Do Volunteer Management Practices Retain a Volunteer? A Case Study in Global Peace Malaysia (GPM)

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Abstract— **Various volunteer organizations, groups and individuals are recognized in volunteerism but it does not last long. Volunteers have a great and heavy responsibility if they serve under the aegis of the organization or agency, all policies and policies must be respected and respect the privacy of certain parties, especially those that need to be protected. The relationship between management practices and volunteer retention was not thoroughly examined by previous researchers leading to a lack of solutions that volunteer organizations could undertake. Hence, the purpose of this study is to investigate facts and statistics on the relationship and correlation between the management and retention practices of volunteers at the Global Peace Mission (GPM) of Malaysia. The Quantitative Method was used to carry out this study of GPM Malaysia where 110 volunteers were registered as respondents to this study. The information obtained through this study will be analyzed in detail by using the descriptive method, Pearson Collaboration Relations, and Recreational Variety. There is a high relationship between management and retention for registered volunteers at GPM Malaysia. Through the findings of this study, management practices in volunteerism are a very important factor in maintaining an individual in volunteerism. As such, good management will enhance the retention of volunteers in an organization.**

Keywords— **Volunteerism, Volunteer Management, Retain, Malaysia**

I. INTRODUCTION

Volunteerism in Malaysia is growing and locating in the community [1]. The findings show that some communities in Malaysia are willing to engage in voluntary activities [2]. In this regard, the factor of involvement of an individual with volunteerism,the majority of individuals involved with volunteerism were due to the high desire to assist the society. The results of this study are seen in parallel who find that most individuals involved with the work Volunteerism is aimed at helping to meet the basic needs of society in need [3].

Volunteerism is a trait or character that exists in most individuals since the existence of human civilization and community development. This can be a measure or a hint of human nature contained in a person or a human group [4]. The volunteerism in Malaysia is divided into two, namely short-term volunteers and continuous volunteers. Short-term volunteers are those who make voluntary work on a one-off basis over a short period of time [5]. Continued volunteers are those who carry out voluntary work consistently over a long period of time[6].If voluntary work is repeatedly or continuously[7]. Generally, volunteerism and volunteerism programs and programs can instill a more disciplined, responsible, love for the nation and nation, have the spirit of cooperation and the nature of concern for the whole world[8].

The activity of the youth is beneficial in terms of education to students [9]. The Volunteerism is an existing phenomenon in society because it has become part of the community life since the age-old [10]. It is driven by cultural values, ideology, principles and traditions and has a significant impact on society's lives[11]. Next, volunteerism has important implications for the development of a strong and advanced nation[12]. The volunteerism as "any activity in which time is given freely to benefit another person, group or cause"[13]. Volunteer work refers to activities that are carried out to help others without expecting or expecting a return and are completely free[14].

Volunteers are generally regarded as altruistic activities and aim to promote good or improve human quality of life [15]. In appreciation, this activity can foster a sense of self-esteem and respect for one another[16]. Voluntary work or voluntary service is a sincere, sincere, non-coercive activity from any party, without expecting a reward or reward and benefiting the target group of those who are assisted[17]. The volunteerism is usually regarded as an unpaid activity where one can freely spend time helping the organizations or individuals in need[18].

II. LITERATURE REVIEW

2.1 Theory of Volunteers

The theory is a theory of volunteers who are able to help empower the individual, especially those who are involved in various forms of community work and a willingness[19]. Not only that, in fact, this theory also explains how each individual should have the spirit of this volunteer in ensuring the continuity of their life in society[20]. People who wake up their minds and hearts are the people who are concerned with the symptoms and things that are happening around them [21]. Their concerns are addressed to the extent that they are responsive because they feel what they are experiencing

(empathy). In fact, they are also always willing to be good listeners (complainants) to the complaints and to be frustrated with the environment and are always discouraged by messengers and advisor who can develop their environment[22].

2.2 Volunteer Management Practices

Research in volunteer management shows that there are some challenges that volunteers' organizations need to address[23]. These include challenges faced by management that are not reported to the public. Furthermore, volunteers are faced with some difficulties due to poor management practices that contribute to the inefficiency of volunteer management. Hence, there are two main problems that need to be addressed in referring to volunteer management namely the challenges faced by the management in voluntary organizations and poor management practices that lead to the difficulties faced by volunteers [24].

Volunteer managers are defined as persons managing volunteer bodies [25]. Volunteer managers are responsible for involving volunteers in the organization effectively and efficiently[26]. Therefore, it is inevitable to study thorough and thorough management. Usually, volunteer managers are paid for in large volunteer organizations although they can also be volunteers as the roles of people below them[27].

Managers often interact with all organizations and recruit volunteers to fill positions in their organization [28]. They serve as a link between the needs and wants of organizations and the wishes of volunteers. The responsibilities of volunteer managers also include the design of effective volunteer strategies in organizational work, evaluating the impact of volunteer service organizations and serving as volunteers' rights volunteers, volunteers and community leaders [29].

2.3 Retention of Volunteers

Previous studies have shown that volunteer retention and retention continue to show a challenge to an organization [30]. The retention of volunteers in volunteer organizations was identified as a significant mass of researchers[31]. While volunteering retreats have been highlighted as the main problem faced by voluntary organizations, this issue has attracted some of the recent researchers[32]. Publications from previous studies show that voluntary organizations have been subjected to difficulties in order to avoid the loss of high volunteers and their skills [33]. It seems to be a factor contributing to the problem of volunteering retention including volunteer motivation, satisfaction, practice management (planning, recruitment, screening, orientation, training and support, performance management and recognition), globalization, increased work knowledge, accelerated technological advances, supervision, work practice and payment practices[34]. However, the results of inconsistent studies in identifying the more important factors affecting retention or the factors studied do not have any effect on retention[35].

Furthermore, there are only a few research studies published that try to address this sensitive issue[36]. Referring to research published in the field of the following three papers are each addressing the problem of retention of volunteers in different contexts[37].

III. METHODOLOGY

3.1 Quantitative Study

Quantitative research can be referred to as a study using statistics that involve a large number of respondents with at least more than 10 samples in measuring the variables of the research[38]. Research using quantitative methods was carried out through experimental studies and the numerical data collected were analyzed using statistical tests. These data must be measured to prove reliability and can be used to test theory, to build facts and to state the existence of relationships between variables[39].

Among the feasibility studies that can be used in quantitative research are descriptive and inferences[40]. Descriptive research studies involve data collected from the entire population and the general analysis used is frequency, percentage, mean, standard deviation and score distribution in tabling the report. While inference research studies from the whole population, only one particular sample was selected and collected to be used as numerical data and used in statistical tests.

In this study, researchers use the survey method. Survey methods are synonymous with quantitative research and generate statistical information.

The advantages of using survey methods in a study. Among the advantages is:

1) Suitable for large sample sizes
2) Its use is more comprehensive where it is used to describe various types of questions such as issues or problems to various perspectives, especially to describe attitude, feelings, views, behaviors, beliefs and so on.
3) Rapid data collection processes where respondents' responses can be collected in a short time and analysis results are also obtained immediately.
4) Simple handling is the use of questionnaires or interviews or both.
5) Allows researchers to control the research process well
6) Have many questions to measure multiple variables and identify causality relationships.
7) The results of the study were generalized to the population with accurate and effective.

3.2 Pilot Study

As this study involves a survey method using questionnaire forms, a pilot study should be conducted. Pilot research is a research discipline that must be followed by every researcher

involving survey method and using questionnaire as a research instrument [41]. Usually, pilot study involves a small number of respondents of 30 people who have the same characteristics as the subjects to test the suitability of the questions in the instrument of study with their understanding [42].

Pilot study should be done before the actual survey data is collected. This pilot study has been conducted over 40 students of UniSZA's Applied Social Sciences Faculty (FSSG) who took the Anthropology and Da'wah course (Semester 4). The involvement of students in this study is voluntary. The pilot study was conducted on April 11, 2018 at the Lunar Ali 06 Lecture Room at 11am. Implementation of a systematic pilot study is useful to help researchers better understand the survey process [43]. There are six main purposes of this pilot study:

1) Determine the suitability of structured questionnaire structure;
2) Identifying non-logic or appropriate questions in the questionnaire;
3) Allows the researcher to identify the time required by the student to answer all the questions in the questionnaire;
4) Identify leftist questions that need to be included in the questionnaire
5) Identify or anticipate problems that may arise during fieldwork.
6) See how much students understand the questions in the questionnaire.

3.3 Population and Sampling

This study was conducted at volunteer institutions Global Peace Mission (GPM) Malaysia which is addressed at 2-2A Jalan GJ 2 Batu 5 ½ Jalan Gombak 51300 Kuala Lumpur Malaysia. Global Peace Mission (GPM) Malaysia is a non-governmental organization officially established in 2001 in response to Kris is humanity in Afghanistan. GPM Expert, which registered so far, is 120 people. GPM has been selected for few reasons that are GPM is a humanitarian NGO body under the Malaysian Islamic Youth Force (ABIM). In addition, GPM also is a body that has been established in Malaysia. Accordingly, GPM is very relevant to be reviewed based on the history of its establishment and his experience in volunteerism. Next, GPM is NGO bodies that give more help to 21 countries each year. Here, can see the advantages and disadvantages of GPM compared to other NGOs like Al-Aqsa, which focus only on the Palestinian Issues only.

3.4 Instrumentation

The construction of this research instrument is the result of adaptation from past studies undertaken in developed and developing countries such as [44] to build practice management and build aspects of retention. This process provides support to researchers in terms of the reliability and validity of items such as previous and previous researchers tested and created the reliability and validity of this item[45]. Features natural or *nature* the complex volunteers in the community make this study possible in different contexts. Hal This is because the development of volunteerism is different for each country g to cultural, political, history, socioeconomic of a country, tradition and religion. The construction of this research instrument is divided into three parts: respondents' background, management practices and retention aspects. Part B and C in this study uses the Likert scale. The Likert scale is popular in social science studies because the nature of the concrete Likert scale makes this scale considered an interval or interval scale[46].The Likert scale is designed to identify the strength of the respondents to support statements in the instrument of study[47]. Itis considered as interlaced data with reason that the nature of the gap is the nature of the data, rather than the label. The detailed description is as follows:

i. Part A (Respondent Background)

This section involves general questions relating to respondents' background. This section of the profile contains ten questions related to gender, status, age, race and involvement in volunteers. Questionsection A and like the work of a parent, family members entering university, nationality, disability status and the form of sexual orientation used in *Student Activity Survey* by [48]was not included in this study because the researcher felt it was unrelated and appropriate.

ii. Section B (Management Practice)

This section focuses on volunteer organizational management practices and consists of 24 questions. These questions are aimed at collecting volunteer opinions on various aspects of management practices using 4 Likert scale. 4 Likert scales include 4 scores of 1 = Very weak, 2 = Weak, 3 = strong, 4 = Very strong. The items have been adapted to current research by modifying several words. This questionnaire has been tested.

In the part of the management practice variable, it is divided into three factors. The first factor is retrieval and Selection refers to questions one to eight. The second factor is training and support encompassing questions 9 to 17. Questions 18 to 24 refer to the last factor of management performance and recognition.

iii. Part C (Retention)

This section relies on the answers taken from volunteers about their desire to remain in a particular volunteer organization representing a volunteer organization. This section has been measured using six questions. The items in this section have been adapted from the study conducted by [48]and modify word in some items to suitthis study. Six items measured using 4 Likert scales include 4 scores.

One of the factors to consider when forming a research instrument is in terms of language. The questions in the instrument are taken from the previous study involving an external country using English. With that, a professional translation is done to provide clarity and understanding for each item by method *back to back translation*.This method involves two ways[49]. First, the English version of the instrument is translated into Malay. Secondly, the Malay version of the instrument is translated in English again to ensure the accuracy of the meaning for each item. In addition to language issues, the questions are also to be concise, clear and easy to understand. If no data which is less accurate and low in credibility. In this regard, the questions in this study were constructed in the form and structure that were easily understood by the survey respondents.

IV. RESULTS

The findings are aimed at providing an overview and management scenario and volunteering retention aspects in GPM organs. The findings of this study are descriptive, which describes the characteristics of the variables directly by using indicators such as number, percentage, mean, standard deviation, median, mod and so on. Descriptive statistics are also known as descriptive statistics to describe data or information by summarizing some datasets or information using illustrations in the form of diagrams, tables or graphs.

Table 4.1 describes the frequency of respondents joined volunteers in the last 12 months. The table shows that answered yes (78.2%) and (21.8%).

Table 4.1: List of who joined volunteers within 12 months at GPM

Join volunteers within 12 months	Frequency	Percentage (%)
Yes	86	78.2
No	24	21.8
Amount	**110**	**100**

Table 4.2 lists the list of participating volunteer associations within 12 months. The frequency of 1-4 times is very high (70%) compared to 5-9 only (30%).

Table 4.2: List of who joined the volunteer association within 12 months at GPM

P There were no volunteers involved in the past 12 months	Frequency	Percentage (%)
1-4	77	70
5-9	33	30
> 10	0	0
Total	**110**	**100**

In addition, volunteer activities participated within the past 12 months were shown in Table 4.3. Frequency 1-4 is (67.3%) followed by 5-9 (20%) and> 10 (12.7%).

Table 4.3: List of activity volunteers GPM within 12 months ago

Volunteers' Activity participated in the past 12 months	Frequency	Percentage (%)
1-4	74	67.3
5-9	22	20.0
> 10	14	12.7
Total	**110**	**100**

The findings from Table 4.4 show that (82.7%) represent 1-4 volunteers at least once since joining the volunteer field. Second place > 10 i.e. (9.1%) and last 5-9 by (8.2%).

Table 4.4: List of GPM volunteers   how many years have volunteers been   at least once since becoming a volunteer

What year began volunteering	Frequency	Percentage (%)
2005-2010	9	8.2
2011-2015	65	59.1
2016-2018	36	32.7
Total	**110**	**100**

Ever venture into volunteers in high school is very high compared to never. This is evidenced in Table 4.5, which has been a volunteer in high school (59.1%), and the rest is not.

Table 4.5: Listed ever volunteering in high school for GPM volunteers

Become a volunteer in high school	Frequency	Percentage (%)
Yes	65	59.1
No.	45	40.9
Amount	**110**	**100**

The year 2011-2015 was the most popular year of volunteerism (59.1%). The year 2005-2010 is the least number of volunteers with only 8.2%. In 2016 until now the year 2018 (32.7%) had ventured into the field of volunteerism.

4.6 Management Practice Level

Table 4.6 shows the highest level of management practice is in the score 49-72 with (69.3%) and the rest on scale 73 and above with (31.7%). The practice level at 0-48 score is missing, indirectly demonstrating good management practices in GPM.

Table 4.6: List years of volunteering for GPM volunteers

How many years have volunteers been at least once since becoming a volunteer	Frequency	Percentage (%)
1-4	91	82.7
5-9	9	8.2
> 10	10	9.1
Total	**110**	**100**

Table 4.7: Happiness Scale and Frequency in Management Practices at GPM Malaysia

Management Practice Level	Management Practice Scale	Frequency	Percentage (%)
0-24	Very weak	0	0
25-48	Weak	0	0
49-72	Strong	63	69.3
73>	Very strong	47	31.7
Total		**110**	**100**

4.8 Retention Stage Volunteers

Based on the schedule 4.8, the retention level representing a score of 12-18 refers to the highest agreed scale with (51.9%). Next followed by a score of 18> with (43.6%) representing a very strong scale. The 0-6 score represents a very disagreeable scale (0.0%) and a score of 6-12 is only (4.5%) with a frequency of 5 people.

Table 4.8: Scale Happening and Frequency in Practice at Malaysian GPM

Stage Volunteer retention	Predictive Scale Practices	Frequency	Percentage (%)
0-6	Very No Definitely	0	0
6-12	No. Definitely	5	4.5
12-18	Definitely	57	51.9
18>	Very Definitely	48	43.6
Total		**110**	**100**

4.9 The Relationship Between Volunteer Management Practice and Volunteer Preservation

Based on table 4.9 the value of r = .713 shows a strong positive correlation between management practices and retention of volunteers.This correlation test showed significant at p <.01. The findings show that there is an association between management practice and retention of volunteers.

Table 4.9: The Relationship Between Volunteer Practice with Volunteer Preservation

Variable		Volunteer retention
Volunteer Practice	Pearson Correlations	0.713 **
	Sig (2-tailed)	0.000
	N	110

**. Correlation is significant at the 0.01 level (2-tailed).

V. CONCLUSION

Retention of an individual in voluntary activities become important issues in volunteerism sector. This is because the progress and performance of an organization depends on the management of volunteer effort will result in a high retention of volunteers in the organization. Individual quality and

productive can be achieved through participation in volunteer activities. The majority of participating in voluntary activities mostly youths and young. They are a valuable asset that will lead the country in the future.

VI. RECOMMENDATION

Parties institution or an organization volunteer organization needs to develop voluntary activities which are appropriate to the interests and needs of individuals. The results showed that the main motive of an individual's involvement in voluntary activities is due to the understanding of getting a new experience and knowledge. In this respect, voluntary activities designed to lead to get experience and knowledge. Proceeds benefit fully compatible with the motive of student involvement in volunteerism will affect the retention of their activity. In addition, planning volunteer activities also need to follow the lifestyle and changes in society. For example, between individual barriers to engage in voluntary activities is as busy and has various commitments. Accordingly, the volunteer activities that are designed to be short term in nature but performed continuously.

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