

# The Relationship between Management Practices and Volunteer's Retaining

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**Abstract**— Numerous volunteer agencies, groups, and people are identified in volunteerism however it does not last long. Volunteers have an incredible and heavy responsibility if they serve below the aegis of the organization or institution, all rules and guidelines need to be respected and respect the privacy of certain parties, especially those that want to be protected. The connection between management practices and volunteer retention became not thoroughly examined through previous researchers leading to a lack of solutions that volunteer organizations may want to undertake. Therefore, the aim of this study is to analyze information and data on the connection and correlation among the management and retention practices of volunteers at the Global Peace Mission (GPM) of Malaysia. The Quantitative method becomes used to perform this study of GPM Malaysia where 110 volunteers have been registered as respondents to this study. The data acquired via this study would be analyzed in detail by using the descriptive method, Pearson Collaboration Relations, and Recreational variety. There's a high relationship among management and retention for registered volunteers at GPM Malaysia. Via the findings of this study, management practices in volunteerism are a totally important element in retaining an individual in volunteerism. As such, appropriate management will enhance the retention of volunteers in an organization.

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

## I. INTRODUCTION

Volunteerism in Malaysia is developing and situating in the community [1]. The discoveries demonstrate that a few communities in Malaysia will participate in voluntary activities [2]. In such manner, the factor of inclusion of a person with volunteerism, the greater part of people required with volunteerism was because of the high want to help the general public. The outcome of this study is found in parallel who locate that most individual required with the work volunteerism is to meet the fundamental needs of society in need [3].

Volunteerism is a trait or character that exists in most individuals for the reason that existence of human civilization and community development. This will be a measure or a hint of human trait contained in an individual or a human group [4]. The volunteerism in Malaysia is split into two, specifically quick-term volunteers and continuous volunteers. Brief-time period volunteers are those who make voluntary work on a one-off basis over a quick period of time [5]. Persisted volunteers are individuals who perform voluntary

work continuously over a long period of time [6]. If voluntary work is repeatedly and consistently [7]. Normally, volunteerism and volunteerism activities and activities can trait a greater disciplined, accountable, love for the nation and nation, have the spirit of cooperation and the nature of concern for the whole global [8].

The activity of the youth is useful for education to student [9]. The Volunteerism is accomplice current development in society as a result of it's come to be a part of the community existence since the old [10]. It is driven by cultural values, ideology, principles, and traditions and encompasses a vital impact on society's lives [11]. Furthermore, volunteerism has essential implications for the development of a strong and superior country [12]. The volunteerism as "any activity in which time is offered uninhibitedly to profit someone else, group or cause" [13]. Volunteerism effort alludes to activity that is done to help other people without expecting or expecting any profit and are totally free [14].

Volunteers generally seem as altruistic activities and intention to promote right or enhance human best of lifestyles [15]. In appreciation, this activity can foster a feeling of self-esteem and appreciation for each other [16]. Voluntary work or voluntary service is a sincere, sincere, non-coercive activity from any party, without awaiting a reward or reward and benefitting the target group of individuals who are assisted [17]. The volunteerism commonly appears as an unpaid activity where you can actually freely spend time assisting the organizations or individuals in need [18].

## II. LITERATURE REVIEW

### 2.1 Theory of Volunteers

The theory may be a theory of volunteers able to facilitate empower the individual, particularly those that area unit concerned in numerous form of community work and a willingness [19]. Simplest, in reality, this theory additionally explains how every individual idea to have the spirit of this volunteer in making positive the continuity of their lifestyle in society [20]. Those who wake up their minds and hearts are the those who are worried about the symptoms and matters that are going on around them [21]. Their worries are addressed to the extent that they may be responsive because they experience what they are experiencing (empathy). In reality, they are also usually willing to be precise listeners (complainants) to the complaints and to be pissed off with the

environment and are usually discouraged by messengers and advisor who can increase their environment [22].

### 2.2 Volunteer Management Practices

Research in volunteer management indicates that there are a few demanding situations that volunteers' organizations want to cope with [23]. Those include demanding situations confronted via management that aren't suggested to the general public. Furthermore, volunteers are confronted with some problems due to poor management practices that make a contribution to the inefficiency of volunteer control. For this reason, there are two principal troubles that want to be addressed in relating to volunteer management particularly the demanding situations confronted by using the management in voluntary companies and terrible control practices that lead to the difficulties confronted by using volunteers [24].

Volunteer managers are described as persons managing volunteer bodies [25]. Volunteer managers are responsible for regarding volunteers inside the organization efficaciously and efficiently [26]. Consequently, it's miles inevitable to study thorough and thorough control. Usually, volunteer managers are paid for in massive volunteer organizations despite the fact that they also can be volunteers as the roles of human beings underneath them [27].

Managers often engage with all organizations and recruit volunteers to fill positions of their employer [28]. They function a link between the wants and needs of the organization and the desires of volunteers. The obligations of volunteer managers additionally include the design of powerful volunteer techniques in organizational work, comparing the effect of volunteer carrier groups and serving as volunteers' rights volunteers, volunteers and community leaders [29].

### 2.3 Retention of Volunteers

Preceding research has proven that volunteer retention and retention continue to expose a project to an organization [30]. The retention of volunteers in the volunteer organization turned into diagnosed as a good sized mass of researchers [31]. Even as volunteering retreats had been highlighted as the primary problem confronted by using voluntary organizations, this issue has attracted some of the latest researchers [32]. Publications from preceding studies show that voluntary organizations were subjected to difficulties which will keep away from the lack of high volunteers and their abilities [33]. It seems to be a factor contributing to the hassle of volunteering retention such as volunteer motivation, pleasure, exercise control (making plans, recruitment, screening, orientation, education and guide, performance management and recognition), globalization, improved work information, multiplied technological advances, supervision, paintings exercise and charge practices [34]. However, the outcomes of inconsistent research in figuring out the greater critical factors affecting retention or the factors studied do no longer have any impact on retention [35].

Moreover, there are just a few studies published that try to address this touchy problem [36]. Referring to research published in the field of the subsequent three papers are each addressing the problem of retention of volunteers in exclusive contexts [37].

## III. METHODOLOGY

### 3.1 Quantitative Study

Quantitative research may be called a look at the use of statistics that contain a huge quantity of respondents with as greater than 10 samples in measuring the variables of the research [38]. The researcher use of quantitative methods was accomplished via experimental studies and the numerical records amassed had been analyzed the usage of statistical exams. These data should be measured to show reliability and can be used to check theory, to construct information and to state the existence of relationships among variables [39].

Most of the feasibility research that can be utilized in quantitative research is descriptive and inferences [40]. Descriptive research studies contain data accumulated from the whole population and the overall evaluation used is frequency, percent, mean, standard deviation and score distribution in tabling the document. Whilst inference studies research from the whole population, the best one particular sample was selected and accumulated for use as numerical data and used in statistical checks.

Researchers have used the survey method in this study. Survey methods are synonymous with quantitative research and generate statistical data.

The benefits of using survey methods in a study. Some of the benefits are:

- i. Appropriate for massive sample sizes
- ii. Its use is extra complete wherein it is used to explain various varieties of questions including problems or problems too numerous perspectives, specifically to explain attitude, feelings, perspectives, behaviors, beliefs and so on.
- iii. Speedy information collection methods wherein respondents' responses can be accumulated in a quick time and analysis results are also received straight away.
- iv. Easy dealing with is the use of questionnaires or interviews or each.
- v. Researchers can control the studies method properly
- vi. Have any questions to measure more than one variables and identify causality relationships.
- vii. The outcomes of the study were generalized to the population with accurate and effective.

### 3.2 Pilot Study

As this study includes a survey method using questionnaire forms, a pilot study must be performed. Pilot studies is a research area that should be accompanied by each researcher regarding the survey method and using the questionnaire as a

research instrument [41]. Generally, the pilot study includes a small number of respondents of 30 people who have the identical characteristics because the subjects to test the suitability of the questions in the instrument of study with their expertise [42].

The pilot study must be finished before the real survey data is accumulated. This pilot study has been performed over 40 students of UniSZA's applied Social Sciences faculty (FSSG) who took the Social work course (Semester 7). The involvement of students in this study is voluntary. The pilot study becomes conducted on September 18, 2018, at the Lunar Ali 06 study room at 2 pm. Implementation of a scientific pilot study is useful to help researchers better understand the survey process [43]. There are six fundamental functions of this pilot study:

- i. Decide the suitability of established questionnaire structure;
- ii. Figuring out non-logic or suitable questions inside the questionnaire;
- iii. Allows the researcher to discover the time required through the student to answer all of the questions in the questionnaire;
- iv. Identify leftist questions that want to be covered inside the questionnaire
- v. Identify or expect issues that could get up in the course of fieldwork.
- vi. See how much students apprehend the questions within the questionnaire.

### 3.3 Population and Sampling

This research became carried out at volunteer institutions Global Peace Mission (GPM) Malaysia that 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 reaction to Kris is humanity in Afghanistan. GPM professional, which registered so far, is 120 people. GPM has been selected for few reasons which might be GPM is a humanitarian NGO body underneath the Malaysian Islamic youth force (ABIM). Further, GPM also is a body that has been set up in Malaysia. Therefore, GPM is very applicable to be reviewed primarily based on the history of its establishment and his experience in volunteerism. Subsequent, GPM is NGO bodies that provide more help to 21 countries every year. Here, can see the benefits and downsides of GPM as compared to different NGOs like Islamic Relief Malaysia, which focus only on the Palestinian issues only.

### 3.4 Instrumentation

The development of this research instrument is the result of the version from past research undertaken in advanced and developing countries along with [44] to build practice management and construct elements of retention. This method provides aid to researchers in terms of the reliability and validity of items such as preceding and previous researchers

tested and created the reliability and validity of this item [45]. Capabilities natural or nature the complicated volunteers in the community make this study feasible in exclusive contexts. That is due to the fact the construction of volunteerism is different for every country g to cultural, political, history, socioeconomic of a country, culture, and religion. The development of this studies instrument is split into three elements: respondents, historical, management practices and retention factors. Part B and C in this study uses the Likert scale. The Likert scale is famous in social science research due to the fact the character of the concrete Likert scale makes this scale considered an interval or interval scale. The Likert scale is designed to perceive the power of the respondents to aid statements in the instrument of research [47].it is considered as interlaced data with a cause that the nature of the gap is the nature of the data, instead of the label. The specific description is as follows:

#### *i. Part A (Respondent Background)*

This section includes standard questions referring to respondents' history. This section of the profile includes ten questions associated with gender, status, age, race, and involvement in volunteers. Question section A and like the work of a parent, family contributors entering university, nationality, disability status and the form of sexual orientation utilized in *Student Activity Survey* by [48] was no longer covered on this study due to the fact the researcher felt it become unrelated and suitable.

#### *ii. Section B (Management Practice)*

Questions in this section focus on volunteer organization management practices and consist of 24 questions. These questions are intended to collect voluntary opinions on various management practice factors using the 4 Likert scales. 4 Likert scales include 4 scores of 1 = Very weak, 2 = Weak, 3 = strong, 4 = Very strong. This question has been adapted to the current research by altering several words that are relevant to this research.

The management practice variables in this section have been 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 volunteer responses about the willingness of volunteers to survive in a volunteer organization they represent. The items on this section have been adapted from the study carried out by [48] and alter a word in a few items that match this study. Six items measured using 4 Likert scales include 4 scores.

Among the factors that need to be considered when forming a study, instrument is in terms of language. Researchers have used questions in the instruments that have been taken from

previous studies involving external countries using English. Therefore, translations are professionally done to give clarity and understanding to each item by method back to back translation. Two ways involved in this method [49]. First, the English version of the instrument is translated into Malay. Second, the Malay language instrument version has been translated into English once to ensure the meaning of each item. In addition, modified questions need to be summarized, clear and easy to understand by respondents. If no information that is less accurate and low in credibility. In this case, the questions in this study have been designed in the form and structure that are easily understood by respondents.

#### IV. RESULTS

These results are geared presenting an overview and management situation and volunteering retention factors in GPM organs. The results of this study are descriptive, which describes the traits of the variables at once by the use of indicators which includes number, percentage, mean, standard deviation, median, mod and so forth. Data or information can be summarized in several data sets or data using illustrations in the form of graphs, diagrams or tables known as descriptive statistics.

Based on table 4.1 finds R2 of 0.959 indicating that 92% variation in a variety of voluntary retention is due to the combination of the three independent variants is planning and recruitment, training and support, performance and management support.

Table 4.1: Overview of Management Effect of Management Practices on Volunteer Retention

Institution	Model	R	R Square
GPM	1	.959	.920

Expectations: Continuous, Planning and Recruitment, Training and Support, Performance Management and Support.

Based on the ANOVA or F test table, the value of F is 35948.419 with the probability of 0.000. Because the probability is smaller than 0.05, it can be concluded that the regression coefficients of planning and recruitment, training and support, performance management and support are not equal to 0 or all three independent variables in full effect the volunteering retention process. This indicates that the probability value of R2 is not equal to 0 or significant.

Table 4.2: Significant Relationships (ANOVA) Between Management Practices with Volunteer Preservation

Institution	Model	Sum of Squares	Df	Mean Square	F	Sig.
GPM	Regression	32.299	3	10.766	35948.419	.000
	Residual	.032	106	.000		
	Total	32.331	109			

Reliable Variables: Volunteer Retention

Expectations: Continuous, Planning and Recruitment, Training and Support, Performance Management and Support

The table below demonstrates that the three surviving variables have relationships and can directly explain the significant between predictors and dependent variables. The variables are the factors of Planning and Recruitment, Training and Support and Performance and Performance Management. The highest Beta value is 'Planning and Recruitment' with 'Volunteer Preservation'. This shows that the 'Planning and Recruitment' variables have a strong impact when compared to other survivors in this study. The highest beta value is 'Design and Retrieval' where Beta = 0.76.

Table 4.3: Coefficient of Coefficients Between Management Practices with Volunteer Preservation

Institution	Model	Unstandardized Coefficients		Standardized Coefficients (Beta)	T	Sig
		B	Std. Error			
GPM	Continuous	1.014	.126		8.022	.000
	Planning and Acquisition	.897	.043	.756	4.447	.000
	Training and Support	.757	.028	.688	2.026	.012
	Management and Support	.689	.011	.571	1.562	.034

Reliable Variables: Volunteer Retention

#### V. CONCLUSION

Individual retention factors in the involvement of volunteer activities are a very important issue to the volunteer sector. This is because the performance and progress of a volunteer organization are dependent on organizational management and voluntary effort resulting in the retention of volunteers in an organization. Volunteers can improve their own quality and productivity through participation in volunteerism. Most of the volunteer activity participation is accompanied by a youth. Youth is a valuable asset of the country that will lead the country in the future.

#### VI. RECOMMENDATION

Any voluntary institutions and organizations should develop volunteer activities that are more relevant to the interests and needs of individuals. The results showed that the main purpose of an individual's involvement in voluntary activities is because of the knowledge of getting a new experience and information. In this regard, voluntary activity intended to prompt get knowledge and experience. The benefits of the student's acceptance in volunteer involvement will affect the retention of volunteer activities within the organization. Further, planning volunteer activities also must follow the

lifestyle and modifications in society. As an example, among individual barriers to having interaction in voluntary activities is as busy and has numerous commitments. As a consequence, the volunteer activities which might be designed to be short-term in nature, however, performed constantly.

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