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ABSTRACT

The Relationship Between Volunteer Motivation and Satisfaction Among University Students

Nur Qistina Shahiera Zaidi¹ & Siti Aida Amat^{1*}

¹Faculty of Sports Science and Recreation, Universiti Teknologi MARA, Negeri Sembilan Branch, Seremban Campus, Negeri Sembilan, MALAYSIA

*Corresponding author: sitiaida@uitm.edu.my

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I. INTRODUCTION

Volunteering is crucial for fostering social responsibility and assisting students in developing as individuals. A large number of university students do not actively participate in voluntary work [1]. This study focuses on examining a significant relationship between volunteer motivation and satisfaction, and to examine a significant difference between volunteer motivation among university students in term gender.

II. METHODS

A quantitative cross-sectional design with probability sampling and random sampling was used using a structured questionnaire distributed via Google Forms to students (BS101) at Kolej Poly-Tech Mara Bangi. The Volunteer Function Inventory (VFI) has six domains which are values, understanding, enhancement, career, protective, and social. To find trends and examine the relationship between volunteer motivation and satisfaction, Pearson correlation, and Independent T-Test analysis were employed.

III. RESULTS AND DISCUSSION

A. Volunteer Motivation

With a value of ($M = 4.92$, $SD = 1.77$), the table shows that the values component has the highest mean of all the volunteer motivation factors for sports students (BS101) of Kolej Poly-Tech Mara Bangi. Meanwhile, Social ($M = 4.77$, $SD = 1.73$) the lowest of all volunteer motivation factors for sports students (BS101) of Kolej Poly-Tech Mara Bangi. Motivation is a key construct when trying to understand an individual's decision to be a volunteer, thus a better understanding of the volunteer's motivation and characteristics will allow for better decision making [2].

B. Satisfaction

The table provided the descriptive statistic for satisfaction among university students with a value of ($M = 4.84$, $SD = 1.65$). So, the level of satisfaction among university students is high. The satisfaction of student volunteers was inferred based on how strongly they agreed with items aligned to each motivational dimension, as satisfaction is closely tied to the fulfillment of volunteer expectations and motivational functions [3].

C. Relationship Between Volunteer Motivation and Satisfaction

The results of the analysis showed that the two variables had a strong, positive, and statistically significant association ($r = 0.988$, $p < 0.001$, $df = 372$). Based on the result, the null hypothesis is rejected. the factor correlation is equal to or greater than 1, there is a severe problem of discriminant validity [2]. This suggestion is that Institutions are therefore encouraged to create volunteer programs that are suited to the interests of the students for instance, by providing chances for career growth, social awareness, and self-improvement. Programs that address students' main driving forces might boost their level of satisfaction and promote ongoing involvement.

D. Difference Between Volunteer Motivation in Terms of Gender

The independent samples t-test was conducted to compare volunteer motivation between male and female sports students (BS101) of Kolej Poly-Tech Mara Bangi. The result showed a reject hypothesis because of a significant difference, $t(370) = 2.34$, $p = 0.020$, indicating that female students ($M = 5.03$, $SD = 1.53$) reported higher motivation levels compared to male students compared to male students ($M = 4.62$, $SD = 1.78$). According to this study's findings, motivational differences for volunteering do exist between volunteer and non-volunteer students, female and male students, and students pursuing a service-oriented major and students pursuing a non-service-oriented major [4]. Volunteer activities should be customised to the interests of different genders because female students demonstrated higher levels of motivation. Emphasise social and value-based activities for women. Emphasise career-related and skill-building possibilities for men. This strategy can encourage balanced involvement and increase both groups' level of engagement.

TABLE I
VOLUNTEER MOTIVATION

Variables	Mean	Standard Deviation
Values	4.92	1.77
Career	4.91	1.63
Protective	4.84	1.62
Understanding	4.82	1.72
Enhancement	4.81	1.64
Social	4.77	1.73

TABLE II
SATISFACTION

	Mean	Standard Deviation
Satisfaction	4.84	1.65

TABLE III
RELATIONSHIP BETWEEN VOLUNTEER MOTIVATION AND SATISFACTION

	Mental Toughness	
	Volunteer Motivation	Pearson's R
	Sig. (2-tailed)	<0.01
	N	372

TABLE IV
DIFFERENCE BETWEEN VOLUNTEER MOTIVATION IN TERMS GENDER

	Gender	N	t	df	Sig. (2-tailed)
Volunteer	Male	170	2.34	370	0.020
Motivation	Female	202			

IV. CONCLUSIONS

The results show that volunteer satisfaction and motivation are strongly correlated. Furthermore, happiness with motivation was the most significant factor affecting student volunteers, whereas contentment with volunteer tasks was the least significant factor. Overall, the analysis of the information gathered from the respondents produced the results of those study objectives. For future researchers, it is recommended to explore other demographic factors such as academic background, volunteering frequency, or cultural influences that may further shape volunteer motivation and satisfaction across different student populations.

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