concert and lecture series which take

place there and which volunteers help plan.

As part of the volunteer program at Portland Advent-ist Hospital, a woman might provide special attention to patients unable to do things for themselves and in general, free nursing personnel from doing time-consuming jobs that do not need professional attention. Spending time with those who have few visitors is an important volunteer function, as is working in the hospital gift shop. A paid volunteer coordinator directs the program.

Villa St. Rose is a private residential facility for delinquent and troubled girls who have not had success in regular schools and whose home situation is poor. While the school maintains contact with the girls' homes, volunteers provide various kinds of on-campus and outside inter-personal contact with the students, from having them on home visits to transporting them to medical or dental appointments. Fund raising to make such enjoyable experiences as ski trips available to the girls is also a volunteer activity. A coordinator supervises the many activities in which these volunteers assist.

Selection of Volunteers to Receive Questionnaires

From the lists supplied by each agency, volunteers were selected by a stratified proportional sample and at random from each organization. 101 names were chosen to receive questionnaires. As Table 1 indicates, of this

number 64 were returned, or 63 percent of those mailed.

Distribution of Questionnaires and Follow-up

A cover letter (included in the Appendix) accompanied each questionnaire which explained the purpose of the study and requested each participant to return her questionnaire in the stamped envelope provided. Three weeks after the mailings, post cards were sent to the volunteers in agencies which had been poorly represented in the return of questionnaires. As questionnaires were unsigned, it was not known which volunteers had chosen to respond to the study.

Description of Questionnaire

The questionnaire was divided into sections conforming to the three areas of investigation. In the first section, volunteers were asked for biographical data, past and current. Answers to question 3 in this section ("Please indicate the ages of your children, if any") were coded as: no children, some or one pre-school, all in school at home, all grown, not relevant to the individual. Question 7, which asked volunteers to choose a career they might pursue, was designed to learn if their volunteer responsibilities related to a vocational choice, however hypothetical. If the women worked, they were asked to indicate whether they would choose this same career, or to note if they would choose no career at all. Their

TABLE 1

FREQUENCY OF RESPONSE TO QUESTIONNAIRES BY AGENCY

<u>Name of Agency</u>	<u>Group No.</u>	<u>Number Volunteers Possible For Study</u>	<u>Number Sent Questionnaires</u>	<u>Number Returned</u>
Oregon Literacy, Inc.	1	40	8	7
Portland Zoo	2	150	20	16
Multnomah County Corrections	3	49	10	5
Northwest Pilot Project	4	55	11	9
Planned Parenthood	5	40	8	6
Muscular Dystrophy	6	30	6	5
Edgefield Manor	7	15	4	3
Old Church	8	25	5	3
Portland Adventist Hospital	9	80	12	9
Villa St. Rose	10	20	4	2

responses would be grouped into: same (job), none, related to volunteer job, not related to volunteer job. Questions like 8 (which asked for volunteers to describe post-high school employment), 9 (which asked for a description of the volunteer's current employment if she were working), and 10 (which elicited descriptions of leisure time use), were summarized for comment but not categorized because of the great variety of terminology as well as categories which would be required. Replies to questions 11 and 12, which asked about volunteer commitment to other organizations, were tallied to learn how many other groups women belong to, contributed to, and considered themselves active volunteers of. An additional table notes, by organization, how many hours monthly were spent at other volunteer jobs.

The second section concerned the volunteer's description of her work in the agency from which she had been chosen for this study. Question 1 of this section asked volunteers to check categories describing their major activities within the organization. A table was created for each category, including "other." Volunteers were next asked to consider if they might prefer to do other activities within the organization and if so, to indicate what these might be. Questions 5 through 7 in this section related to the existence and quality of a training course for volunteers within each agency as rated by the volunteers responding to the study. Asked in question 5 if she

had received on-the-job training for her volunteer responsibilities, a volunteer replying "yes" was next asked if she felt the program prepared her sufficiently for her volunteer work. If she answered "no" to this question, she was then asked to indicate (by checking any of four responses) how this might have been improved. Tables were created for each of the possible responses, including "other," which allowed women to offer their own comments about improving job training at the agency.

Section three dealt with volunteers' attitudes toward the job itself, the organization and volunteering in general. Women were asked to respond to attitude statements on a continuum (1=strong agree, 2=agree, 3=neither agree nor disagree, 4=disagree, 5=strongly disagree, 6=does not apply to me). The statements reflected attitudes on volunteering--both negative and positive--which often appear in current women's publications.

A complete copy of the questionnaire can be found in the Appendix.

CHAPTER IV

RESULTS

Age

All age groups, as Table 2 shows, are represented in the study of ten organizations. Within each agency, some age groups are better represented than others. For example, none of Group 1 (Oregon Literacy) is under forty, while in Group 3 (Multnomah County Corrections), none is over forty. None in Groups 2 (the Zoo), 3 (Multnomah County Corrections), 6 (Muscular Dystrophy Association), 7 (Edgefield Manor), and 10 (Villa St. Rose) are over sixty. Only two groups have responding volunteers below twenty, and these (Groups 2 and 3) have a combined total of three women (or five percent of the study) of this age range. Planned Parenthood's six respondents in Group 5 are most heavily represented by the fifty to over-sixty age range (66 percent, or four replies from this group). The five volunteers responding from Muscular Dystrophy Association (Group 6) are all between twenty and forty. All three replying from Edgefield Manor (Group 7) are between forty and fifty. Group 4 (Northwest Pilot Project) shows a fairly even distribution in age groups (although women under twenty are not represented), similar to that shown

TABLE 2
AGE OF VOLUNTEERS

Age	Group 1 ^a		2		3		4		5		6		7		8		9		10	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Under 20	0	0	1	6	2	40	-	-	-	-	-	-	-	-	-	-	-	-	-	-
20-30	0	0	7	43	1	20	1	11	1	16	2	40	-	-	-	-	2	22	2	100
30-40	0	0	4	25	2	40	2	22	-	-	3	60	-	-	-	-	-	-	-	-
40-50	1	14	3	18	-	-	1	11	1	16	-	-	3	100	-	-	1	11	-	-
50-60	2	28	1	6	-	-	3	33	3	50	-	-	-	-	1	50	3	33	-	-
Over 60	4	57	-	-	-	-	2	22	1	16	-	-	-	-	1	50	3	33	-	-

^aIdentification of groups by name is shown in Table 1.

^bNo. = Frequency of response.

by Group 9 (Portland Adventist Hospital), although in both groups there are slightly more women responding from the over-fifty category. Group 10 (Villa St. Rose) is the only group responding in which all (though only two) of the respondents are under thirty. Looking at combined figures for all groups, the largest category is between twenty and thirty (sixteen responses, or 25 percent), but the three categories of the middle years (between thirty and sixty) number 34 responses, or 53 percent of the total.

From now on throughout this section, agencies will be referred to by group number only.

Marital Status

Data regarding marital status is more easily and quickly summarized than age. As is shown by Table 3, in all but two agencies (Groups 4 and 10), the majority of volunteers are married women. In Groups 6, 7, and 8, all respondents are married. Eighty-three percent, or five respondents from Group 5, are married; one is widowed. Single women returning the questionnaire are in the minority except for Group 10's entire group of two, who are both single. In Groups 1 through 4 (a combined total of 37 volunteers), eleven (or thirty percent) are single. Divorced women are only eight percent of the study (five respondents). The same number of widows (five) appear among the volunteers in this study.

TABLE 3

MARITAL STATUS

Marital Status	1		2		3		4		5		6		7		8		9		10	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Single	2	28	6	37	2	40	1	11	-	-	-	-	-	-	-	-	-	-	2	100
Married	4	57	9	56	3	60	4	44	5	83	5	100	3	100	2	100	5	55	-	-
Divorced	-	-	1	6	-	-	2	22	-	-	-	-	-	-	-	-	2	22	-	-
Widowed	1	14	-	-	-	-	2	22	1	16	-	-	-	-	-	-	1	11	-	-
No Response	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	11	-	-

Children

Women at various points in the child-rearing cycle responded to the study. Reference to Table 4 indicates that while the heaviest percentages were reported in the categories "all in school--at home" and "all grown", respondents came from all stages. Of the forty married women, five widows and five divorced women (78 percent of all volunteers in the survey), 44 women (or 88 percent of this group) have children. For all groups, the category "Some or one pre-school" has the lowest response. Five women replying to the questionnaire are in this situation. Women whose children are all school-age (nineteen) or all grown (twenty) appear in the majority in this study: 39 women, or 69 percent of all women surveyed.

Income

As Table 5 shows, more women volunteers in this study report modest than high incomes. The majority responding (46, or 71 percent of the survey) indicate their incomes are under \$20,000. Indeed, seventeen women, or 26 percent of respondents, declare incomes under \$10,000. For all groups (excepting Groups 5 and 8), highest frequencies are scattered in the under \$10,000-to-\$20,000 range. Of the six volunteers replying from Group 5, fifty percent (or three women) report incomes over \$30,000; two women replied from Group 8, and one of these (or fifty percent of the group) reports an income exceeding \$30,000. In all, only

TABLE 4

CHILDREN

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
No Children	-	2	-	3	-	-	-	1	2	-
Some or 1 Pre-school	-	2	1	-	1	1	-	-	-	-
All in School at Home	2	6	1	3	1	4	1	-	1	-
All Grown	3	42	1	2	4	-	2	1	6	-
Not Relevant	2	28	5	31	2	40	1	11	-	2
										100

TABLE 5

INCOME LEVEL

Thousands of Dollars	1	2	3	4	5	6	7	8	9	10
	No. %	No. %	No. %	No. %	No. %	No. %	No. %	No. %	No. %	No. %
Under 10	3 42	5 31	- -	4 44	1 16	- -	- -	- -	2 22	2 100
10-15	2 28	- -	2 40	2 22	- -	3 60	2 66	- -	5 55	- -
15-20	- -	6 37	1 20	1 11	1 16	2 40	- -	1 50	1 11	- -
20-25	- -	2 12	1 20	2 22	- -	- -	- -	- -	- -	- -
25-30	1 14	- -	- -	- -	1 16	- -	- -	- -	- -	- -
Over 30	- -	3 18	1 20	- -	3 50	- -	1 33	1 50	- -	- -
No Response	1 14	- -	- -	- -	- -	- -	- -	- -	1 11	- -

nine women, or fourteen percent of the total, report incomes exceeding \$30,000.

Education: High School, College,
Graduate and Vocational

All 64 women in the study have completed high school, as can be seen in Table 6. While 21 (or 33 percent of the total) have not continued beyond this level of education, 24, or 38 percent of the women, completed between one to three years of college. No other category polled so many responses. Seven women (or nineteen percent) had graduated from college and apparently received no further formal education, ten reported having done graduate course work, and two have completed a graduate degree. Nineteen women, therefore, or thirty percent of the total, actually are college graduates. Groups 4 and 5 have the highest percentages of women who hold college degrees (55 percent and 66 percent, respectively).

With the exception of Groups 2 and 8, only 31, or 48 percent of the women, have attended a trade or commercial school (see Table 7). From Group 2, 93 percent (fifteen women) have studied a trade. Group 8's two respondents have both attended a secretarial or business school. Of those 31 women who have pursued trade or commercial education, 21 (or 33 percent of the total) have studied business.

With reference to Table 8, it can be noted that 39

TABLE 6

EDUCATION LEVEL

	1	2	3	4	5	6	7	8	9	10
	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>
8th Grade	-	-	-	-	-	-	-	-	-	-
9-11th	-	-	-	-	-	-	-	-	-	-
H.S. Grad.	3 42	4 25	1 20	4 44	-	1 20	2 66	1 50	5 55	-
1-3 Yrs. College	3 42	6 37	2 40	-	2 33	4 80	1 33	1 50	3 33	2 100
College Graduate	-	5 31	-	-	2 33	-	-	-	-	-
Grad. Ed.	1 14	1 6	1 20	4 44	2 33	-	-	-	1 11	-
Grad. Ed. Complete	-	-	1 20	1 11	-	-	-	-	-	-

TABLE 7

TRADE SCHOOL EDUCATION

	1	2	3	4	5	6	7	8	9	10
	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
Trade	1 14	1 6	2 40	- -	- -	- -	1 33	- -	1 11	- -
Secre- tarial	1 14	- -	- -	1 11	- -	1 20	- -	1 50	- -	- -
Business	1 14	15 93	- -	2 22	- -	- -	- -	1 50	2 22	- -

TABLE 8

MAJOR FIELDS OF STUDY IN COLLEGE

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
Lib. Arts	-	2	1	1	-	2	-	-	-	1
Social Sciences	-	2	1	-	1	1	20	-	-	-
Fine Arts	-	1	6	-	-	-	-	-	-	-
Bus. Ad.	-	-	-	1	11	-	-	-	1	11
Science/ Math	1	14	5	31	-	3	50	1	20	1
Education	1	14	1	6	-	3	33	-	-	2
Nursing	-	-	2	40	-	1	16	-	-	-
Blank-- Not Rel.	-	-	1	6	-	-	-	-	-	-

women, or 69 percent of the study, report having received education beyond high school. Of these 39, the largest number (eleven, or 28 percent) listed science and math as their major fields of study. Eight women have studied education and seven liberal arts. Smaller frequencies are reported for other major fields, though all areas are represented. Of particular interest is Group 1 (Oregon Literacy), whose reporting members, while primarily engaged in teaching, include only one volunteer who has majored in education.

Relation of Volunteer Work to Career

As Table 9 indicates, 25 (or 39 percent of all respondents) are doing volunteer work which relates in some way to the career which they would pursue if they could choose any field in which to work. A smaller number (sixteen, or 25 percent) would choose careers unrelated to their volunteer job. Eleven of the volunteers (or 28 percent) are currently working and indicated that they would choose that same career. The relationship of their work to the volunteer assignment is not clear for this group. Only nine, or fourteen percent of the women, would choose no career at all.

Employment History

A striking majority of the women in this study (97 percent) have been employed since high school. In six of

the ten groups, all respondents fall in this category. However, less than half of these women are now working for pay. As shown in Table 10, only 29 (or 45 percent) report being currently employed, and six (or nine percent) consider themselves self-employed. Groups 2, 3, 4, and 10 have high percentages of paid employees among their volunteers responding to the study, while Groups 1 and 8 have none.

Though previous employment had included a great variety of occupations, from florist to armed service officer to medical technician, the most frequent response was secretary (ten), sales clerk (ten), and in "general office-bookkeeping-accounting" positions (ten). Five women had worked in electronics, five had been teachers and five had worked as nurses. Of the 26 women currently working outside the home, there were six reporting the category "general office-bookkeeping-accounting"; the other twenty each come from different fields.

Political and Community Life and Interests

Volunteers report a variety of activities filling their leisure time. These included sports and exercise (nineteen responses), reading (eighteen), sewing (fourteen), church activities or Bible study (eleven), crafts (eleven), family life and house work (nine each), civic activities and gardening (six each). Volunteers often gave multiple responses to the question of how they spent their leisure

TABLE 10

CURRENT EMPLOYMENT

	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>	<u>10</u>
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
Yes	-	10	4	6	2	2	1	-	2	2
No	7	6	1	3	4	3	2	2	7	-

time.

The majority of volunteers who contributed to this study vote in their local, county, state and national elections. According to Table 11, 42, or 66 percent of the respondents, indicate that they always vote, while eighteen (28 percent) usually vote and only four (six percent) do not vote in elections.

Self-reported interest in political issues (see Table 12) follows a similar pattern, though fewer (thirty, or 47 percent) indicate that they are "quite interested" than were active voters. Twenty-four women (38 percent) replied that they were "somewhat interested" in political issues and nine (fourteen percent) considered themselves "not very interested." Group 2 is notable in the distribution of its sixteen responding volunteers: with as many (six) declaring themselves "not interested" as "somewhat interested," only four report being "quite interested in political issues." Of the ten groups, this one has the largest percentage considering themselves "not very interested."

Most of the 64 respondents believe that they are well-informed about community problems (Table 13). Twenty-four women (37 percent) indicated that they are "quite well-informed," while half of the women (32) replied that they are "somewhat informed." Only seven (nineteen percent) replied that they are "not very informed" about community problems. Volunteers from Group 2 again replied quite

TABLE 12

INTEREST IN POLITICAL ISSUES

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
Quite Interested	4	4	4	2	4	4	3	1	3	1
	57	25	80	22	66	80	100	50	33	50
Somewhat Interested	2	6	1	6	2	1	-	1	4	1
	28	37	20	66	33	20	-	50	44	50
Not Very Interested	1	6	-	1	-	-	-	-	1	-
	14	37	-	11	-	-	-	-	11	-
No Resp.	-	-	-	-	-	-	-	-	1	-
	-	-	-	-	-	-	-	-	11	-

TABLE 13

KNOWLEDGE OF COMMUNITY PROBLEMS

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
Quite Well Informed	3	42	1	6	3	60	3	33	3	50
Somewhat Informed	3	42	10	62	2	40	6	66	2	33
Not Very Informed	1	14	5	31	-	-	-	-	1	16
No Resp.	-	-	-	-	-	-	-	-	1	11

differently than the other groups, with ten women (or 62 percent of this group) reporting that they are "somewhat informed" and five (31 percent of this group) considering themselves "not very informed."

Asked whether they consider themselves active in the community (Table 14), thirteen (23 percent) reported that they are "quite active." More than twice that number (27, or 42 percent) believed that they are "somewhat active." Twenty-three women (or 35 percent) noted that they are "not very active" in their communities. In most groups, higher percentages were reported for this latter response than for "not very informed about community problems," and "not very interested in political issues."

Involvement in Other Voluntary Organizations

Table 15 shows that most of the respondents belong to other organizations (42, or 65 percent), though 22 (or 31 percent) do not. Of those 42 who belong to other organizations, none belongs to more than five, and the greatest number (twelve) belong to only one other organization; eleven women belong to 2, ten to 3, seven to 4, and only three to 5 other groups (see Table 16). Group 5 is notable in that all of its six respondents belong to at least two other organizations.

Of the 42 who belong to other organizations, as Table 17 shows, 32 are active volunteers in at least one of these. The majority (twenty) of the respondents are

TABLE 14

DEGREE OF ACTIVITY IN THE COMMUNITY

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
Quite Active	-	1	2	3	3	1	2	-	-	1
	-	6	40	33	50	20	66	-	-	50
Somewhat Active	4	9	-	2	3	3	-	1	5	-
	57	56	-	22	50	60	-	50	55	-
Not Very Active	3	6	3	4	-	1	1	1	3	1
	42	37	60	44	-	20	33	50	33	50
No Resp.	-	-	-	-	-	-	-	-	1	-
	-	-	-	-	-	-	-	-	11	-

TABLE 15

VOLUNTEERS BELONGING TO OTHER ORGANIZATIONS

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
Yes	5	8	3	6	6	4	2	2	5	1
	71	50	60	66	100	80	66	100	55	50
No	2	8	2	3	-	1	1	-	4	1
	28	50	40	33	-	20	33	-	44	50

TABLE 16

NUMBER OF ORGANIZATIONS VOLUNTEER BELONGS TO

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
1	3	4	-	1	-	-	-	1	2	1
	42	25	-	11	-	-	-	50	22	50
2	-	2	-	2	1	2	2	-	2	-
	-	12	-	22	16	40	66	-	22	-
3	1	1	1	1	4	1	-	-	1	-
	14	6	20	11	66	20	-	-	11	-
4	1	-	1	2	1	1	-	1	-	-
	14	-	20	22	16	20	-	50	-	-
5	-	1	1	-	-	-	-	-	-	-
	-	6	20	-	-	-	-	-	-	-
Not Relevant	2	8	2	3	-	1	1	-	4	1
	28	50	40	33	-	20	33	-	44	50

TABLE 17

NUMBER OF ORGANIZATIONS IN WHICH VOLUNTEER IS ACTIVE

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
None	1	2	-	1	2	1	-	2	-	1
1	3	4	1	5	1	1	1	-	4	-
2	1	1	-	-	-	2	1	-	1	-
3	-	-	1	-	2	-	-	-	-	-
4	-	-	-	-	1	-	-	-	-	-
5	-	1	1	-	-	-	-	-	-	-
Not Relevant	2	8	2	3	-	1	1	-	4	1
	28	50	40	33	-	20	33	-	44	50

active in only one other organization. The other ten women who belong to other organizations do not consider themselves active volunteers.

Though belonging to other organizations, the 42 women do not always contribute to them financially: 22 of this group make no financial contribution, and twelve contribute to one organization. Of the 42 women who belong to other organizations, nineteen contribute money to these organizations (see Table 18). Fourteen of those women who indicated volunteering for other organizations said that they spend over fifteen hours monthly doing so. While fourteen of the 42 women failed to indicate what amount of time they spend as volunteers elsewhere, four said they give from eleven to fifteen hours of their time monthly to other groups and seven reported volunteering under ten hours per month. Table 19 shows these results.

What Volunteers Do in Their Agencies

As Table 20 indicates, few women perform clerical duties as part of their volunteer assignment; while this is done in six of the ten groups, only in Group 6 does the frequency exceed one-third of the group, and here it is two persons (or forty percent of this group). Though a similar number indicate that they do "counseling" as part of their volunteering (ten do, 54 do not), it is noteworthy that 83 percent (or five of the six women in Group 5) consider this activity a major part of their volunteer

TABLE 18

NUMBER OF ORGANIZATIONS TO WHICH VOLUNTEER
CONTRIBUTES FINANCIALLY

	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>	<u>10</u>										
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.										
	%	%	%	%	%	%	%	%	%	%										
None	1	14	5	31	1	20	4	44	3	50	2	40	1	20	4	44	3	33	1	50
1	4	57	1	6	-	-	1	11	1	16	2	40	-	-	-	-	3	33	-	-
2	-	-	1	6	-	-	1	11	1	16	-	-	-	-	-	-	-	-	-	-
3	-	-	-	-	1	20	-	-	-	-	-	-	-	-	-	-	-	-	-	-
4	-	-	-	-	1	20	-	-	1	16	-	-	-	-	-	-	-	-	-	-
Not Relevant	2	28	8	50	2	40	3	33	-	-	1	20	-	-	-	-	4	44	1	50

TABLE 19

AMOUNT OF TIME SPENT VOLUNTEERING IN OTHER ORGANIZATIONS

Hours	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
None	-	-	1	-	-	-	-	1	-	-
Under 10	-	1	-	2	2	1	-	1	-	-
11-15	1	-	1	-	1	-	1	-	-	-
Over 15	2	3	1	3	1	1	1	-	2	-
Not Relevant	2	9	2	3	-	1	1	-	4	1
No Resp.	2	3	-	1	2	2	-	-	3	1

TABLE 20

AREAS IN WHICH VOLUNTEERS ARE ACTIVE WITHIN
THEIR ORGANIZATIONS

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
Clerical	1	-	-	1	2	2	1	-	2	-
Counseling	1	-	2	-	5	-	-	-	2	-
Fund Raising	-	-	-	-	1	1	-	1	1	-
Custodial Care of Individual	-	6	-	-	-	-	-	-	1	1
Activity Group	-	3	1	-	1	3	2	-	2	-
Public Relations	-	6	1	1	-	2	2	1	6	-
Research	-	2	-	-	-	-	1	-	-	-
Thrift Shop	-	-	-	-	-	-	-	2	4	-
Pers. Asst.	7	1	3	8	1	3	2	-	2	1
Transport.	1	-	1	2	-	1	-	1	1	1
Other	-	-	1	2	1	-	2	-	4	-

assignment. Fundraising is considered by four respondents (six percent) as a major activity for them as volunteers. Of the small number (eight, or twelve percent) reporting "custodial care to individuals" as a large part of their duties as a volunteer, six of these come from Group 2 where volunteers are largely responsible for the care of the young zoo animals. Twelve respondents (eighteen percent) cite activity group leadership as a major responsibility for them as volunteers, while a somewhat larger number (nineteen, or 29 percent) work in public relations. Regarding public relations work as a volunteer responsibility, Group 9 is notable in that six of its nine respondents (or 66 percent of this group) indicated that this was an area in which they are active. Public relations represents thirty percent of the responses checked by participating volunteers. The smallest frequencies of activity as volunteers are reported for research. Only three of the 64 women cite this as an area in which they participate. Two of these three came from Group 2 (the Zoo), in which research into animal behavior is part of volunteer activity. Six (nine percent) of the volunteers in this study report that they worked in a thrift shop as part of their assignment. Both of the women from Old Church (Group 8) are active in this capacity for their agency, as were four of the nine from Group 9 (Portland Adventist Hospital and Old Church run shops). The greatest frequencies of all (28,

or 44 percent) were reported for giving personal assistance to another individual. Excepting Groups 2, 5, 8, and 9, over half the volunteers in each group indicated that this is a service she performs as a major part of her volunteer assignment. This is the only activity performed by members of all groups. In Groups 1 (100 percent) and 4 (88 percent), the number of volunteers offering personal assistance is highest. Eight (thirteen percent) of the women indicate providing transportation is a major part of their assignment. Ten women (fifteen percent) said that their major duties are other than those mentioned. Respondents were allowed to give multiple replies to these categories if appropriate.

While twenty of the respondents (see Table 21) said that they prefer doing activities other than those now assigned to them as volunteers, twice that number indicated satisfaction with the responsibilities of their current assignment. Group 2 is evenly divided on this question, while three (or sixty percent) of Group 3's volunteers prefer more variety on the job, as do two of the three (or 67 percent) in Group 7. All respondents from Groups 1, 5, and 8 are satisfied with the duties they now perform. Of the twenty who expressed a preference for other jobs in the agency, eighteen described their preferences: of these, five women wished for more group involvement, two requested a research assignment, and four wanted involvement with

TABLE 21

VOLUNTEERS WISHING TO CHOOSE OTHER ACTIVITIES
WITHIN THEIR ORGANIZATIONS

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
Yes	-	8	3	3	-	2	2	-	11	1
No	7	8	1	6	6	3	1	2	7	-
No Resp.	-	-	1	-	-	-	-	-	11	1

the workings of the agency in some planning or administrative capacity. Other ideas represented interest in different volunteer functions (such as "reading to the elderly" from Group 9, Portland Adventist Hospital, or "Chimp Sign Language Program" from Group 2, the Zoo) at their agencies.

As shown by Table 22, most of the women responding to the study (46, or seventy percent) have been volunteers at the agency for over a year. Of these, the highest frequency is in the 2-5 year range with 22 women (31 percent of the total) responding in this category. Of ten (fifteen percent) of the women who have been with the agency for over six years, only three of these (five percent) have been volunteers there for more than ten years. Looking at the group distribution, one notes that some agencies stand out in this respect: from Group 5, all six volunteers have been with Planned Parenthood more than two years, as have all five respondents from Group 6 (Muscular Dystrophy). Volunteers from Group 9 are distributed along the continuum with one in each category until "under 1 year," to which four members respond.

Most volunteers report spending between 8 and 24 hours monthly at the agency from which they were selected for this study (see Table 23). Only five spend more than 24 hours monthly at their duties. Interesting contrasts are noted: all members of Groups 7 and 8 give more than

TABLE 22

LENGTH OF TIME VOLUNTEERING FOR THIS AGENCY

Years	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
Over 10	-	-	-	-	1	1	-	-	1	-
6-10	1	-	-	-	2	3	-	-	1	-
2-5	3	4	2	5	3	1	1	2	1	-
1-2	2	5	-	4	-	-	1	-	1	1
Under 1	1	7	2	-	-	-	1	-	4	1
None	-	-	1	-	-	-	-	-	1	-

TABLE 23

HOURS SPENT MONTHLY AT THIS AGENCY

Hours	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
More than 24	-	1	6	-	-	-	1	33	3	33
16-24	1	4	25	3	33	2	40	2	100	2
8-16	4	57	7	43	3	33	2	40	2	22
Under 8	2	28	4	25	5	100	3	33	1	16
None	-	-	-	-	-	-	-	-	1	11
No Resp.	-	-	-	-	-	-	-	-	-	1

sixteen hours of volunteer time while in Group 3, no volunteer works more than eight hours. Particularly within the above 8-to-under 24 hours monthly categories, a fairly even distribution among volunteers in each group can be observed.

Table 24 notes that forty women (63 percent) of all the volunteers responding to this survey have received on-the-job training. In three agencies (Groups 7, 8, and 10) all respondents said there had been no training, while in other groups the answers are mixed. Large percentages in Groups 1, 2, 4, and 5 responded affirmatively to this question. Eighty-five percent of those who received training said that it was sufficient; only five women (or eight percent of the survey) claimed that it was not. Those who found the training had not sufficiently prepared them were asked to indicate what features were lacking and how improvements could be made (Table 25). More than the five who expressed dissatisfaction with the training chose to comment on this area, however, and thus the five (or eight percent) who indicated that more time was needed for a volunteer training program came from some different groups than the original five. Seven, or eleven percent, noted a need for training in more specific skills, and here too the original group of five women had expanded to include comments of those in other groups. Four (six percent) felt that there is a need for more feedback on job performance,

TABLE 24
VOLUNTEERS HAVING RECEIVED TRAINING AT THIS AGENCY

	1	2	3	4	5	6	7	8	9	10										
	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>										
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>										
Yes	6	85	14	87	2	40	8	88	5	83	2	40	-	-	-	-	-	-	-	-
No	1	14	2	12	3	60	1	11	1	16	3	60	3	100	2	100	5	55	2	100
No Resp.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	11	-	-

TABLE 25

VOLUNTEERS INDICATING AREAS FOR TRAINING PROGRAM IMPROVEMENT

	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>	<u>10</u>
More time needed in job training	1	1	-	-	-	1	1	-	1	-
More specific skills training	1	3	1	-	-	1	-	-	1	-
More feedback on job performance	1	-	-	-	-	1	1	-	-	1
Other improvement in job training	-	1	1	1	1	1	1	1	-	-

while a larger group (seven, or eleven percent) which included one woman from every group but 1, 9, and 10, said that there are other improvements which could be made in volunteer training. Four of these responses expressed a desire for improved communications about the efforts of the agency; two called for more opportunity for exchange of skills learned with other volunteers, two expressed a wish to be more useful, three commented that they believed no training was necessary for what they did as volunteers, although one of these three said she herself was professionally trained for the work she did but other volunteers at her agency were not and needed the training program.

News media and word-of-mouth were the greatest sources of publicity for learning about volunteering at their particular agency for these respondents (see Table 26). Thirty-three percent (21 women) indicated that they had heard about the agency from the news media. Of its sixteen respondents, ten from Group 2 (or 62 percent of this group) had learned about volunteering at the Zoo in this way. Some groups (5, 8, 9) had not heard about their agencies through the news at all. Word-of-mouth accounted for 42 percent (or 27) of volunteers learning about their agencies. Only five (eight percent) had been informed by church bulletin; nine (fourteen percent) said that they had been invited to join as volunteers. Volunteers in five groups learned about their organization in this way. Sixteen

TABLE 26
 MEANS OF ACQUAINTANCE WITH AGENCY

	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>	<u>10</u>
News media	2	10	3	3	-	1	1	-	-	1
Word of mouth	5	5	-	5	5	-	-	2	4	1
Church bulletin	2	-	1	1	-	-	-	-	-	1
Invitation	-	2	-	-	2	3	1	-	1	-
Some other way	1	4	1	2	-	3	1	-	4	-

(25 percent) reported that they had learned about volunteering by some other means.

Volunteers' Attitudes Toward Volunteering, Their Organizations, and Themselves as Volunteers

Asked to respond on the continuum from #1 (strongly agree), to #2 (agree), #3 (neither agree nor disagree), #4 (disagree), #5 (strongly disagree), to #6 (doesn't apply to me), the women from all agencies report that they do take pride in their volunteer work. As Table 27 shows, 55 percent of the sample (35 women) strongly agree with this statement, while 36 percent, or 23 women, agree that this statement is true about themselves.

Table 28 shows the tendency toward negative replies to the attitude statement, "More people would volunteer if the work were more challenging." While 36 percent, or 23 women, replied that they disagreed with this statement, 22 percent (or fourteen women) agreed. Curiously, eighteen women (28 percent) neither agreed nor disagreed. Notably, in Groups 6 and 7, there was no disagreement with the statement, while there was no agreement in Groups 1 and 10.

All forty married volunteers but one said their husbands respect their decision to volunteer, the majority (24, or sixty percent of married women) strongly of this opinion, as is noted in Table 29. Responses to the statement, "Volunteers are taken for granted by the agencies they serve," are compiled in Table 30. Here it can be

TABLE 27

RESPONSE TO STATEMENT, "I TAKE PRIDE IN MY VOLUNTEER WORK."

	1	2	3	4	5	6	7	8	9	10											
	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>											
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>											
1	4	57	9	56	2	40	1	11	5	83	2	40	3	100	2	100	7	77	-	-	
2	3	42	7	43	2	40	6	66	1	16	2	40	-	-	-	-	-	1	11	1	50
3	-	-	-	-	1	20	2	22	-	-	1	20	-	-	-	-	-	-	-	1	50
4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No Resp.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	11	-	-

TABLE 28

RESPONSE TO STATEMENT, "MORE PEOPLE WOULD VOLUNTEER IF THE WORK WERE MORE CHALLENGING."

	1	2	3	4	5	6	7	8	9	10	
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	
	%	%	%	%	%	%	%	%	%	%	
1	-	1	6	1	20	-	-	-	1	11	-
2	-	3	18	1	20	1	11	1	20	1	11
3	1	14	5	31	-	3	33	1	16	4	80
4	4	57	3	18	1	20	3	33	1	16	-
5	1	14	1	6	2	40	1	11	1	16	-
6	1	14	3	18	-	1	11	1	16	-	-
No Resp.	-	-	-	-	-	-	-	-	1	16	-

TABLE 29

RESPONSE TO STATEMENT, 'MY HUSBAND RESPECTS MY DECISION
TO VOLUNTEER.'

	1	2	3	4	5	6	7	8	9	10
	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
1	1	8	1	2	3	3	1	1	4	-
	14	50	20	22	50	60	33	50	44	-
2	4	3	1	1	2	1	1	1	2	-
	57	18	20	11	33	20	33	50	22	-
3	-	1	1	2	1	-	1	-	-	-
	-	6	20	22	16	-	33	-	-	-
4	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
5	-	-	-	-	-	1	-	-	-	-
	-	-	-	-	-	20	-	-	-	-
6	1	4	2	4	-	-	-	-	2	2
	14	25	40	44	-	-	-	-	22	10
No Resp.	1	-	-	-	-	-	-	-	1	-
	14	-	-	-	-	-	-	-	11	-

TABLE 30

RESPONSE TO STATEMENT, "VOLUNTEERS ARE TAKEN FOR GRANTED BY THE AGENCIES THEY SERVE."

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
1	1	2	-	-	-	1	-	-	-	-
2	-	1	2	1	-	2	-	-	-	-
3	-	4	2	1	-	-	1	-	2	1
4	2	6	1	3	2	2	2	1	4	-
5	3	3	-	3	2	-	-	1	2	1
6	-	-	-	-	-	-	-	-	-	-
No Resp.	1	-	-	1	-	-	-	-	1	-

seen that 38, or 59 percent of the women, disagree, though only fifteen disagree strongly. Ten (sixteen percent) agree that this is the case. In all agencies some members disagree with this statement, though in only Groups 5 and 8 are there none who agree. Groups 2, 3, and 6 show three, two, and three members holding this opinion, although this reflects high percentages of that group's respondents in only Group 3 (forty percent) and Group 6 (sixty percent).

A small number (four, or six percent) hold that "Volunteers take up work others need as paid jobs," while the majority (49, or 77 percent) disagree, as Table 31 shows. Majorities in all organizations take exception to this statement. Responding to the statement, "There is less demand for perfection in volunteering than in paid employment," women are somewhat divided in their opinion. Though over half (36, or 56 percent) disagree, twenty women (or 31 percent) believe that it is true. Every agency but Group 10 had some who agree with the statement. Only Group 8 had none disagreeing (see Table 32).

Many respondents (24, or 38 percent) would not apply for work in their volunteer agency if the job they currently hold as a volunteer became salaried (see Table 33), though seventeen (27 percent) would do so. The largest percentages of responses occur in the negative for Groups 3 (four women, or eighty percent of this group) and Group 4 (four, or 44 percent of this group). Close to or more than half

TABLE 31

RESPONSE TO STATEMENT, "VOLUNTEERS TAKE UP WORK OTHERS NEED AS PAID JOBS."

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
1	1	-	-	-	1	-	-	-	-	-
2	-	1	6	1	20	-	-	-	-	-
3	-	2	12	1	20	1	20	-	2	22
4	3	42	6	37	1	20	4	44	3	50
5	3	42	7	43	1	20	4	44	2	22
6	-	-	-	-	1	20	-	-	1	33
No Resp.	-	-	-	-	-	-	-	-	1	11

TABLE 32

RESPONSE TO STATEMENT, "THERE IS LESS DEMAND FOR PERFECTION IN VOLUNTEERING THAN IN PAID EMPLOYMENT."

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
1	1	-	-	1	2	1	-	-	-	-
2	1	5	1	1	1	-	2	1	3	-
3	1	1	1	-	-	1	-	1	-	-
4	3	3	1	6	1	3	1	-	1	-
5	1	7	1	1	2	-	-	-	4	1
6	-	-	1	-	-	-	-	-	-	-
No Resp.	-	-	-	-	-	-	-	-	1	1

TABLE 33

RESPONSE TO STATEMENT, " IF I WERE LOOKING FOR WORK AND MY VOLUNTEER
JOB WERE SALARIED, I WOULD APPLY FOR IT."

	1	2	3	4	5	6	7	8	9	10											
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.											
	%	%	%	%	%	%	%	%	%	%											
1	1	4	25	-	-	2	33	1	20	1	33	-	3	33	-						
2	3	42	4	25	1	20	2	22	1	16	-	1	33	1	50	2	22	-			
3	-	-	4	25	-	4	25	-	2	22	-	2	22	-	1	20	-	-	-		
4	2	28	3	18	3	60	4	44	4	44	1	16	2	40	1	33	-	1	11	2	100
5	-	-	1	6	-	1	20	-	1	16	-	1	16	-	-	-	-	2	22	-	-
6	1	14	-	-	-	1	11	1	16	1	16	1	20	-	-	-	-	-	-	-	-
No Resp.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	11	-	-

of Groups 1, 2, 5, 7, 8, and 9 would seek salaried work at their agencies.

Volunteers in this study, as shown by Table 34, tended to agree that "There is opportunity for personal expansion and growth," in their volunteer assignments. Forty-eight of them, responding in large percentages from all groups but 8, agreed with this statement. Only seven (eleven percent) did not agree. It is noteworthy that 29 of these women (or 45 percent of the survey) marked "strongly agree" for this category.

Table 35 gives the results for responses to the statement, "I need to feel that what I do in my volunteering is noticed and appreciated." Thirty respondents (47 percent) hold this opinion, 23 of them strongly agreeing with it. While eleven (seventeen percent) maintain a neutral position, twenty disagree with the statement.

As Table 36 shows, few women (nine, or fourteen percent) believe that "Much of volunteering is unnecessary busy work," compared to the majority (46, or 72 percent) who disagree with this position. Large percentages in most all groups responded to this statement negatively; only in Group 8 do both of the women comprising the total of this group affirm the statement.

Another prevailing opinion could be found agreeing with the comment, "If there were no volunteers to perform many services, these services would not be done." As

TABLE 34

RESPONSE TO STATEMENT, "THERE IS OPPORTUNITY FOR PERSONAL EXPANSION
AND GROWTH IN MY VOLUNTEER JOB."

	1	2	3	4	5	6	7	8	9	10
	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
1	1	5	1	3	3	2	2	-	2	-
	14	31	20	33	50	40	66	-	22	-
2	6	8	2	4	1	2	1	-	4	1
	85	50	40	44	16	40	33	-	44	50
3	-	1	-	-	1	-	-	1	1	-
	-	6	-	-	16	-	-	50	11	-
4	-	1	1	1	1	1	-	-	1	-
	-	6	20	11	16	20	-	-	11	-
5	-	-	-	-	-	-	-	-	-	1
	-	-	-	-	-	-	-	-	-	50
6	-	1	1	1	-	-	-	1	-	-
	-	6	20	11	-	-	-	50	-	-
No Resp.	-	-	-	-	-	-	-	-	1	-
	-	-	-	-	-	-	-	-	11	-

TABLE 35

RESPONSE TO STATEMENT, "I NEED TO FEEL THAT WHAT I DO IN MY VOLUNTEERING IS NOTICED AND APPRECIATED."

	1	2	3	4	5	6	7	8	9	10
	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>
1	-	2 12	1 20	1 11	2 33	1 20	-	-	-	-
2	2 28	8 50	1 20	5 55	2 33	1 20	1 33	1 50	2 22	-
3	2 28	2 12	-	-	2 33	-	-	-	4 44	1 50
4	2 28	4 25	1 20	2 22	-	3 60	-	1 50	-	1 50
5	1 14	-	1 20	1 11	-	-	2 66	-	-	-
6	-	-	1 20	-	-	-	-	-	2 22	-
No Resp.	-	-	-	-	-	-	-	-	1 11	-

TABLE 36

RESPONSE TO STATEMENT, "MUCH OF VOLUNTEERING
IS UNNECESSARY 'BUSY WORK.'"

	1	2	3	4	5	6	7	8	9	10
	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>	<u>No.</u> <u>%</u>
1	-	-	-	-	1 16	-	-	1 50	-	-
2	-	3 18	-	1 11	1 16	-	-	1 50	1 11	-
3	-	1 6	1 20	1 11	-	-	-	-	-	1 50
4	2 28	3 18	1 20	4 44	2 33	2 40	1 33	-	3 33	1 50
5	4 57	8 50	3 60	1 11	2 33	3 60	2 66	-	4 44	-
6	-	1 6	-	2 22	-	-	-	-	-	-
No Resp.	1 14	-	-	-	-	-	-	-	1 11	-

Table 37 indicates, 46 (72 percent) of the women agree that this is so. Interestingly, only Groups 1 and 10 stand out with the majority of their members stating that they disagree with the comment. From these two groups, no one agrees.

Twice as many women find social relationships through their volunteer placement as do not, as can be seen from Table 38. Only Groups 3 and 10 have large percentages disagreeing that this is true for them. This is notable, as both provide service outside the agency itself.

Eighty percent of the women feel that they are well-qualified to do their volunteer work (see Table 39), with only two women disagreeing with this point, though ten take a neutral stand on the question. One woman, representing fifty percent of Group 10, believes that she is unqualified as a volunteer at her agency.

Few women agree with the statement, "Men don't volunteer very much even when they have free time because there is no money in it," as indicated by Table 40. A larger percentage, it is interesting to note, remain neutral on this question than agree with it.

Table 41 shows the relatively even distribution along the continuum of responses to the statement, "My volunteer program could be better organized to get more efficient use of volunteers' time and skills." Twenty-one either agree or strongly agree (21=33 percent of total responding),

TABLE 37

RESPONSE TO STATEMENT, "IF THERE WERE NO VOLUNTEERS TO PERFORM
MANY SERVICES, THOSE SERVICES WOULD NOT BE DONE."

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
1	-	5	2	5	1	3	1	2	4	-
2	-	9	2	4	3	1	2	-	2	-
3	-	-	-	-	-	-	-	-	-	-
4	2	1	-	-	1	-	-	-	2	2
5	4	-	1	-	1	1	-	-	-	-
6	-	-	-	-	-	-	-	-	-	-
No Resp.	1	14	1	6	-	-	-	-	1	11

TABLE 38

RESPONSE TO STATEMENT, "MY VOLUNTEER JOB PROVIDES ME WITH THE OPPORTUNITY FOR SOCIAL RELATIONSHIPS WITH OTHER VOLUNTEERS."

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
1	1	3	1	1	1	1	1	-	2	-
2	2	7	-	3	1	1	1	2	2	-
3	1	2	-	1	4	-	1	-	3	-
4	2	-	3	1	-	2	-	-	1	2
5	1	-	1	2	-	-	-	-	-	-
6	-	4	-	1	-	1	-	-	-	-
No Resp.	-	-	-	-	-	-	-	-	1	-

TABLE 39

RESPONSE TO STATEMENT, "I FEEL I AM WELL-QUALIFIED TO DO MY VOLUNTEER WORK."

	1	2	3	4	5	6	7	8	9	10	
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	
	%	%	%	%	%	%	%	%	%	%	
1	1	7	43	1	20	-	-	-	5	55	-
2	5	71	6	37	2	40	5	55	3	33	1
3	1	14	3	18	1	20	4	44	-	-	-
4	-	-	-	-	1	20	-	-	-	-	1
No Resp.	-	-	-	-	-	-	-	-	1	11	-

TABLE 41

RESPONSE TO STATEMENT, "MY VOLUNTEER PROGRAM COULD BE BETTER ORGANIZED TO GET MORE EFFICIENT USE OF VOLUNTEERS' TIME AND SKILLS."

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
1	1	-	3	2	-	3	-	-	-	-
2	-	6	1	-	1	-	-	1	2	1
3	1	2	1	3	2	1	1	1	1	-
4	5	8	-	1	3	-	2	-	4	1
5	-	-	-	2	-	-	-	-	1	-
6	-	-	-	1	-	1	-	-	-	-
No Resp.	-	-	-	-	-	-	-	-	1	-

while 27 (42 percent) disagree. Though the largest number disagree with the statement, some groups reflect this opinion with high frequencies of agreement: four (eighty percent) of Group 3, three (sixty percent) of Group 6, one each (fifty percent) of the two responding from Groups 8 and 10, and six (37 percent) from Group 2 believe this of their agencies. Thirteen women (twenty percent) neither agree nor disagree with this position.

There is little conflict with volunteers and paid staff, in the opinion of volunteers responding to this study (see Table 42). Only seven (eleven percent) indicated that this was so, and of these, three responded from Group 6 (sixty percent of that group).

Table 43 shows the large percentage (63 percent, or forty women) who believe that their past experience and education as well as skills are being used in volunteer service. Respondents in Groups 1, 7 and 8 are totally of this view, while respondents in Groups 3 and 10 seem evenly divided on the statement.

The largest number (54, or 84 percent of the survey) responding to any of the attitude statements, agree that their motives for volunteering are mainly humanitarian. This opinion was nearly universal in all groups, as Table 44 shows.

Asked if they need the schedule flexibility which volunteering allows, 48 women (75 percent) agree that they

TABLE 42

RESPONSE TO THE STATEMENT, "THERE IS CONFLICT BETWEEN VOLUNTEERS AND THE PAID STAFF AT THE ORGANIZATION WHERE I VOLUNTEER."

	1	2	3	4	5	6	7	8	9	10
	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
1	-	-	-	-	1	2	-	-	-	-
2	1	1	6	-	1	1	20	-	-	-
3	-	2	12	1	20	2	22	1	16	1
4	4	57	7	43	3	60	-	-	1	16
5	2	28	5	31	1	20	5	55	2	33
6	-	-	-	-	2	22	-	-	-	-
No Resp.	-	-	1	6	-	-	-	-	1	11

TABLE 43

RESPONSE TO THE STATEMENT, "MY PAST EXPERIENCE AND EDUCATION AS WELL AS MY SKILLS ARE BEING USED IN MY VOLUNTEER SERVICE."

	1	2	3	4	5	6	7	8	9	10
	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>	<u>No.</u>
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
1	28	16	120	111	350	120	133	-	111	150
2	71	637	240	333	233	240	266	2100	444	-
3	-	531	-	222	-	240	-	-	111	-
4	-	318	240	111	116	-	-	-	222	150
5	-	16	-	111	-	-	-	-	-	-
6	-	-	-	111	-	-	-	-	-	-
No Resp.	-	-	-	-	-	-	-	-	111	-

TABLE 44

RESPONSE TO THE STATEMENT, "MY MOTIVES FOR VOLUNTEERING ARE
MAINLY HUMANITARIAN."

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
1	-	5	2	4	2	-	1	-	3	-
2	6	7	3	5	2	4	1	2	4	2
3	1	14	1	6	-	-	1	-	-	-
4	-	-	2	12	-	2	33	1	20	-
5	-	-	1	6	-	-	-	-	-	-
6	-	-	-	-	-	-	-	-	-	-
No Resp.	-	-	-	-	-	-	-	-	1	11

do (see Table 45). Only in Groups 7 and 8 was this either a neutral issue or one which did not apply to the respondent. Four women in Group 2 (25 percent of this group) did not believe that the statement applied to themselves.

TABLE 45

RESPONSE TO THE STATEMENT, "I NEED THE SCHEDULE FLEXIBILITY WHICH VOLUNTEERING ALLOWS."

	1	2	3	4	5	6	7	8	9	10
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
	%	%	%	%	%	%	%	%	%	%
1	1	2	2	3	2	1	-	1	2	-
	14	12	40	33	33	20	-	50	22	-
2	4	8	2	6	4	3	1	-	4	2
	57	50	40	66	66	60	33	-	44	100
3	1	2	1	-	-	1	2	-	-	-
	14	12	20	-	-	20	66	-	-	-
4	1	-	-	-	-	-	-	-	1	-
	14	-	-	-	-	-	-	-	11	-
5	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
6	-	4	-	-	-	-	-	1	1	-
	-	25	-	-	-	-	-	50	11	-
No Resp.	-	-	-	-	-	-	-	-	1	-
	-	-	-	-	-	-	-	-	11	-

CHAPTER V

CONCLUSIONS AND INTERPRETATIONS

All ages are represented in this study. Though the literature review indicates that the age group between twenty and thirty was the lowest of all among people volunteering, here women between these ages were the largest single group. Women in their mid-forties, however, were not a comparatively large group, as would have been expected according to previous studies. In this survey, few women under twenty volunteer, which is consistent with the literature. There is no noticeable decline in participation after middle age, and older women are well-represented in the survey, as contraindicated by the literature. Some groups tend to have younger to middle-aged volunteers (the Zoo, Multnomah County Corrections, Villa St. Rose), some seem to appeal to middle-aged women (Muscular Dystrophy, Edgefield Manor, Portland Adventist Hospital), and some attract their volunteers from among middle-aged to older women (Oregon Literacy, Northwest Pilot Project, Planned Parenthood, Old Church). Regarding Payne and Rose's 1960 study which reviewed reasons for declining rates of participation among older volunteers and concluded this might be due to changes in location and role for them, it is

interesting to note that older women in this study tend to have been volunteers at their agencies more than two years. It might be conjectured that, for older women, volunteering provides a stable community base at this time in their lives.

Results from this study support the literature in indicating that marriage as a factor of social integration is also an important factor for women in the choice to volunteer. As only 45 percent of the women surveyed are working, one might speculate that the presence of another breadwinner makes it more possible for women to volunteer. In other words, it is not necessary to be married in order to volunteer, but perhaps it helps. Contrasts are noted, though, for example: in Groups 4 and 10, where the majority of women are single volunteers, most of them work; in Group 6, two of the five are working though all are married. That significant outside personal support is necessary for active involvement in an organization (as Smith's 1966 study pointed out), is borne out by the fact that married women overwhelmingly report approval by their husbands of their choice to volunteer.

Mothers with pre-schoolers, as was observed in the literature review, show low rates of participation in this study, while women with school age and grown children appear to have the flexibility and freedom that is conducive to volunteering. Again, as the literature suggests, having

children (if they are in school) may provide more opportunities for as well as interest in volunteering. It may be an index of exposure to community concerns and activities as well.

Surprisingly, it appears that the women in this study do not fit the stereotype of wealthy ladies of leisure. While 45 percent work (as noted previously), most are not well-to-do by today's standards in this country. With 71 percent in this study reporting family incomes under \$20,000 and seventeen women (26 percent) reporting less than \$10,000 yearly, it appears that being able to afford to volunteer is not an important factor for these women. Women of greater means do appear in the survey but are quite in the minority.

More educated women are drawn to volunteering as the literature suggests; however, while all volunteers had completed high school, few college graduates and professionally-educated women (nineteen, or thirty percent) appear in the study. Of interest here is Group 5, the best-educated group in the study, all of whom have done college work. One might speculate that women with completed higher degrees are not so likely to volunteer their time as women who lack a degree. One cannot say that this is because degree-holders seek paid employment instead of volunteering, as only two from Group 5 (33 percent) are now employed, though other groups with larger percentages of college

graduates (Group 2 has 37 percent, Group 3 has 40 percent, Group 4 has 55 percent) report high percentages of working women. Slater's (1960) study showing working class housewives likely to find conflict between the roles of wife and volunteer comes to mind here as one notices the absence in the study of less well-educated women.

In addition to those who had done college work, almost half of the women had studied a trade, indicating that these volunteers had prepared themselves for the working world. Indeed, though less than half are now employed, most volunteers appear to want to work (only nine do not), and nearly all have a history of employment. Most of them are either employed doing something they wish to do and to continue doing, or are volunteering in an area related to a career they might choose. This suggests that volunteering, then, as the literature indicates, may be a way for some women to "try out" a field which they might enter, but it does not appear to be the motive for the majority of women. Women later responded with mixed opinions when asked if they would apply for their volunteer job if it became salaried, a response which sheds some light on the volunteer-to-career concept expressed by Herta Loeser. This speculation becomes credible in Group 1 (Oregon Literacy) where none are presently working but four of the seven respondents would choose a career related to what they now do as volunteers, and four would apply

for that job if it became salaried.

Of interest is the weak relationship of previous work experience to volunteer duties: women list few human service occupations in their employment histories though most of their duties consist of such services. This suggests that volunteer work, while it seems to have some relation to what women might like to do for a career, has little connection to what they have done before in the working world.

By and large, there is a noticeable similarity in the leisure time pursuits of the women, with significant difference between groups and ages. Women volunteers in this study think of themselves as politically responsible, interested in and well-informed about their communities, but not really active in their communities although most are active in at least two volunteer organizations (the one from which they were selected and one other). Group 2 (the Zoo) stands out in this survey with consistent low rates of self-reported political interest and knowledge of their communities, as well as activity within the community. No reasons for this can be put forth, as the group, while one of the best-educated in the sample, is not otherwise unique.

Since almost twice the number of women who are not active elsewhere do report belonging to another organization, and this number (42) is almost the same (forty) who

report themselves quite or somewhat active in their communities, one could speculate that one category is a definition for the other, and that belonging to other groups is an indicator of how active a person feels that she is. This supports the General Activity Syndrome promoted by Smith, Reddy and Baldwin. (Smith, 1972)

Community involvement does not seem to mean spending a great deal of time, however, in one's other organizations, nor contributing to them financially. If a woman does volunteer her time elsewhere, though, she is likely to spend as much time there as at the volunteer job surveyed here (between ten and fifteen hours monthly). As the study does not explore philanthropic behavior beyond contributing to groups of which one is a member, it is unknown whether women financially support such organizations as United Good Neighbors, Red Cross, etc., to which they do not belong. The literature suggests that active volunteers are likely to be contributors as well, though not necessarily to those organizations for which they volunteer.

Given an opportunity to say what activities constitute their volunteer jobs, women indicated more responsibilities which involve direct service to others (personal assistance, counseling, transportation, etc.) than other forms of help to the agencies (public relations, clerical, etc.), although there was not a great difference in the two areas. An undefined category (ten indications for

"other" duties they performed as volunteers) could, of course, be interpreted either way. Members from Groups 8 and 9, which have the lowest rates of direct service of any group but Group 2 (the Zoo, where animals presumably are cared for) nonetheless do not indicate that they prefer to change to a different volunteer role. In general, volunteers appear either satisfied with what they are doing or indicate that their agency makes other jobs available to volunteers which they might prefer doing. If women are not doing what they want to do as volunteers, then, they are working in a place where this preference is offered.

It may take awhile, however, for volunteers to get what they want from their agencies. Six agencies had volunteers who had been there under two years. With the exception of Group 8, these are the same agencies in which over half expressed a preference for other volunteer jobs within the agency. This is not true for Group 6, where all women have been volunteers for over five years but still a large percentage prefer to be doing other tasks within the agency. This provides a contrast with Group 5, all of whom have been with that organization over two years but consider themselves satisfied with what they are doing. Interestingly, a large percentage of Group 6 had not received training for their jobs, although the reverse is true for Group 5, leading one to question whether

training has an effect on job satisfaction. Further, all categories of suggested improvements in the training program were checked by respondents from Group 6, while only one woman in Group 5 found improvement was needed.

While volunteers spend slightly more time at this agency than at other volunteer work, there is a differential in time spent on the job between volunteers within the same agency. In only two groups (3 and 7) do all volunteers indicate that they spend the same amount of time. Group 3 (Multnomah County Corrections), whose members indicate spending very few monthly hours of participation, reflects this organization's goal to maintain contact with parolees; interestingly, a large percentage of this group expressed a desire to do other jobs as volunteers in the agency and an equally large percent had no training. Two of the three who were trained in this group felt a need for improvement. Half of the group, moreover, had been with the organization for under a year. Most of the women are involved in direct service as volunteers. It could be interpreted that a more intense involvement with parolees accompanied or preceded by a training period designed to improve volunteers' skills, might ameliorate the frustration. Volunteers in Group 3 express generally positive attitudes toward volunteerism, a large percentage agreeing, for example, that "If there were no volunteers to perform many services, these services would not be done," and

disagreeing that "Much of volunteering is unnecessary busy work," though four of the six (eighty percent) respondents feel their volunteer program is not efficiently using volunteers' time and skills, and the same number either agree or feel neutrally that "Volunteers are taken for granted by the agencies they serve." The constellation of attitudes and descriptions of the volunteer situation suggest that volunteer training and assignment might be reassessed in this agency's volunteer program.

In three groups, there is apparently no training for volunteer service; in all, five organizations either do not train all volunteers or perhaps not all the respondents could take advantage of what was offered. It is noteworthy that more volunteers checked off needed improvements than previously indicated training had been insufficient. Some women in all agencies found the training inadequate in some way, with no total responding group saying the training was above improvement.

Though word-of-mouth and the news media account for the means by which most agencies inform women about volunteering, within all groups but 8 women learned about their organizations by a variety of means. "By invitation" included as a response category to allow for women whose social organizations invite members' participation in certain prestigious charitable activities, seems to have been used by only five groups and may have been interpreted by

some women as similar to "Word of mouth." It is not clear what this category means to the volunteers selecting it.

Women who volunteer, in general, have positive attitudes about themselves as volunteers, although some of the current critical feelings toward volunteerism as expressed by the National Organization of Women, for example, are held by some of the women responding. In some groups these are the prevailing attitudes. It is important to point out that unless the attitude questions women were asked refer specifically to their agencies, it may only be inferred that their attitudes toward volunteerism arise from experience with those particular agencies; it is just as likely that their opinions are based on volunteering elsewhere. While most women responding to the study take pride in what they do as volunteers, feel they are well-qualified to do this work, believe there is room for expansion and growth there as volunteers, and volunteer for humanitarian motives, many express dissatisfaction with volunteerism itself. As noted previously, attitudes differ from group to group. Though there is a tendency to disagree that, "More people would volunteer if the work were more challenging," notably Groups 6 and 7 (in which none disagree) and 1 and 10 (in which none agree) differ. Again, most women disagree that agencies take advantage of volunteers, but not in overwhelming numbers and not strongly; in Groups 6 and 3, there is general agreement or neutrality

on this position. The majority of women take exception to the more radical criticism of volunteering that it forestalls needed social change ("If there were no volunteers to perform these services, the services would not be done.") and that it harms employment potential for others ("Volunteers take up work others need as paid jobs"). Though volunteerism has been criticized as "busy work," most women rejected this view, with the exception of both members from Group 8, who also disagreed with the statement, "There is room for expansion and personal growth in my volunteer job." Here one may recall that members in Group 8 report neither receiving training for their work nor performing direct service, and that perhaps their responses indicate a frustration with the limitations of their service. A recent focus of criticism toward volunteerism has been the low rates of participation by men and the apparently inherent little esteem their lack of involvement bestows on this activity. In contrast to this view, married women overwhelmingly report their husbands' respecting their decision to volunteer; moreover, few women agreed with the statement, "Men don't volunteer their time because there's no money in it." While it might be said, however, that men don't volunteer because they must work, it will be recalled that 45 percent of the volunteer respondents to this study are working women, in addition to having home and family responsibilities.

While the volunteer job offers the majority of respondents an opportunity for making social relationships and gives them the schedule flexibility they need, not all would accept employment if it were offered to them, doing what they now do as volunteers. This is the prevailing opinion in both Groups 3 and 6, both of which had high percentages of women expressing dissatisfaction with volunteering as observed in previously mentioned statements. Members in both of these groups indicate that their volunteer program could be better organized for improved efficiency. Sixty percent of Group 6 finds conflict between volunteers and paid staff in that agency.

The quality of performance demanded by volunteers is not universally felt to be high by women responding to this study, though more disagreed than agreed that, "Less perfection is demanded of volunteers than of those with paid jobs." Some women in Groups 1, 2, and 7 thought this was true, but of course, it is unclear how their attitude reflects the agency at which they are currently volunteers.

Though women tend to take pride in what they do, they do not all express a need for public appreciation of their services, with nearly half reporting this as either unnecessary or a subject on which they have a neutral opinion. Not all women believe that their past experience, skills and education are being used in their volunteering, though the majority (63 percent) is of this opinion. Groups 1,

7, and 8 hold this view, and interestingly, only one woman of the twelve in these three groups had completed her college degree. In Groups 2, 3, and 10 where women indicated that their skills, experience and education were not fully utilized, no great difference in education can be discerned. This leads one to wonder if perhaps her education is not so much a factor in a volunteer's feeling efficiently placed as her experience and the skills she brings to the job.

CHAPTER VI

SUMMARY

Current attitudes critical of limited, stereotyped roles for women have led to the need to redefine these very roles. Among the targets of study is volunteerism, long considered by many not only the rightful domain of women but their duty. This paper contributes to this study by clarifying some aspects of the issue: what kind of women volunteer, what they do as volunteers, how they feel about it. Indeed, has the recent scepticism about volunteerism filtered down and affected women's attitudes about this part of their lives? Moreover, it is of interest to know whether volunteerism is satisfying women's needs and is as useful to them and to those they serve as it could be.

In an effort to shed light on this area, ten agencies were selected at random from lists supplied by a local Volunteer Bureau. Volunteer rosters and descriptions of service activities were provided by the agencies and random selection of working-age women was made. Questionnaires were designed to elicit biographical data, description of volunteer service, and attitudes toward volunteerism. These were sent out with an explanatory letter and return

envelope to 101 women. Sixty-four responded and the results of their questionnaires tabulated.

It was learned that women in this study were from all age groups within the target span, unlike the heavy population of women in mid-forties indicated in previous research. However, volunteers' marital status and educational level (a large majority in this survey were married and had done some college work) was consistent with that predicted by a review of earlier studies. Surprisingly, the level of affluence noted in many of these earlier studies and a lively part of the stereotype of women volunteers did not materialize in these results, as a large majority of subjects reported modest incomes. Though their children were usually grown or in school, most women had children. Almost all had worked since high school graduation, taken college courses or studied a trade, and more than half were presently employed. Most had worked in areas with little relation at all to their volunteer assignment though many would choose a related career. Notably few professional women appear in the survey. Leisure-time activities among women in all groups were very similar. Though many volunteer in more than one agency, most of them do not seem to think of themselves as very active in their communities. Nonetheless, most report being consistent voters in all elections and well-acquainted with community issues.

At the volunteer assignment, women are most often involved in direct personal service to individuals, though a large number hold other supportive responsibilities. This does not result in much stated dissatisfaction, however, though volunteers in certain agencies indicate frustration with what appears to be the lack of communication within the organization. Most women indicate that there are in their agencies varied opportunities for different kinds of service. Many women serve in several capacities within the agency. Most volunteers have received some training and a minority find this preparation lacking in some way. On the whole, women in this study are satisfied with their volunteer assignment, though, as mentioned previously, in some agencies a constellation of statements and attitudes critical of the organization suggest that volunteers are not receiving what they feel they should nor giving what they feel they can.

While some women express critical attitudes toward volunteering, it is often unclear whether their opinions reflect their experience within the agency from which they were selected. Though the majority of women do not feel they are taken advantage of by their organization nor that they are obstructing either social change or employment as volunteers (to give a few examples of current scepticism about volunteering), quite a few either agree with these views or have no opinion one way or another. In general,

it appears that most women gain satisfaction from what they do as volunteers and find volunteering a potential if not actual source of personal growth. From the criticism expressed by women in the study, it might be hypothesized, however, that agencies could do more to improve communications between staff and volunteers which would allow for mutual appreciation of each others' goals. This should lead, in turn, not only to meaningful training programs designed to involve volunteers in the goals of the organization and help them acquire specific skills, but to learn from the volunteers what they can do and want to learn. The assumption underlying these recommendations is that today's woman, willing and anxious to serve her community, is at the same time asking for a deeper sense of commitment and growth within herself: if she has time to give to others, she has learned to value that time as a reflection of the value she has of herself as a woman.

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APPENDIX

Dear _____,

I am a graduate student in social work at Portland State University. The agency at which you volunteer is one of ten I have chosen at random to study. They made their volunteer list available to me and I selected a group of names, also at random.

I am interested in learning about the women who volunteer in various capacities and about their volunteer experience. As such, I would very much appreciate your taking the time to give me your candid responses to my questionnaire. I have included a stamped envelope for you to return the completed form.

To insure the confidentiality of your reply, I have not asked for your name on the questionnaire and have only coded the agency's title on page 1. There is no way either I or the agency could identify you by name, though I will not be showing any agency these questionnaires, rather tabulating the responses for my thesis. I will make a finished copy available to each agency; if you are interested in the results of this study, please ask the volunteer coordinator to see the finished report, which should be ready by June, 1975.

Your help is very necessary to me and I appreciate your time and consideration very much. If, after completing the questionnaire, you have further comments, I would be most interested in hearing them, so please make any additional notes on the back of the last page. If you have discontinued volunteer service to the agency mentioned on page 1, your responses based on that service are still valid to me, so please do not hesitate to reply.

Thank you,

Volunteer Questionnaire

Part 1

Please answer the following questions by checking the response which applies to you.

1. Age

- a. under 20 c. 30-40 e. 50-60
b. 20-30 d. 40-50 f. over 60

2. Marital Status

- a. single c. divorced/separated
b. married d. widowed

3. Please indicate the ages of your children, if any:

4. If any of these children live at home with you, circle their ages.

4. Family Income- please check the response which comes closest to your approximate gross family income per year:

- a. under \$10,000 d. between \$20,000-\$25,000
b. between \$10,000-\$15,000 e. between \$25,000-\$30,000
c. between \$15,000-\$20,000 f. over \$30,000

5. Your education

Please check the space which describes your completed schooling:

- a. eighth grade or below f. some graduate education
b. between 9th-11th grade g. completed graduate degree
c. high school graduate
d. between 1-3 years of college
e. college graduate

If you attended a trade or commercial school, please briefly describe your training below:

6. If you checked d,e,f, or g in question #5, please briefly indicate your major fields of study:

7. Imagine that you could now choose to pursue any career, regardless of the training time involved. What would that be? (If you are now employed in that field, mark "same", and if you would not choose to pursue any career, mark "none.")

- a. _____ is my career choice
b. same
c. none

8. Employment History

Since high school, have you been employed in any capacity?

- a. yes
b. no

If you answered yes, please briefly describe your employment and indicate how many months or years you spent at each different type of job:

9. Outside of your volunteering, do you work at a paid job?

- a. yes b. no

Are you self-employed?

- a. yes b. no

If you replied yes to either question above, please briefly describe your current work:

3. How long have you been a volunteer at this agency? (check "none" if none of the categories applies to you, and explain briefly below)
 - a. ___ over 10 years
 - b. ___ 6-10 years
 - c. ___ 2-5 years
 - d. ___ between 1-2 years
 - e. ___ under one year
 - f. ___ none

4. How many hours a month do you spend at your volunteer job? (If your volunteer work schedule is irregular, average it out, please):
 - a. ___ more than 24
 - b. ___ between 16-24
 - c. ___ between 8-16
 - d. ___ under 8
 - e. ___ none (please explain below)

5. Have you received any specific on-the-job training or counseling or attended a training program before or during the course of this volunteer work?
 - a. ___ yes
 - b. ___ no

6. If you replied yes to the above question, do you feel the training or counseling you received has sufficiently prepared you for the work you now do as a volunteer?
 - a. ___ yes
 - b. ___ no

7. If you replied no, please indicate what was lacking in the training or counseling and/or comment on what might have been improved:
 - a. ___ more time spent in job training
 - b. ___ more training in specific skills
 - c. ___ more feed-back on my job performance for self-improvement
 - d. ___ other (please explain briefly on the back of this sheet)

8. How did you learn about volunteering at the organization to which you now belong? Check any which apply:
 - a. ___ news media
 - b. ___ word-of-mouth
 - c. ___ church bulletin
 - d. ___ by invitation
 - e. ___ other (please explain)

Part 3: Please respond to the following statements by circling the number which corresponds to your feeling about that statement:
 1=strongly agree 2=agree 3=neither agree or disagree
 4=disagree 5=strongly disagree 6=does not apply to me

- | | | | | | | |
|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | a. I take pride in my volunteer work. |
| 1 | 2 | 3 | 4 | 5 | 6 | b. More people would volunteer if the work were more challenging |
| 1 | 2 | 3 | 4 | 5 | 6 | c. My husband respects my decision to volunteer. |
| 1 | 2 | 3 | 4 | 5 | 6 | d. Volunteers are taken for granted by the agencies they serve. |
| 1 | 2 | 3 | 4 | 5 | 6 | e. Volunteers take up work others need as paid jobs. |
| 1 | 2 | 3 | 4 | 5 | 6 | f. There is less demand for perfection in volunteering than in paid employment. |
| 1 | 2 | 3 | 4 | 5 | 6 | g. If I were looking for work and my volunteer job were salaried I would apply for it. |
| 1 | 2 | 3 | 4 | 5 | 6 | h. There is opportunity for personal expansion and growth in my volunteer job. |
| 1 | 2 | 3 | 4 | 5 | 6 | i. I need to feel that what I do in my volunteering is noticed and appreciated. |
| 1 | 2 | 3 | 4 | 5 | 6 | j. Much of volunteering is unnecessary "busy" work. |
| 1 | 2 | 3 | 4 | 5 | 6 | k. If there were no volunteers to perform many services, those services would not be done. |
| 1 | 2 | 3 | 4 | 5 | 6 | l. My volunteer job provides me with the opportunity for social relationships with other volunteers. |
| 1 | 2 | 3 | 4 | 5 | 6 | m. I feel I am well-qualified to do my volunteer work. |
| 1 | 2 | 3 | 4 | 5 | 6 | n. Men don't volunteer very much even when they have free time because there is no money in it. |
| 1 | 2 | 3 | 4 | 5 | 6 | o. My volunteer program could be better organized to get more efficient use of volunteers' time and skills. |
| 1 | 2 | 3 | 4 | 5 | 6 | p. There is conflict between volunteers and the paid staff at the organization where I volunteer. |
| 1 | 2 | 3 | 4 | 5 | 6 | q. My past experience and education as well as my skills are being used in my volunteer service. |
| 1 | 2 | 3 | 4 | 5 | 6 | r. My motives for volunteering are mainly humanitarian. |
| 1 | 2 | 3 | 4 | 5 | 6 | s. I need the schedule flexibility which volunteering allows. |

That's all! Thank you very much.