

# Motivations and Challenges of Volunteering in Algerian Charitable Societies: A Field Study on Volunteers' Experiences and Performance Improvement Mechanisms

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## Abstract:

This study examines the motivations and challenges of volunteering in Algerian charitable societies through a field study of 26 volunteers from six organizations in Adrar. the motivations and challenges of volunteering in Algerian charitable societies. The challenges are insufficient training, poor communication and limited resources but volunteers are motivated by community contribution and through personal certificates growth. and A rewards. key the factor study in also retention finds is that recognition cultural values in Algeria have an influence on volunteer engagement and that this requires tailored training programs, improved communication mechanisms, and better resource allocation. These insights provide strategies for enhancing volunteer experiences and optimizing their impact on the community.

**Keywords:** Volunteering, Algerian associations, Motivations Challenges, Volunteer management.

## INTRODUCTION

Volunteering is an important part of finding solutions to the world's biggest challenges and bringing about social cohesion. It gives people the chance to help their communities while also improving themselves and the level of social solidarity. The importance of volunteering is most clearly seen in Algerian charitable societies which are important partners in community development. These organizations are not only helpful in solving the pressing social issues but also enhance civic engagement and interpersonal relations.(Fatima

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et al., 2015; Heuser, 2005). In addition, Volunteering also assists in the sustainable development of the world increasing through social resource capital collection, and letting people contribute to the society in which they live. (Pitula & Grzyb, 2022; Kruglova et al., 2023).

However, volunteering in Algeria is impact. very Inadequate important communication but between faces volunteers a and number organizational of leadership, challenges lack that of hinder training its programs potential and financial limitations are major obstacles for many charitable societies, and high turnover rates caused by this situation.(Nenad et al., 2020; Lorente-Ayala et al., 2019). Studies indicate that it is essential to tackle these obstacles in order to create an environment that encourages volunteers to stay committed and make the most of their impact(Muller, 2013; Cobos & Templeton, 2022).

It is important to comprehend the reasons that inspire people to volunteer as it plays a role, in tackling these issues. Volunteers are typically driven by values and aspirations, for growth or a wish to help enhance societal welfare. (Christauskas et al., 2013; Qu et al., 2023)., however,Research indicates that the drive of volunteers may diminish if the organizational procedures do not align with their expectations regarding acknowledgment and empowerment. (Traeger & Alfes, 2019; Fernandes, 2023). It has become evident that organizations have goals while individuals have their aspirations to pursue emphasizing the importance of well-designed strategies, for managing volunteers effectively in order to align them with organizational objectives.

In Algeria's volunteering scene the complexity increases due, to socio economic influences existing in the country which regulate the landscape of volunteering activities. The Algerian charitable organizations face obstacles in environments with limited resources. However, it is important not to overlook their importance in fostering unity and progress. Anin-depth comprehension of how volunteer motivations align with strategies and community demands is crucial

for tackling the unique challenges, within this setting. (Kruglova et al., 2023; Adel et al., 2015).

This paper aims to fill this gap by examining the main motivations for volunteering, examining the challenges of volunteers in Algerian charitable societies, proposing actionable suggestions to enhance their participation experience. This research aims to enrich the discourse on organizations by presenting a comprehensive analysis that encompasses a literature review, methodology overview, policy implications, research findings and strategic managerial insights and recommendations aimed at fulfilling various research goals.

### **Literature Review**

Volunteering is often seen as a factor, in fostering progress and unity within communities involving individuals dedicating their time and efforts to a cause without seeking monetary rewards, in return. It is a way of helping to solve society's problems while at the same time building up the community and solidarity. (Smith, 2019; Butcher & Einolf, 2017). Volunteering trends have been shown to increase during crises around the globe, such as during the COVID-19 pandemic, where volunteers have been vital in healthcare, education, and social support systems. (Qu et al., 2023). The growing recognition development. of volunteering is not only for immediate social needs, but also for long-term sustainable (Pitula & Grzyb, 2022; Lopez & Shahrokh, 2015).

Charitable societies in the Algeria people. have These always organizations, been which helpful are in based solving on the cultural social and problems religious and systems, improving usually the serve welfare as of the interface between the government social services and the people's needs. They have been helpful in reducing poverty, promoting education, and financing health care services in the past (Adel et al., 2015). Their role as agents of social cohesion continues to grow in the present age with their contributions to disaster response and youth engagement. (Heuser, 2005). Despite their effectiveness in various sectors such as education and healthcare,

these societies are limited by resource constraints and poor organization, and could benefit from strategic intervention to increase their effectiveness. (Christauskas et al., 2013; Davies et al., 2024).

Every person and culture have motivations, for volunteering their time and effort to help others without expecting anything in return. A concept known as altruism that plays a role in driving volunteerism (Millette & Gagné 2005). Additionally many individuals engage in activities, for reasons related to growth like developing new skills and advancing their careers. (Traeger & Alfes, 2019). Belonging and accountability feelings are vital, in driving volunteer involvement along with community participation as per research by Kruglova et al., (2023). It's important to grasp these incentives to create volunteer management plans that connect goals with organizational objectives as highlighted in studies, (Fernandes, 2023; Cobos & Templeton, 2022).

Despite its advantages and benefits volunteering has its share of difficulties to navigate through. Specific roles that require a level of skill often face constraints due, to training which impacts both the performance and contentment levels of volunteers. Research indicates that inadequate training schemes lead to reduced levels of involvement and increased turnover rates within volunteer organizations. (Nenad et al., 2020; Muller, 2013). Another significant obstacle is settings. resource allocation, including financial and logistical support for organizations operating in resource constrained (Lorente-Ayala et al., 2019). Furthermore, Volunteers' dissatisfaction has been linked to management challenges like poor communication and the lack of recognition (Shamoa-Nir, 2023). Such problems need a multifaceted solution of capacity building, resource mobilization, and effective leadership (Smith & Cordery, 2010).

### **Theoretical Framework**

Volunteerism has a diverse foundation of theoretical management is underpinnings, models. useful addition, including Herzberg's in the motivation understanding functional two-factor role theories volunteer approach theory, clarity management, and satisfaction (Christauskas et

al., 2013). The functional approach to motivation focuses on aligning individual goals with organizational objectives through effective task design and role clarity, as well as promoting job enrichment and employee participation in decision making. (Millette & Gagné, 2005). The human resource management perspective on volunteer management emphasizes the role of empowerment, training, and recognition in increasing volunteer engagement and output, as well as reducing volunteer turnover. (Traeger & Alfes, 2019). These frameworks provide guidance on how to enhance the experience of volunteers and achieve organizational goals.

### Research Methodology

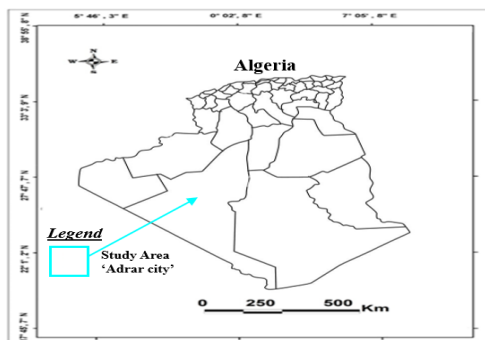
#### Study Design

This study uses a mixed-methods research design, which combines both qualitative and quantitative approaches to provide a comprehensive understanding of what motivates, what challenges, and what the preferences of volunteers are in Algerian charitable societies. The quantitative component is focused on the analysis of data from survey responses; the qualitative component explores open ended responses to get at nuanced perspectives. The combination of these methods aims to guarantee the accuracy and depth of the results.

#### Participants

Research was conducted among **26 volunteers** who are very active in **six well known charitable societies** operating in **Adrar**.

**Fig.1.**Geographical maps Highlighting Study Area- Adrar city.



**Source:** Make by authors-based Maps software

This research **involves 26 volunteers** who are active members of **six** well known **charitable societies within Adrar**. These societies have a very important responsibility of helping in identifying the needs of the community, creating togetherness and helping those in need.

**Table 1: Demographic Distribution of Volunteers**

| Characteristic                | Category             | Percentage of Respondents (%) |
|-------------------------------|----------------------|-------------------------------|
| <b>Gender</b>                 | Male                 | 65%                           |
|                               | Female               | 35%                           |
| <b>Age Groups</b>             | 18–25 years          | 50%                           |
|                               | 26–35 years          | 30%                           |
|                               | 36 years and above   | 20%                           |
| <b>Educational Background</b> | High school          | 20%                           |
|                               | Undergraduate degree | 60%                           |
|                               | Postgraduate degree  | 20%                           |

**Source:** Author's Survey.

The selected societies have diverse missions and operational focuses, and they provide a comprehensive context for exploring volunteer experiences. The societies included in the study are:

**Table 2.**Distribution of Participants Across Charitable Societies

| Charitable Society Name               | Focus Area                                        | Number of Volunteers |
|---------------------------------------|---------------------------------------------------|----------------------|
| <b>Algerian Red Crescent</b>          | Humanitarian aid and disaster response            | 6                    |
| <b>Orphan Sponsor Association</b>     | Care and financial support for orphans            | 4                    |
| <b>Al-Ihsan Association</b>           | Social welfare services                           | 5                    |
| <b>Noor Al-Yateem for Orphan Care</b> | Educational and psychological support for orphans | 4                    |
| <b>Rihab Al-Khair Association</b>     | Community healthcare and support                  | 4                    |
| <b>Pulse of Life Association</b>      | Youth development and health-related initiatives  | 3                    |
| <b>Total</b>                          |                                                   | <b>26</b>            |

**Source:** Author's Survey.

The participants were identified as those who have taken part in the volunteering activities in these societies. The sample was diverse in age, gender, and educational level, which made it a useful approach to understanding volunteer motivations, challenges, and organizational processes in Algerian charitable societies. Thus, the study was able to include different points of view on the mentioned aspects based on the experience of volunteers.

### **Data Collection**

Data were collected through a structured questionnaire with both closed and open-ended questions. The questionnaire was divided into three main areas:

- **Motivations:** The reasons why people decide to volunteer
- **Challenges:** Common obstacles faced during volunteer activities.
- **Preferences:** Expectations regarding recognition, training and support.

Interactions with participants yielded responses that were recorded for future analysis.

## Variables and Measures

The study focuses on two primary variables:

- **Volunteer Motivations and Preferences:** Measured using categorical and scaled survey items that assess individual drivers and expectations.
- **Volunteer Challenges:** are pinpointed by reviewing answers and sorting them into themes, like limited resources and communication, within the organization.

We used **Likert scales**, for the questions. Provided open ended questions, for qualitative feedback to capture a wide range of information in the study.

**Table 3.** Key Variables and Their Measurement

| Variable                     | Definition                                                                | Measure                                    |
|------------------------------|---------------------------------------------------------------------------|--------------------------------------------|
| <b>Volunteer Motivations</b> | Factors that drive individuals to engage in volunteering.                 | Likert scale and categorical survey items. |
| <b>Volunteer Challenges</b>  | Obstacles faced by volunteers during their engagement.                    | Open-ended responses, coded into themes.   |
| <b>Volunteer Preferences</b> | Expectations regarding recognition, training, and organizational support. | Likert scale and qualitative insights.     |

**Source:** Author's estimate

## Data Analysis

Data analysis involved both statistical and thematic methods:

1. **Descriptive Statistics:** The quantitative data was analyzed by looking at percentages and frequency distributions to uncover trends, in what motivates volunteers and the obstacles they face.

2. **Thematic Analysis:** Qualitative data from information gathered from the open-ended feedback to identify common themes and delve deeper into the volunteers’ experiences.

The comprehensive review offered an insight into the aspects that impact volunteer involvement and pinpointed practical suggestions, for enhancing volunteer coordination methods.

**Results and Discussion**

**Motivations for Volunteering**

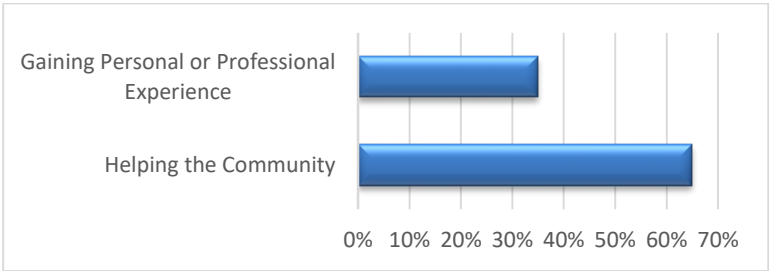
The main reasons why people participate in volunteer work at the six associations, in Adrar mainly focus on two aspects as depicted in the table. The chart details the motivations behind volunteering efforts. Emphasizes the importance of community service as well, as personal or professional growth aspirations.

**Table 4.** Motivations for Volunteering

| Motivation                                  | Percentage of Respondents (%) | Description                                                              |
|---------------------------------------------|-------------------------------|--------------------------------------------------------------------------|
| Helping the Community                       | 65%                           | Desire to contribute to societal well-being and address community needs. |
| Gaining Personal or Professional Experience | 35%                           | Developing skills, building experience, or enhancing career prospects.   |

**Source:** Author’s estimate

**Fig.2.** Volunteer Motivations: Helping the Community vs. Personal Growth



**Source:** Author’s estimate

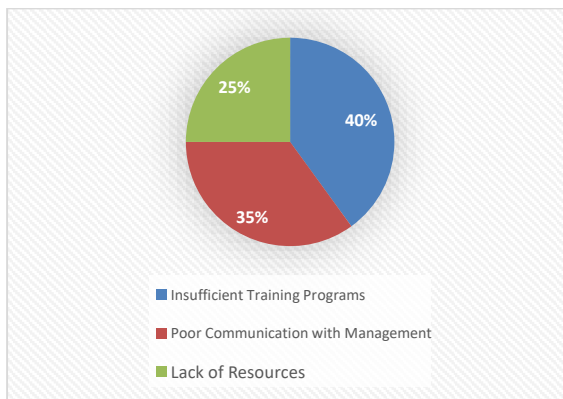
Based on the findings presented in the study conducted in Adrar societies it appears that the primary driving force (65%), behind individuals volunteering is their desire to support the community. This mirrors the seated principles that are part of the local culture. Conversely (35%) of those surveyed highlighted professional development as their incentive such as learning new skills or advancing their careers. This indicates that volunteering not benefits society at large but also offers individuals an opportunity, for growth.

### **Challenges Encountered**

The most commonly reported challenge was lacking sufficient training programs (40%) that unprepared left for their volunteers' tasks. feeling Another significant issue was poor communication with management (35%), which often resulted in misunderstandings and dissatisfaction. The obstacles were made difficult by insufficient resources (25%) such, as financial and logistical assistance.

The figure under shows the possible problems that volunteers may have, including lack of training, poor communication with management and limited resources.

**Fig.3.**Challenges Faced by Volunteers in Charitable Societies



**Source:** Author's estimate

These results highlight the significance of enhancing the support and infrastructure, within organizations to boost the satisfaction and productivity of volunteers.

### Volunteer Preferences for Recognition

This chart outlines the ways to show gratitude to volunteers whether through rewards, like gifts or intangible gestures, like thank you notes and certificates of recognition.

**Table 5:** Volunteer Preferences for Recognition

| Preference                          | Percentage of Respondents (%) | Description                                               |
|-------------------------------------|-------------------------------|-----------------------------------------------------------|
| <b>Certificates of Appreciation</b> | 60%                           | Formal recognition of contributions through certificates. |
| <b>Material and Moral Rewards</b>   | 40%                           | Small material incentives or verbal/moral encouragement.  |

**Source:** Author's estimate

Volunteers have indicated a preference, for receiving certificates of appreciation (60%) as a way to formally recognize their efforts while material and moral rewards (40%) like incentives or verbal commendations were also valued by them. These preferences underscore the importance for organizations to establish recognition initiatives that encompass both gestures and tangible rewards to nurture a sense of belonging and motivation, among volunteers.

### Environmental Factors Influencing Retention

This table outlines the key environmental factors that play a role, in keeping volunteers engaged. It highlights the importance of a nurturing workplace atmosphere and recognizing their contributions.

**Table 6:** Environmental Factors Influencing Retention

| Factor                                     | Percentage of Respondents (%) | Description                                                                |
|--------------------------------------------|-------------------------------|----------------------------------------------------------------------------|
| <b>Supportive Work Environment</b>         | 55%                           | Positive and collaborative environment fostering motivation and retention. |
| <b>Perceived Acknowledgment of Efforts</b> | 45%                           | Feeling valued and recognized by the organization.                         |

**Source:** Author's estimate

The most critical factor that determines volunteer retention is a supportive work environment (55%) Volunteers made clear that a collaborative and inclusive atmosphere is important to them. Perceived acknowledgment of efforts (45%) was also significant, because when they felt valued by the organization, they were more committed. These findings indicate the need for organizations to prioritize building a positive organizational culture and for frequent recognition of volunteer contributions.

Volunteer engagement in Adrar's charitable societies is driven by a combination of altruistic motivations and personal aspirations, according to the findings across all tables. However, the way of these efforts is restricted by challenges in training, communication and resource availability. Recognition and environmental factors are pivotal in sustaining volunteer engagement, and imply actionable areas for improvement in volunteer management practices. These interpretations provide practical insights for developing practical strategies to increase volunteer satisfaction and organizational outcomes.

### **Correlation Analysis**

To understand the analysis relationships was between volunteers. conducted. key This variables analysis influencing examines volunteer the engagement associations in between charitable motivations,

## *Motivations and Challenges of Volunteering in Algerian*

societies challenges in and Adrar, retention a factors correlation among the 26.

### Variables Analyzed

- **Volunteer Motivations** (helping the community, personal/professional growth).
- **Volunteer Challenges** (insufficient training, poor communication, lack of resources).
- **Recognition Preferences** (certificates of appreciation, material/moral rewards).
- **Retention Factors** (supportive work environment, acknowledgment of efforts).

**Table 7:** Correlation Analysis of Key Variables

| Variables          | Motivations | Retention | Challenges | Recognition | Environment |
|--------------------|-------------|-----------|------------|-------------|-------------|
| <b>Motivations</b> | 1.0         | 0.72      | -0.65      | 0.68        | 0.81        |
| <b>Retention</b>   | 0.72        | 1.0       | -0.58      | 0.49        | 0.76        |
| <b>Challenges</b>  | -0.65       | -0.58     | 1.0        | -0.45       | -0.60       |
| <b>Recognition</b> | 0.68        | 0.49      | -0.45      | 1.0         | 0.59        |
| <b>Environment</b> | 0.81        | 0.76      | -0.60      | 0.59        | 1.0         |

**Source:** Author's estimate

**Fig.4.**Correlation Analysis of Factors Influencing Volunteer Engagement.



**Source:** author's name, year, page

### Interpretation of Correlation Matrix:

- **Motivations and Retention:** There is a positive correlation ( $r = 0.72$ ) between strong motivations; especially altruistic ones, and retention.
- **Challenges and Retention:** Negative correlation ( $r = -0.58$ ) between challenges like inadequate training or poor communication and volunteer retention means that as these challenges decrease, volunteer retention is more likely to increase.
- **Recognition and Retention:** Retain-ability is positively correlated ( $r = 0.49$ ) by recognition, particularly certificates of appreciation.
- **Environment and Retention:** Strong positive correlation ( $r = 0.76$ ) underscores the importance of a supportive work environment in retaining volunteers.

### Interpretation of Results

The findings of this study consistent with previous research on volunteerism, yet offer a more nuanced perspective on how charitable societies function in Algeria. As with universal patterns, altruism and personal growth sat at the top of the volunteering motivations, consistent with studies by (Nenad et al.2020) made and their (Marina mark et on al. the 2023). However, cultural values unique to Algeria made their mark on the data, especially with regard to community support and collective well-being.

The challenges of training, communication and resources described mirror those reported by (Christauskas et al. 2013) and (Muller; 2013). However, the unique context of the Algerian charitable societies revealed other constraints: reliance on personal networks for recruitment and the absence of structured volunteer management systems. These factors further highlight the need for strategies tailored to the particular challenges of these organizations.

The motivations solidarity, and familial challenges ties of and volunteers. community These responsibility values that prompt is

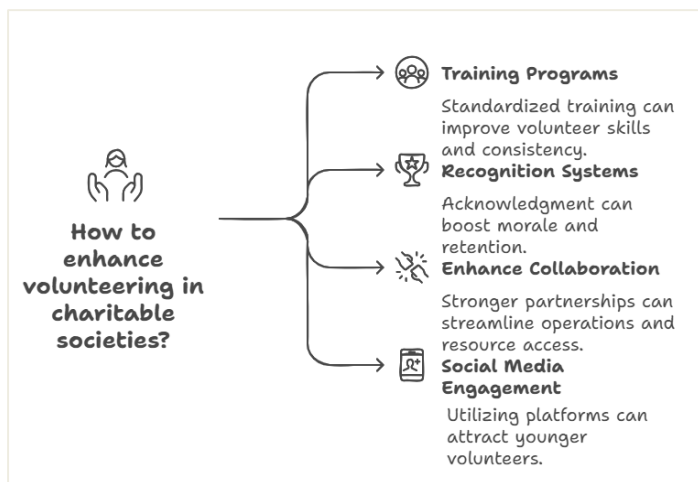
people part to of assist them in Algerian the cultural welfare values of determine society, the but at the same time, they make it difficult to develop formal systems of recruiting and keeping heavily volunteers on since informal they network. rely the above cultural features can therefore be useful when developing volunteer engagement strategies.

### Recommendations

#### Policy and Practical Suggestions

1. **Institutionalizing Training Programs:** Standardized volunteer training programs should be developed and implemented by governments and charitable organizations to ensure that volunteers are prepared to effectively support critical services while also promoting a positive and unified community image.
2. **Establishing Recognition Systems:** Recognition mechanisms such as certificates, awards and public acknowledgment can boost volunteer morale and retention.

**Fig.5.** Strategies to Improve Volunteering Charitable Societies



3. **Enhancing Collaboration:** Forming better relationships between charitable organizations and local governments can help increase the availability of assistance and the efficiency of activities.

### **Improving Volunteer Engagement**

1. **Leveraging social media:** Using the social networks Facebook and Instagram for the purpose of recruitment and awareness campaigns can attract the younger demographics and help in the expansion of the volunteer base.
2. **Providing Logistical and Financial Support:** Having enough funding, materials, and logistical support for volunteers will enable them to perform their roles and effectively sustainably.

### **CONCLUSION**

This study analyzed the motivations of Insufficient volunteers training, in poor Algerian communication charitable and societies resource as constraints altruism were and also personal programs, identified growth. improved as communication significant mechanisms challenges. and Tailor efficient made resource training allocation are also proposed as solutions to increase volunteer engagement.

The findings have important implications for policymakers, charitable organizations, and future researchers. These insights can be used by policymakers to help them develop supportive frameworks for volunteerism. Charitable societies can increase their efficiency and volunteer satisfaction by adopting the proposed strategies. This work has a recommendation for future researchers to build on by exploring similar contexts in other regions.

The study has the limitations that it is aimed at a particular region (Adrar) and has a small sample size. Although the findings are useful, they may not fully reflect the diversity of volunteer experiences in Algeria.

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