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A Conceptual Framework to Study Factors Influencing Volunteers' Motivation

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Abstract: Many researchers agree that motivation plays a key role for people to volunteer. This is because volunteering sometimes offers them no money or recognition. Understanding volunteer motivations and variances between groups of people will enable management to build management methods that will help volunteers perform better. Little study has been conducted on the volunteer motivational factors due to crisis although there were many studies on other forms of factors related to volunteerism. By understanding volunteer motivation, volunteers can be better managed to ensure that the benefits of helping outweigh the potential negative consequences for individuals and the community as a whole. The Malaysian Ministry of Youth and Sports was selected because although the initiative has just been launched recently but the Ministry able to attract more than 200,000 volunteers. Therefore, the purpose of this study is to examine the factors that influence people to volunteer as trained Satria. This will help government and non-profit organizations understand the factors that influence people to motivate during crises and emergencies as well as less-emergencies situations. Therefore, this paper aims to examine the factors influencing volunteers' motivation from a population of 508 trained Satria volunteers of the Malaysian Ministry of Youth and Sports throughout Malaysia.

Keywords: *Volunteer motivation, Satria Volunteers, Malaysian Ministry of Youth and Sports, Maslow's hierarchy of needs theory, Self-enhancement.*

1. Introduction and Background

Complexity is the term used to describe motivation as organizations deal with people from different walks of life (Zvavahera, 2015). Clary and Snyder's model of volunteer motivation provides an important contribution to our understanding of this complex area, giving practitioners a useful framework with which to design and deliver effective volunteer programs (Clary, Ridge, Stukas, Snyder, Copeland, Haugen, and Miene (1998). According to research, to examine the motivating factors of volunteers and to design the need for appropriate volunteer opportunities, a framework was provided by The Volunteer Function Index (VFI) (Starnes & Wyner, 2001). Other than that, Clary et al. (1998) also highlight the importance of considering volunteer needs to design and deliver the development of programs and services. It is analyzed that volunteer motivation had a strong positive relationship with volunteering and sustainability (Aydinli, Bender, Chasiotis, van de Vijver, & Cemalcilar, 2015; Wilson, 2012).

Many community-based services depend on volunteers, therefore recruiting and retaining volunteers are crucial for the long-term success of the services (Ainsworth, 2020). By understanding volunteer motivation, volunteers can be better managed to ensure that the benefits of helping outweigh the potential negative consequences for individuals and the community as a whole. The Malaysian Ministry of Youth and Sports was selected because although the initiative was just been launched in July 2022 but able to attract 230,905 volunteers registered as of 6th Mac 2023 (data from Malaysian Ministry of Youth and Sports officer email). Therefore, this paper aims to examine the influencing factors of volunteer motivation during emergencies and crises from a population of 508 trained Satria volunteers of the Malaysian Ministry of Youth and Sports throughout Malaysia.

Volunteer: Volunteer is defined as persons who use their free time to benefit others while receiving no monetary compensation (Zollo, Laudano, Boccardi, & Ciappei, 2018) & (Wilson, 2012). Volunteering significantly influences the community and non-profit organizations economically (Lau, Fang, Cheng, & Kwong, 2019). In other research by Bang et al. (2018), the success of sporting events was largely due to volunteerism.

Volunteering gives an individual a sense of purpose and benefits both the individual and the community (Gray & Stevenson, 2019). Aside from that, volunteering can enhance social connection and bonding among people help to establish community relationships and encourage involvement among citizens (Toomey, Strehlau-Howay, Manzolillo, & Thomas, 2020). As a result, disaster-affected communities will be more willing to aid one another in the future. Volunteerism has long been the major cause for many countries worldwide to achieve environment conservation through clubs and organizations (Sloane & Pröbstl-Haider, 2019).

Motivation: The word Motivation is translated from a Latin word, "movere" which means move and is later interpreted as moving people to strive (Nurbaeti, 2022). Motivation plays an important part in volunteerism success by getting people to volunteer, increase the number of volunteers and also determining its success (Lee & Zhang, 2019). The understanding of the factors that motivate people to volunteer is crucial for recruiting and supporting volunteers (Yang, 2021). According to Yang (2021), knowing the motivation factor is required to make the program sustainable and minimize any negative effects that may arise as a result of volunteer engagement. Motivation is thought to be a mental impulse that motivates and directs human behavior, especially learning behavior (Filgona, Sakiyo, Gwany & Okoronka, 2020). Other than the above previous research, motivation is described as the driving force that inspires or prompts a person to act towards a desired goal (Aliyah & Ariyanto, 2021). It is a force that causes an individual to act or behave in a particular way with influencing factors such as needs, desires, personal values, and aspirations (Mitchell & Clark, 2020).

Overview of Disaster: Disaster is defined as events that occur all over the world daily and have a profound impact on individuals and groups of families and communities (Younis, Ahmed, & Hussein, 2020). Faulkner and Vikulov (2001) define disaster as those events that disrupt the affected community externally with the need for adjustments. This is different from disasters caused by an organization's prolonged failure to deal with changes and problems (Faulkner and Vikulov, 2001). The number of countries affected by successive catastrophes is growing, and their effects might differ significantly from those of single disasters (Ruiter, Couasnon, Homberg, Gill & Ward, 2019).

Natural disasters affect people all over the world. These natural disasters are catastrophic and endanger peoples' lives (Kankanamge, Yigitcanlar, Goonetilleke & Kamruzzaman, 2019). Kankanamge et al. (2019) highlight many natural disasters that happened from 2010 to 2018 such as the Haiti Earthquake, the Tōhoku Earthquake and Tsunami, Hurricane Sandy, the Mexico Earthquake, Sierra Leone Floods and Landslides, Japan Floods and Mudslides to name a few. In Malaysia, natural disasters such as the Ranau Earthquakes in Sabah were dated back from 2015 to 2021 (Bikar, Rathakrishnan, Kamaluddin, Nasir & Nasir, 2021). According to Bikar et.al (2021), earthquake disasters tend to cause society to experience enormous levels of stress and awful scenes psychologically.

In December 2014, extreme rains and unusually strong winds during the Northeast Monsoon season caused unprecedented floods in Malaysia. The people in Kuala Krai Kelantan were the victims of these floods which forced them to evacuate and experience harsh episodes of high water increase of flood up to 4^{th} building floors (Anua & Chan, 2020). According to Anua and Chan (2020), one of the most common, harmful, and uncontrollable natural disasters is a flood disaster, which puts human lives and property in danger as well as indirectly harms the nation's economy while repeated floods can harm infrastructure, agriculture, property, and even human livelihood. Besides flood disasters, Malaysia also experiences many natural disasters as well as man-made disasters such as the worst episodes of haze, dreadful landslides, drought and typhoons to name a few (Chan, 2014). This research focuses on post-disaster aid where trained Satria volunteers from the Malaysian Ministry of Youth and Sports assist the affected victims.

Post Disaster Volunteers: Sukarelawan Anak Muda (Satria): Sukarelawan Anak Muda also known as Satria was launched by the Malaysia Prime Minister on 16th July 2022 during National Youth Day in Tuaran, Sabah. Satria is a dedicated platform to gather all the willing individuals to be part of volunteers during activities and post-disaster programs such as aids at the evacuation center, debris cleaning and minor repairs on public amenities and houses that have been affected by the disaster. Other than that, Satria is also involved in sports events such as the SUKMA (Malaysian Sport) event, Le Tour De Langkawi, and the AFF Mitsubishi Cup Tournament. This research is focused on the population of 508 trained Satria volunteers of the Ministry

of Youth of Malaysia from all over Malaysia.

Research Background: Butt, Hou, Soomro and Maran (2017), in their research state that a large number of volunteers are needed all over the world to render quality service for the betterment of the societies, organizations and communities. Volunteers can help to ensure the relevancy and legitimacy of development-related advocacy activities in important knowledge repositories (Suandi, Hamzah, Ismail & Shah, 2014). Bang and Chelladurai (2009) state that understanding the motivation, recruitment and retention of volunteers is important as volunteers contribute significantly to organizations. Thus, the population of 508 trained volunteers of the Malaysian Ministry of Youth and Sports all over Malaysia will be the participants of this research.

Problem Statement: The purpose of this study is to examine the factors that motivate people to volunteer as regards self-enhancement, expression of values, career and interpersonal among the trained Satria volunteers. According to Sengupta and Khalifa (2022), volunteerism is a synonym for crises. Motivation is the key factor for people to volunteer as they know that there will be no monetary benefits, it will need them to sacrifice time for training and prolonged volunteerism work by volunteering (Mertins & Walter, 2021). Understanding volunteer motivations and variances between groups of people will enable management to build management methods that will help volunteers perform better. According to Osei (2021), volunteer recruitment and retention may be difficult due to a lack of time, resources, and relevance. According to Aminizade et al. (2017), without volunteers, many organizations will not be able to function particularly in times of disasters or emergencies.

Citizens are typically the first people to arrive at the scene of accidents and tragedies and with the necessary abilities and knowledge can play significant roles and help the relief efforts greatly (Aminizade, et al., 2017). Volunteer motivation refers to the challenge of maintaining the enthusiasm and commitment of individuals who choose to contribute their time and resources to a cause or organization without receiving financial compensation (Mobiny & Ramos, 2020). Furthermore, Mobiny and Ramos (2020) state that this can result in decreased participation, high turnover rates, and difficulty attracting new volunteers, ultimately compromising the success of the cause or organization they support. According to Mak and Fancourt (2021), there are three types of volunteering namely formal volunteering, social action volunteering and neighborhood volunteering during the time of crisis. Those who were more connected with their communities tended to have greater intentions to volunteer during the crisis (Wang et al. 2021). For this research, trained Satria volunteers of the Malaysian Ministry of Youth and Sports are categorized as formal volunteering.

Little study has been conducted on the volunteer motivational factor during the crisis as compared to other factors of volunteerism (Sengupta & Al-Khalifa, 2022). The purpose of this study is to examine the main factors that motivate people to volunteer as trained Satria and then later, may be helpful for governments and non-profits to deal with volunteerism in the time of crises and emergencies.

Research Objectives: Based on the research questions, the main objective of this examine the relationship between factors that affect volunteer motivation among trained Satria volunteers in the Malaysian Ministry of Youth and Sports. The specific research objectives (ROs) are outlined below:
RO1: To examine the relationship between self-enhancement and volunteer motivation.
RO2: To examine the relationship between the expression of values and volunteer motivation.
RO3: To examine the relationship between career and volunteer motivation.
RO4: To examine the relationship between interpersonal and volunteer motivation.
RO5: To examine the most significant factor that influences volunteer motivation.

Significance of the Study: Contribution to the Government: The finding of this study will indicate factors affecting the volunteer motivation among the trained Satria volunteers registered with the Malaysian Ministry of Youth and Sports. Thus, the result will provide insights to government agencies to give due attention to these factors that motivate volunteer to offer their expertise and time for future voluntary engagement. Other than that, these findings are most relevant for the recruitment of volunteers, networking and promoting organizations with volunteerism.

Significance of the Study: Contribution to the Non-Governmental Organizations (**NGOs):** This research can help the NGOs in Malaysia by sharing information on how to produce programs that are appropriate for the target group of individuals, particularly the youth, in the future.

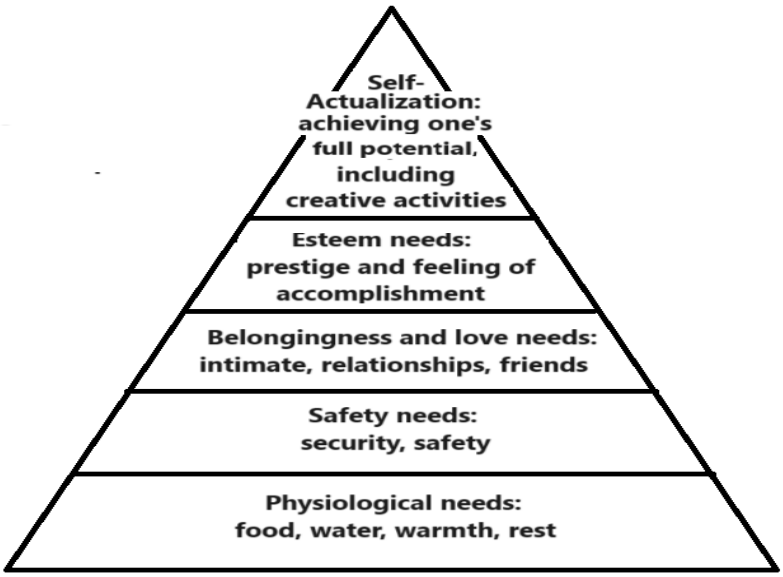
2. Literature Review

Brudney (2016) states that since the development of volunteer programs incur cost, therefore the screening, formulating, attracting and training are necessary before recruiting volunteers, following the successful recruitment of volunteers, one of the most important responsibilities of volunteer managers is to ensure long-term volunteer involvement (Brudney, 2016).

Clary et al. (1998), hypothesize 6 volunteerism functions with the application of functionalist theory. The functionalist theory focuses on the social structure that promotes society's long-term survival (Gómez-Diago, 2020) and Maslow's hierarchy of needs serves the purpose of the base on human needs. There are six motivation types namely, values, understanding and career. Social needs, enhancement, sense of security accordingly and each type has its elaborative functions (Suandi, et al., 2014).

Underlying Theory: Maslow's Theory of Hierarchical Need: According to Maslow's hierarchy of needs theory, people will be motivated if they are able to meet their desires. There are five level hierarchy of needs according to Maslow namely physiological, safety, love, esteem needs, and self-actualization (Maslow, 2000). Maslow explains that the different levels of hierarchy will define each person's needs. This model relates to Maslow's hierarchy of needs from the evolvement of psychological needs for people to have motivation to volunteer.

Figure 1: Maslow's Hierarchy of Need



Maslow's theory of motivation is based on the idea that individuals have a hierarchy of needs, starting with the most basic and important physiological necessities and ascending to the fifth level of the need for self-actualization (Alajmi & Alasousi, 2018).

Dependent Variable: Volunteer Motivation: According to Suandi et al. (2014), the Social Exchange theory framework hypothesizes that volunteerism sustainability depends on the reward and cost. It was hypothesized that any imbalance between contribution and rewards will increase the equilibrium (Suandi et al., 2014). Ahn (2018) highlights volunteer motivation as a person's willingness to participate or contribute and remain in volunteer work. In the same study, it was mentioned that the motivations for volunteering in

sporting activities vary based on the size and nature of the activity.

Volunteer activities have become trendy worldwide and volunteerism is said to be an important area of educational research in recent years (Ahmad, Sulaiman, & Khalifah, 2020). Volunteers are those who sacrifice some of their time to serve others within their society without expecting anything in return; they tackle responsibility for voluntary activities in the pursuit of self-happiness and new experiences (Adler 2011). Stebbins (2009) indicates that whether economic or voluntary, a "volunteer" is someone who is volunteering in the context of both formal and informal, even for a little time where this person serves or benefits one or more people (who, by definition, must not be members of that person's family) through volunteer work; volunteers typically do not get paid, but they occasionally get reimbursed for out-of-pocket expenses. Theoretically, volunteer work refers to a nonprofit endeavor that relates to a person or another person doing work with pay or no pay, organize work individually or institutionally, show personal or project commitment that consumes time (Guntert, Wehner & Mieg, 2022). Volunteers in organizations refer to those in organized nonprofit organizations, who work willingly without pay in exchange for their membership (Faletehan, Burg & Wempe, 2021).

It is very important to understand the volunteer's motivations since they make a great contribution to any organization, as well as the recruiting and retention of volunteers (Bang & Chelladurai, 2009). Volunteers play a vital role in the operation of our modern communities, thus their dedication to non-profit organizations is a significant social issue. In addition, Alajmi and Alasousi (2018) in their research state that motivation is partly a technique to motivate individuals to act. It is the process of behavior arousing, energizing, and finally determine performance by making people take action and achieve objectives (Alajmi & Alasousi, 2018).

Independent Variable: Self Enhancement: Self-enhancement is the motivation to have a direct impact on the life of an individual. It also the way one sees oneself positively (Krueger, Heck, & Asendorpf, 2017, et al., 2017). By volunteering, the person will have gained a sense of accomplishment. Enhancement is one of the six (6) primary functions served by volunteerism by Daniel (1960). Self-enhancement can also be interpreted by the achievement of the hierarchy of personal growth and self-esteem as to achieve satisfaction by volunteering (Daniel , 1960). It motivates them to present enhanced, self-relevant and positive self-image information. Self-enhancement is said to achieve the level of self-esteem by improving and enhancing oneself (Merriam-Webster, 2022).

The Relationship between Self-Enhancement and Volunteer Motivation: Research by Krueger et al. (2020) analyses self-enhancement with consistent results. The observation research on self-enhancement finds positive relationships between volunteering intention and volunteering expectation from others (Krueger et al., 2020). Furthermore, another research by Beckman et al. (2021) analyzed self-enhancement or personal enrichment to influence volunteerism and resulted in a positive relationship between the two variables stating that experience seekers on a personal level tend to have a positive relationship with volunteerism. In their research, Zainuddin, Yusof, Zaini, and Mansor (2020) discover that self-improvement is the primary reason that motivates respondents to volunteer. Self-enhancement also notifies the perception of an individual in a positive term (Krueger et al., 2017). Therefore, it was hypothesized as follows:
H0: There is no relationship between self-enhancement and volunteer motivation.
H1: There is a significant relationship between self-enhancement and volunteer motivation.

Independent Variable: Expression of Values: Values are concepts that describe desirable, trans-situational end-states and behaviors. They are divided into two categories: individual and societal values. Values influence social cohesion in three ways: first, when they are shared; second, when they promote behavior that is conducive to social cohesion; and third, by influencing policy choices and institutional design (Nowack & Schoderer, 2020). Recent research on how people cope with their surroundings indicates that the coping mechanism is related to values (motivation and focus) (Tamir, Cieciuch, Torres, & Dzokoto, 2016). The expression of values function is a function in which an individual gets pleasure from consistent attitude expression of personal values and self-concept. Ego psychology ideologies refer to the importance of self-expression from three functions namely self-expression, self-development, and self-realization, and these functions are important to them (Daniel , 1960).

The Relationship between Expression of Values and Volunteer Motivation: Research by Bang, Bravo, Figuerôa, & Mezzadri (2018) indicates that individuals who believe that volunteering at a sporting event will meet their needs and aspirations to volunteer. Expression of values was found to form effectively their future intention to volunteer in the community (Bang et al., 2018). The research by Cho, Bonn and Han (2018) indicates that "value" was the positive factor that influenced Gen Z to volunteer. Values are important in decision making privately or publicly. Values also help the decision-maker to prioritize and strive for improvement (Haste, 2018). Therefore, H2 is developed as follows:
H0: There is no relationship between the expression of values and volunteer motivation.
H2: There is a significant relationship between the expression of values and volunteer motivation.

Independent Variable: Career: Most people characterize their careers in terms of a person's progression through numerous jobs, from education to work to retirement (Ng et al., 2018). In contrast, According to Savickas (2005) career development hypothesis contends that a career is more than a chronology of employments and organizations; it deals with career design, suggesting that careers must be understood in the context of their enactment, as they reflect modifications to a changing environment, including key life and career events (Savickas, 2005). Bang and Ross (2009) discovered that career had a strong beneficial effect on volunteer satisfaction.

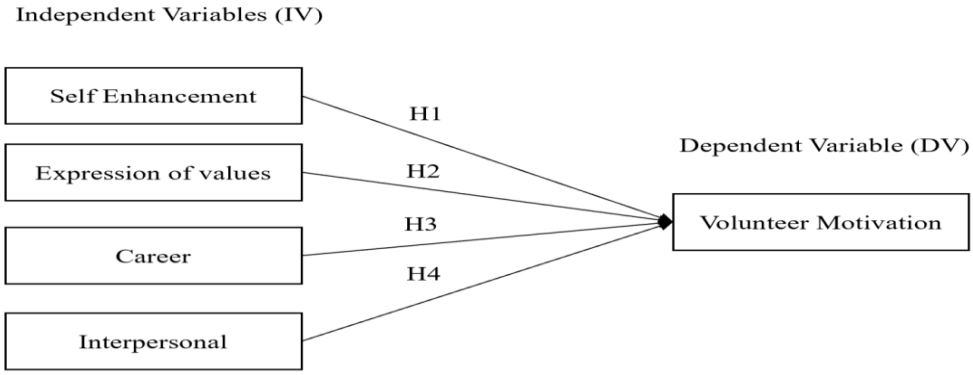
The relationship between Career and Volunteer Motivation: The research by Cho et al. (2018) also indicates that Gen Z's positive attitudes towards volunteering depend importantly on the benefits which are then followed by value and self-esteem. Respondents in the United Kingdom are primarily driven by career experiences, whereas participants in Austria are primarily motivated by two factors namely: value and esteem (Sloane & Pröbstl-Haider, 2019). In the research of Sloan and Probst-Haider (2019), careers have a positive relationship with volunteer motivation. Therefore, H3 is developed as follows:
H0: There is no relationship between career and volunteer motivation.
H3: There is a significant relationship between career and volunteer motivation.

Independent Variable: Interpersonal Contact: Interpersonal contact helps people to grow socially by meeting new people and making contacts. Volunteers achieve networking, gain knowledge and enhance skills that finally increase employment opportunities (Ahmad et al., 2020). Newes et al. (2019) indicate that volunteering helps improve interpersonal relationships through activities, interactions and engagements. The most important indicators of personal and interpersonal adjustment were arguably included in the current meta-analytic review. Despite this, the sheer volume of available studies made it impossible to cover personal and interpersonal adjustment in depth (Dufner, Gebauer, Sedikides, & Denissen, 2019).

The Relationship between Interpersonal and Volunteer Motivation: There is a positive relationship between volunteer motivation and interpersonal. The research by Zainuddin et al. (2020) finds that the respondents with positive social contact who care for people and the community will have higher volunteer desires.
Other research by Zainuddin et al. (2020) emphasizes that interpersonal factor has a positive relationship with volunteer motivation which indicates the desire to participate in volunteer activities as a result of positive social contact. Therefore, H4 is developed as follows:
H0: There is no relationship between interpersonal and volunteer motivation.
H4: There is a significant relationship between interpersonal and volunteer motivation.

Theoretical Framework: A theoretical framework includes experts' expression of theory that contributes to the process of guiding the development of a framework for data analysis and interpretations (Kivunja, 2018). The framework of this study has been developed based on the previous frameworks established by Vinnicombe and Wu (2020) and Zainuddin et al. (2020) as shown in Figure 2. This framework employs Maslow's Theory of human motivation also known as Maslow's Hierarchy of needs theory as a suitable theoretical ground.

Figure 2: Theoretical Framework



3. Research methodology

This research utilizes a quantitative research method where data will be collected once and analyzed with statistical approaches. Quantitative research methods are designed to enable researchers to study natural phenomena, objectively measure the social world, and predict and understand human behavior (Mkhomazi & Iyamu, 2013).

Research Design: Research design describes the design elements to answer the research questions. This research aims to examine the relationship between the variables (Sekaran & Bougie, 2013). It is intended to provide an appropriate framework for a study. The study consisted of well-structured questionnaires as the tools to gather primary data. The researcher will use the stratified samples method. The survey questionnaire was developed with adaptation and adoption from past studies from Vinnicombe and Wu (2020) and Zainuddin et al. (2020) and later was validated by the supervisor to measure the factors that influence volunteer motivations among the population of 508 trained Satria volunteers of Malaysian Ministry of Youth and Sports. The study proposes possible research that will look at the relationship between Self-Enhancement (IV1), Expression of Values (IV2), Career (IV3), and Interpersonal (IV4) with Volunteer Motivations (DV).

The goal of this study is to test the predictive model established based on current theory; hence a quantitative research approach will be used. The unit analysis of this study is the population of 508 all over Malaysia with a sample size of 226 trained Satria volunteers who have attended training with the Malaysian Ministry of Youth and Sports. The data for this study will be collected using multiple online platforms which as Google Forms surveys distributed in applications such as WhatsApp and Telegram Messenger. The data then will be interpreted using the Pearson Correlation Coefficient. The researcher uses a correlational study design, non-experimental research that facilitates prediction and explanation of the relationship among variables. The survey and statistical analysis methods are preferable to be used since they may produce the most accurate data. This approach may be used to test the previously mentioned hypotheses at the same time.

Population and Sampling: The total population of registered volunteers in Malaysia is 230905 as per 6th Mac 2023. While 508 volunteers have attended Satria Volunteers Basic Course Training. For this research, the respondents are the trained volunteers, n=508. Based on Krejcie and Morgan's (1970) table for the determination of sample size, and a given population of 508, a sample size of 226 would be sufficient to be analyzed as a cross-section of the population (Krejcie & Morgan, 1970). The researcher will use a stratified sampling technique as a sampling procedure method. Stratified sampling is a process of dividing the population into smaller groups known as strata where all the elements of the strata share distinctive qualities. A random selection proportionate to the stratum's size will be gathered for the analysis. Based on the understanding of stratified sampling, the population of this research will be divided into smaller groups according to their states in Malaysia, where everyone in the population will be invited to participate. The

questionnaire will be emailed and will be sent to the state Satria volunteers' coordinator's group WhatsApp and Telegram phone application.

Questionnaire Development: A set of questionnaires has been developed which includes 5 sections. The first section consists of demographic information which covers the personal attributes of the respondents. Most questions were adapted from previous journals that related to this study by Vinnicombe and Wu (2020) and Zainuddin et Al. (2020). Section A uses nominal-typed questions. For subsequent sections, questions using a numerical 5-point Likert scale were employed (1 = strongly disagree; 5 = strongly agree) to examine how strongly the respondents agreed or disagreed with the statements. Section A utilized multiple-choice questions. For subsequent sections, questions using a numerical 5-point Likert scale were employed (1 = strongly disagree; 5 = strongly agree) to examine how strongly the respondents agreed or disagreed with the statements. All the items in the questionnaires have been validated and adapted from related studies. Table 1 is developed based on the items included to measure the intended variables.

Table 1: Questionnaire Development

Part	Variable	Scale
Part A	Demographic (7 items) Gender: Age Marital status Race Education qualification Employment status Volunteering Experience	Nominal Scale
Part B	Dependent Variable: Volunteer Motivation (11 items) I like to meet and cooperate with important people. I want to improve my social skills (communication, leadership, etc.). I want to be an example to other people. I want to volunteer for a membership requirement. I want to fulfil the merit needs for college application (if I want to continue studying). I want to fulfil the merit need for the scholarship requirement (if I want to continue studying). I want to gain a reward or honor. I want to understand the problems faced by others. I want to self-train to be a community leader in the future. It is my religious belief to volunteer. My friend is also a volunteer.	1 (strongly disagree) to 5 (strongly agree)
Part C	Independent Variable 1: Expression of Values (5 items) I want to help other people. I want to find self-satisfaction through volunteering activities. I want to meet new people and expand relationships with others. Spending my free time on beneficial activities. I want to achieve career goals.	1 (strongly disagree) to 5 (strongly agree)
	Independent Variable 2: Self Enhancement (4 items) I want to explore my strengths. Volunteering makes me feel needed. Volunteering makes me feel important. I gained a new perspective on things.	1 (strongly disagree) to 5 (strongly agree)

Independent Variable 3: Interpersonal Contacts (4 items) I want to work with different people. I want to develop relationships with others. I want to work with different people. I want to meet people.	1 (strongly disagree) to 5 (strongly agree)
Independent Variable 4: Career Orientation (5 items) Volunteering will look good on my resume. I want to gain practical experience. I want to make contacts for my future career. I want to gain experience that would help in any job I want to gain some work-related experience.	1 (strongly disagree) to 5 (strongly agree)

4. Data Analysis

The data gathered from the questionnaire will be analyzed using the Statistical Package for Social Science (SPSS) Software for Windows Version 27.0. To test the dependability of each variable, this research assists in the generation of data and the analysis will cover demographics, reliability, descriptive statistics, normality test, correlation and regression. This software can also assist in the discovery of a missing value while also ensuring that the quality of the result is maintained. Frequencies, cross-tabulation and descriptive analysis will be used to analyze demographic information. The research will use Correlation coefficient analysis to examine the relationship between self-enhancement, expression of values, career development and interpersonal contacts with volunteering motivation and to examine which factor most influences volunteering motivation among trained Satria volunteers, the research will use regression analysis.

5. Summary

Volunteer motivation differs from person to person and is impacted by several factors. Understanding volunteer motivation is crucial for organizations that rely on volunteers to accomplish their goals. Organizations must understand what factors motivate people to offer their time and effort to effectively recruit and retain volunteers. Organizations can design volunteer programs that correspond with their needs and provide an opportunity for volunteers to feel valued and appreciated by recognizing what inspires them. Based on the literature reviewed, the factors that influence volunteer motivation are self-enhancement, expression of values, career and interpersonal contact. With a population of 508 trained Satria volunteers of the Malaysian Ministry of Youth and Sports, the researchers intend to identify the factors that motivate people to volunteer. Other than that, the research highlights the research design, population and sampling, sampling technique and others. The questionnaire will be distributed amongst the trained Satria volunteers of the Malaysian Ministry of Youth and Sports. The sample will be acquired using stratified sampling and will be analyzed by using Statistical Package for Social Science (SPSS Program Version 27.0).

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