

# THE EFFECT OF PERSONALITY CHARACTERISTICS ON VOLUNTEER MOTIVATION: A STUDY ON NGO EMPLOYEES IN THE COVID19 PANDEMIC PROCESS

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## ABSTRACT

The heroes of natural disasters, pandemics and similar crisis situations are majorly volunteers. Voluntary work can be done for different reasons depending on the personality characteristics and expectations of the volunteers. The purpose of this study is to determine the effect of personality traits on volunteering motivations of employees. Volunteer health workers in various NGO in Kocaeli (Turkey), where pandemic findings are widely seen, constitute the basis of the research. Relational screening technique was used in the research. A questionnaire including closed-ended questions was used as the data collection method. Questionnaire consists of three parts. In the first part, "Personal Information Form" containing the demographic information of the health volunteers participating in the research, "Personality Scale" consisting of 10 items and "Volunteer Motivation Scale" consisting of 19 items were used. According to the findings, it was determined that the personality traits of the volunteers were effective on the voluntariness motivation.

**Keywords:** Voluntariness in NGO, Covid19, Personality Characteristics, Volunteerism, Voluntariness Motivation.

## INTRODUCTION

The subject of this paper is to evaluate the voluntariness motivation of those who voluntarily contribute to non-governmental organizations (NGOs) operating for the benefit of the society according to their personality characteristics. Within this context, the objective of the study is to provide data for subsequent academic and voluntary studies by determining the tendency of volunteers who are engaged in humanitarian activities, for the benefit of the society, in professional or voluntary service. In this study, as the voluntariness motivation levels and the personality factors affecting the motivation of the volunteers who participated in NGO activities were determined, the information obtained will both provide data for similar academic studies to be carried out later and inform the factors affecting voluntariness motivation for the implementers who will be studying to increase their motivation.

This study is designed to test voluntariness and personality characteristics that affect it. The study

includes volunteers who offering supports to some NGOs that operate to prevent the spread of the pandemic, at the beginning of the Covid19 pandemic process in Turkey as of February 2020. Due to the pandemic conditions, the data is limited with and collected from 384 people who were only accessible due to curfew and social isolation.

Voluntariness can be defined as work, labor or contribution, without seeking any returns. Economists see voluntariness as a "free generated job". Volunteer work can be defined as "free job provided by the employee without any family, kinship or friendship relationship or without obligation of any contract". Voluntariness can be confused with the behavior of helping people in the community, the prosaically behavior defined as "voluntary behavior aiming to benefit others" and the concept of altruism which means "the behavior which done is not for helper's own benefit but rather for the good of others". Simply, voluntariness is the condition of being willing to a business or organization without any pressure, compulsion or expectation.

Voluntariness is mentioned as a way for people to have contribution to the existence and differences in life as a citizen. While it is generally examined, it is observed that individuals are

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interested in voluntariness, philanthropy or politics, as well as participating in voluntary activities in order to achieve new qualifications by observing their own personal development (Mc Curley & Rick, 2006).

Musick and Wilson (2007) divided volunteering into formal volunteering and informal volunteering. Formal volunteering refers to planning a determined activity with a non-governmental organization (NGO) or a specific group or organization within a structured framework. On the other hand, informal volunteering, can be seen as an momentary act of helping in everyday life. They are individual and non-officially registered aid networks organized between people.

Smith (2000) has classified the volunteer activities in four groups according to their ultimate goals. (1) Mutual assistance (aid) is the formations in which everyone voluntarily benefits from the voluntary action, which often come together to increase the welfare of an informally small group. (2) Philanthropy is usually organized under a formal organization, it provides a benefit to the third party, not to the person or the organization. (3) Participation is activities such as individuals gathering with a group that they feel belong to and participating in the governance process. (4) Advocacy can be shaped from lobbying to awareness raising activities. While mutual assistance (aid) and philanthropy are mostly aimed at the people themselves or the third party; participation and advocacy activities aim to produce more policy.

According to these definitions, the volunteer is a responsible and self-sacrificing individual who tries to perform at the highest level in order to realize the mission of the organization by leaving aside his/her business life and habits while participating in the activities of non-governmental organizations. There are many reasons for the individual to voluntarily participate in an activity. Objectives such as having contribution in the success of the organization, improving individual skills, effect of social environment, successful social development in business life can be attractive approaches for volunteers to join the organizations. Voluntariness behavior is mostly described through the concept of altruism (Şaklar, 2015).

Volunteering, as well as its close relationship with altruism, is also an instrument that allows the volunteer to achieve the inner satisfaction that the volunteer needs, although it also seems to be a charity activity for others by creating a space where the individual becomes socialized. In addition to the spiritual pleasure it provides, it is known that

voluntary participation has many effects on volunteers. Individuals around the world participate in voluntary activities for various reasons. Some of the reasons are reducing poverty, improving basic health and education services, providing safe water supply and healthy conditions to people, dealing with environmental and climate change problems, reducing the risk of disasters, combating disputes that challenge social exclusion and violence. In all of these areas volunteering has had contribution to development and peace by ensuring the welfare of people and communities. Voluntariness is also the backbone of many non-governmental organizations (NGO), social and political movements. As it keeps its presence in the public sector, its presence also is being increased in the private sector (Leigh, Smith, Giesing, Leon, HaskiLeventhal, Lough, Mati & Strassburg, 2011). Sustainability of voluntariness more effectively and productively is provided by increasing the motivation of voluntariness. Considering that sustainability cannot be achieved at the very beginning of the factors affecting voluntariness that would be understandable how important motivation is.

The first studies involving volunteering motivation started in the 1970's. Researches involving volunteering motivation in different dimensions were conducted by many researchers. Powell and Steinberg (2006) suggested that volunteers motivations may be different compared to the motivation of people who work with payment, and therefore organizations should adapt to manage volunteers. The easiest and most correct way to learn why volunteers participate in their activities will be to ask them this question. In all kinds of explanations of human behaviors, intentions, reasons and motivating them should be applied. It is very important to know what are the motives that motivate individuals. Because knowing why people volunteer in any job and activity will increase the participation of people in many fields. The concept of motivation, as well as personality, has proven to be a laborious task by social scientists. Functional drive theory is based on the assumption that people all have the same basic psychological needs. Behavior patterns can be explained by looking at these needs. In this theory, there is the assumption that needs are universal. Regardless of all people have different needs, it is necessary to choose what pleases them.

Regarding volunteering motivations, there are many studies on whether internal motivators or external motivators are perceived more important, duration of volunteering, and the relationship

between volunteering and mental health. Since there is no question of expectation in voluntariness, it can be said that the relation with external motivation is weak. Volunteering motivation assumed to be a specific form of internal motivation.

Although the effect of external motivation on voluntariness is weak, it can be said that volunteering motivation is supported by some external psychological factors. Thus, in some cases, external factors may also have an effect. Yet, it has been observed that volunteering motivation and internal motivation taken place in two different ways. While internal motivation is based on pleasure to drive efforts, volunteering motivation is happiness in terms of meaning and purpose, happiness in being beneficial to others (Kahn, 1990; McGregor & Little, 1998; Ryan & Deci, 2000).

On the other hand, psychologists have found findings that volunteering motivation and internal motivation include different reasons for making efforts. Ryan and Connell (1989) point out that internally motivated individuals make curiosity and pleasure-based efforts, while people with high volunteer motivation make efforts based on the desire to help others. When it is continued to reveal the difference between internal motivation and volunteer motivation in employees, it is seen that there are many differences. Voluntariness motivated employees make an effort to complete their jobs, and are determined to make conscious and self-control-based efforts to achieve the goals (Gagne & Deci, 2005). Employees are not related to volunteering motivation, work and task, there are self-directedness towards avoiding guilt, self-determined (oriented) self-esteem values (Ryan and Deci, 2000; Sheldon & Elliot, 1997), employees with volunteer motivation are ultimately helpful to others. Despite all this, when there is internal motivation, the employees are process focused and aim to see the completion of the task (Bono & Judge, 2003). Additionally, while the internal motivation is the state of pleasure from the nature of work, the motivation of volunteering is the state of pleasure before reaching the successful result in the work. The distinctions between the two motivations can also be seen in the context of temporal focus. While employees who are internally motivated are focused on the current situation and are concerned with completing the work itself with their current experience (Quinn, 2005), employees with voluntariness motivation are future-oriented and are concerned with the meaningful success of completing the job (Grant, 2008).

In researches conducted to understand which volunteer functions are determinant for volunteering, it has been seen that different groups give importance to different functions. In addition to this, it has been determined that the value function is a strong predictor in volunteering behavior (Clary Orenstein, 1991). The value function becomes the most important motivation for students who take part in volunteer activities at least once throughout their life. Career function is seen the most important motivation for students who have never been volunteered. It has been observed that continuing volunteering for a long term is correlated with value motivation (Penner & Finkelstein, 1998).

There can be many reasons that affect people's voluntary participation behavior (Taniguchi, 2006). Rosen (1950), mentions that volunteers are more open-minded and more open to innovations than non-volunteers, and that their personality characteristics affect the behavior of volunteering. According to Janus and Misiorek (2018), volunteering can be nourished from external rewards such as doing something good for others, meeting new people, and internal resources like sacrifice, social needs, and religious values. As a result of research conducted by Omoto and Snyder (1995) stated that, people are volunteered for self-directed reasons such as developing their self-esteem (respect) and ensuring their own development and that they remained volunteered for a long time.

People's voluntary participation behavior becomes meaningful according to personality (Akduru & Güneri, 2016). The effect of person's inner world on one's consciousness and behavior is undoubtedly important. According to the principle of determinism; "external causes (external effects) always act only indirectly through internal conditions" (Rubinstein, 1976).

Psychologists who talk about the internal impulses also draw attention to the importance of culture and personality (driving force). In this sense, it is possible to state that the motivation of volunteering is a function of culture as a personality and parameter of personality. Although there are different perspectives, the relationship between volunteering and personality behavior has been addressed in many studies. Some researchers link volunteering to the integrity of motivation, permanent motives that have a specific hierarchy and state the orientation of personality. Moreover, various psychological formations, including beliefs, social attitudes, values that underpin the individual's different needs, from biological to

social period, can act as motive (Rean, 2006).

The mechanism of interest between the different factors of the behavioral structure and the behavioral state can be considered exactly as a motivation mechanism that provides proper management of personality behavior (Yadov, 2013). Voluntariness behavior is carried out by a hierarchically regulated value system created by personal value orientations. Hierarchically, on the next level is the general (dominant) orientation of the individual's interests in a particular area of social activity. At the next level, there are three main components, a relatively more complex structure: emotion, cognition, behavior (Yadov, 1975).

In the relationship of personality and volunteering motivation, the interests and attitudes of the individual are also important. The interests that determine the actions and experiences of person, do not take objects into consideration and are a rational and total (holistic) psychological formation that expresses a potential stance for each object as principle (Myasishev, 2003). Interest is, above all, characterized as the basis for behaviors related to reality in the environment. The interests, which are an important aspect of personality, are dynamic and are in a constantly self-building formation. The individual shows himself/herself with interests as a representative of a certain society and culture. The concept of attitude is closely related to the concept of interest. According to Myasishev, the main difference between these concepts is awareness. Therefore, interests are more about unconscious behaviors and attitudes are about conscious behavior. Another difference is that interest is characterized by selectivity and relationships. In addition, emotions are an essential element of an interest and do not seem particularly important for the

formation of interests (Myasishev, 2003).

It is tried to explain the concept of personality, which expresses the difference of people in many ways through different theories. One of the most current of these theories is the big five personality theory. The five-factor personality characteristics approach is among the characteristic's theories developed to explain how the personality is formed. The Five Major Factor Theories are important in terms of examining the relationships between the individual's personality characteristics and behaviors and enabling them to research by reducing the personality to five characteristics (Curun & Çapkin, 2014).

The historical process of the Five Major Factor Theories summed up by Çetin (2015) as follows: "In the 1930s, it first emerged with the desire of scientists such as Klages, Baumgarten, Allport and Odbert to make a classification by selecting all the words related to personality from the dictionary (Sherman, 2012). 18,000 words related to personality characteristics were classified and determined for analysis. These words, which are determined by Allport and Odbert, are the words that can be used to distinguish one individual from others, which is indicated the differences of individuals from each other. The purpose of using the five Great Personality Models in this study is not to determine the personalities of individuals. The reason for using the Five Major Factor Theories to determine personality characteristics in this study is that the model gives valid and reliable results in the scientific literature in terms of defining and explaining personality characteristics (Deniz, 2016). Personality in a five-factor structure is named as; extraversion, compatibility, emotional instability, responsibility and openness to experience. 5 sub-dimensions are shown in Figure 8 according to the Five Factor Personality Traits Model.

Table 1. Five Major Personality Models

FACTOR NAMES	SCALE DIMENSIONS
1- Extraversion	Friendly, cheerful
2- Agreeableness	Humble, believing in cooperation
3- Conscientiousness / Self-Discipline	Systematic (businesslike), determined
4- Neuroticism / Emotional balance	Relax, confident
5- Openness to experience	Think analytically, open to innovation

**Reference:** "Introduction to Psychology", Clifford T. Morgan, 13th Edition, 1999: 313.

*Extraversion* is the first factor of the five-factor personality model. In this factor, people usually are; friendly, loving to be in touch with people, social and mobile. These people are pleased to have plenty of stimulus in their environment, and are generally prone to showing a cheerful,

optimistic emotional condition (Howard & Howard, 1998).

For the *agreeableness* factor's characteristics; truthfulness, humbleness, moderate, reassuring and unselfishness can be mentioned (Howard & Howard, 1998).

*Conscientiousness* factor is related to tendency to success and internal discipline. People with high conscientiousness are; disciplined, careful, have a high sense of accomplishment and determined (Costa & McCrae, 1995). Those with low level of conscientiousness are regarded as irregular and lazy people who are easily distracted.

The *neuroticism* factor means that the individual can maintain his/her own inner balance. It aims to be calm, relaxed, unworried, consistent and shows the level of individuals having these objectives. The individual will be satisfied with his/her life to the extent he/she can maintain his/her inner balance and will enjoy it (Hayes & Joseph, 2003).

The *openness to experience* factor generally refers to people who are artistic, imaginative, strong enough to perceive and have high creative tendencies (King, George & Hebl, 2005; Chapman, Talbot, Tatman & Britton, 2009). People who have low openness to experience are more traditional and tend to prefer what is known rather than innovation.

As discussed above, there are many variables related to volunteer motivation and motivation has many precursors. The most important of these is the personality of the individual. The relationship between personality (especially the Big Five model) and motivation has been the subject of so many researches. However, it has not been sufficiently researched on volunteering motivation. In this case, the effect of volunteer personality characteristics on volunteering motivation seems interesting.

When the relationship between personality and volunteering motivation is evaluated, it is seen that there is a tendency to giving and taking propositions in volunteering motivation research. Individuals with a tendency towards giving, do their help without expecting anything in return. They give to strengthen social ties and those who help others are motivated by the sense of serving, producing and contributing. Since individuals have different feelings in such kind of action, volunteering needs to be examined according to their personality and personality characteristics.

In this context, the research has two variables: Personality Traits and Volunteer motivation. The main hypothesis of the research is: "Personality traits have an impact on volunteer motivation". Depending on this main hypothesis, the effect of sub-dimensions of personality on volunteering motivation will be investigated.

## METHODOLOGY

In this research, the relational screening method has been used in general screening techniques (Karasar, 2008) aiming to describe the past or present situation of the research topic without any attempt to change or influence it. The survey form used in the research consists of 3 parts and 33 questions. In the first part of the questionnaire, "Personal Information Questionnaire" was used to determine participants' demographics. To test the defined hypotheses, multi-option scales adopted from prior studies for the measurement of constructs were used. Each construct's else generation was measured using a 7-point Likert scale ranging from "strongly disagree" (1) to "strongly agree" (7). In the second part, "Personality Questionnaire" was used to determine personality traits. In the third part of the questionnaire, "Volunteer Motivation Scale" was used to determine voluntariness motivations. Personality Questionnaire (Gosling, Rentfrow and Swann; 2003) - which is composed of five dimensions, and Volunteer Motivations Scale (Farrell, Johnston and Twynam, 1998) which is composed of seven dimensions, is used. Focus group interviews were conducted to ensure the scope validity and content validity of the scales.

We decided to conduct our research on the Volunteers of the most active NGOs in the Kocaeli province. These NGOs are also large, non-profit organizations operating internationally. The population of the research is made up of the participants of the activities of various voluntary NGO's in Izmit for humanitarian purposes. The sample of the research is the Kocaeli branches of four aid centers operating for the purpose of Humanitarian Aid. A questionnaire was sent to all the volunteers in the population for the research sample and to the sample of volunteer researchers who agreed to participate in the research. As is known, volunteers are not officially registered with these organizations and it is not known who will work when. It is also not possible to express it with a certain number. The minimum number of participants to represent the main mass of the sample is 384 (Karagöz, 2016). Since the universe is not known exactly, this rule is taken as basis.

Therefore, the research population is uncertain. Instead of choosing a specific sampling method in sample selection, daily volunteers were interviewed through NGO managers and team leaders. The number of volunteers interviewed in this way is 450. The number of available survey forms is 388. The sample size of the study and the distribution of volunteers participating in the survey according to international aid organizations

are given in Table 2.

**Table 2. Information on the Sample of the Research**

NGO	Theme	Male		Female		Total	
		N	%	N	%	N	%
KIZILAY	Blood Donation	104	85,9	17	14,05	121	31,19
IHH	Supporting Refugees	58	47,9	56	46,28	114	29,38
BESHIR	Aid to the poor	63	52,06	25	20,66	88	22,68
TEMA	Environmental Health	43	35,5	22	18,18	65	16,75
<b>Total</b>		268		120		388 100	

The survey form used in the research consists of 3 parts and 33 questions. The first part of the questionnaire, "Personality Questionnaire" was used to determine participants' demographics. The

second part, "Personality Questionnaire" was used to determine personality traits. The third part of the questionnaire, "Volunteer Motivations Scale" was used to determine voluntariness motivations depending on location.

**Table 3. Reliability Analysis of Scales (Cronbach  $\alpha$ )**

Variables	Item Number	Cronbach Alpha ( $\alpha$ )	Reliability
Personality characteristics	10	.748	Reliable
Voluntariness Motivation	19	.791	Reliable

Normality test was used to see that the sample data series came from the normal distribution of the population and to determine what kind of tests can be applied. If the value obtained by dividing Skewness and Kurtosis values by its own standard error remains below 3.2, it is assumed that that data is normally distributed (Tabachnick & Fidell, 2012). The test results show that the data is normally distributed.

### 3.2. Statistical Analysis of Data

Descriptive statistics (frequency, percentage, mean, standard deviation, and minimum and

maximum values) were used primarily when the data were evaluated. Cronbach's Alpha values were taken into account for the overall reliability of the data and the reliability of sub-dimensions.

The regression Technique was used to determine the relationship between the independent variable personality traits and the dependent variable voluntariness motivation. Linear Regression Analysis is used to examine the effect of independent variables on dependent variables and sub-dimensions of independent variables. The results were evaluated at 95% confidence interval,  $p < 0.05$  significance level.

**Table 4. Demographic Characteristics of Participants**

	Demographic Characteristics	Frequency	%
<b>Gender</b>	Male	273	70,36
	Woman	115	29,64
	Total	388	100,00
<b>Ages</b>	Under 18 years old	26	6,70
	18-30	118	30,41
	31-45	134	34,54
	46-60	89	22,94
	61 years and over	21	5,41
	Total	388	100,00
<b>Marital Status</b>	The married	292	75,26
	Single	96	24,74
	Total	388	100,00
<b>Education Level</b>	High school graduate	98	25,26
	Graduated from a University	135	34,79
	Graduate	36	9,28
	Ph.D. graduate	14	3,61
	Unanswered	105	27,06
	Total	388	100,00

#### 4. FINDINGS

In this section; First, information was given about the information and demographic characteristics of the participants. Then, statistics related to the dependent and independent variables of the research are summarized.

##### Findings related to participants' demographics

When the information in Table 4 is examined, it is seen that 70.36% of the participants are male and 29.64% are female. Age distributions,

educational status and marital status are also presented in the above table.

##### Findings related to Descriptive Statistics and Mean Values of Research Variables

The minimum, maximum and mean values and standard deviations of dependent and independent variables included in the study are given under this heading. Descriptive statistics of the personality trait variable of the study are presented in Table 5.

Table 5. Mean and Standard Deviations of Personality Variables

Personality characteristics	Mean	Std.D.	Dimensions of Motivation	Mean	Std.D.
Agreeableness	5.72	1.10	Interpersonal Relationships	5,95	1.21
Conscientiousness	5.52	1.07	Personal evolution	5,62	.78
Extraversion	5.41	1.23	Impression of Values	5,57	.81
Neuroticism	5.37	1.48	Human love	5,57	1.07
Openness	4.84	1.36	Patriotism	4,86	.93
			Career Guidance	3,91	1.32
			External Awards	2,85	1.42

Table 5 shows the average and standard deviation values of the volunteers regarding their personality traits and volunteer motivations.

##### Measurement Validation

In this study, following Kleijnen, Ruyter, and Wetzels (2007), we used reflective indicators for all our constructs. To assess the psychometric properties of the measurement instruments, we estimated a null model with no structural relationships. We evaluated reliability using composite scale reliability (CR), Cronbach alpha, and average variance extracted (AVE). For all measures, PLS-based CR is well above the threshold value of .70, Cronbach alpha goes beyond the threshold value of .70, and AVE exceeds the .50

threshold value for all first order constructs. In addition, we evaluated convergent validity by inspecting the standardized loadings of the measures on their respective constructs and found that all measures exhibit standardized loadings that exceed .60.

Moreover, in order to see the total effects of Big Five Personality Factors we took the Personality Characteristics as a latent variable. So as a latent variable, Personality Characteristics was estimated through a secondary factor analysis yielding five latent constructs: Extraversion, Agreeableness, Conscientiousness, Emotional Balance, and Openness to experience. All five constructs exceed a standardize loading of .60.

Table 6. Construct Reliability and Discriminant Validity

	AVE	CR	CA	PERSONALITY (BIG FIVE)					
				AGRE	CONS	EMBA	EXT	OPEX	VMOT
AGRE	0.712	0.827	0.732	<b>0.769</b>					
CONS	0.731	0.956	0.866	0.569	<b>0.782</b>				
EMBA	0.704	0.835	0.781	0.476	0.661	<b>0.761</b>			
EXT	0.645	0.869	0.804	0.401	0.608	0.646	<b>0.759</b>		
OPEX	0.682	0.839	0.738	0.608	0.617	0.578	0.622	<b>0.732</b>	
VMOT	0.649	0.847	0.921	0.720	0.091	0.090	0.171	0.062	<b>0.809</b>

**Notes:** Square roots of average variance extracted (AVE) are in the diagonal; Correlation values are smaller than diagonal.; CR- Composite reliability, CA- Cronbach's alpha, AGRE: Agreeableness, CONS: Conscientiousness, EXT.: Extraversion, EMBA: Emotional Balance, OPEX: Openness to experience, VOL.: Voluntariness Motivation

We next assessed the discriminant validity of the measures. In addition, Table 7 shows the correlation among all variables that provide further evidence of discriminant validity. To fully satisfy the requirements for discriminant validity, AVE for each construct should be expected to be greater than the squared correlation between constructs (Fornell &

Larcker, 1981). Such results suggest that the items share more common variance with their respective constructs than any variance the construct shares with other constructs (Howell & Aviola, 1993). In the model, none of the inter-correlations of the constructs exceeded the square root of the AVE of the constructs (see Table 6).

### Hypothesis testing

The PLS approach (Ringle et al., 2005) and the bootstrapping re-sampling method were employed by computing the Smart PLS 3.0 software program to estimate the main interaction effects, and to test the hypothesis and predictive power. T-statistics were calculated for all coefficients, based on their stability across the sub-samples, in order to determine the links that were statistically

significant. The path coefficients and their associated t-values demonstrated the direction and impact of each hypothesized relationship. Following the suggestion of Chin et al. (2003), a hierarchical approach for testing the hypotheses was employed: a model with the main effects (and covariates) was assessed.

The hypotheses of the research were tested using the PLS-SEM software. While testing the validity of structural models for the hypothesis, the strength of regression weights, t-values, p-values, and the effects of independent variables on dependent variables are evaluated (Ringle et al., 2005). The results of hypothesis testing are presented in Table 6 and Figure 7. The results in Table 7 show that, all the four of the five hypotheses were supported by the data.

**Table 7. Hypothesis Testing Results and Predictive Power Analysis**

	Relationship tested	Factor regression weight	Standard Error	T-Value	p-value	Decision
1	AGRE -> VMOT	0.183	0.049	3.327	0.002*	Accepted
2	CONS -> VMOT	0.064	0.038	1.492	0.098	Not accepted
3	EMBA -> VMOT	0.178	0.042	3.648	0.032*	Accepted
4	EXT -> VMOT	0.189	0.039	3.067	0.001**	Accepted
5	OPEX -> VMOT	0.289	0.057	5.626	0.001**	Accepted
	R-square (VMOT)	0.616				Substantial

**Note:** \* significant at 0.05, \*\* significant at 0.01. (two-tailed)

### RESULTS AND CONCLUSION

The question was simple in recent volunteering motivation studies, regardless of where individual becomes volunteer "regardless of the cause and area of the volunteer's behavior, why do they become volunteer and act that way?" These causes have been discussed in many researches (Esmond & Dunlop, 2004).

Volunteers believe that it is important to help other people, they see sacrifice and humanitarian concerns as mediums of maintaining social values. In a study by Katz (1960), Smith and et al. (1956), volunteers were mentioned as people worrying about others (Esmond & Dunlop, 2004). According to the belief of the volunteers, whatever you do for community it is actually you are doing for yourself. 'Doing good' while having volunteering activities has volunteers gain good things too (Esmond & Dunlop, 2004). Appreciating the volunteers' abilities and contributions will undoubtedly motivate them. Volunteers learn from volunteering activities to develop their skills and experiences that are not very often used in their own lives. Of course, this enables them new learning experiences and helps develop skills and abilities. This sort of understanding benefits their diversity, learning and self-development through their volunteer service

(Gidron, 1978). Voluntariness increases self-esteem and the feeling of self-worth. There are also volunteering activities and efforts of individuals to reduce negative thoughts and feelings (guilt and problems) about themselves. Volunteering behavior sometimes occurs to suppress a number of negative characteristics of the individual. The individual satisfies himself by helping them to reduce their feelings of guilt towards people who are less fortunate than him. Additionally, social networks established due to volunteering activities not only allow them to interact with others but also help them gain new employment opportunities by gaining new connections, experience and skills (Esmond & Dunlop, 2004).

Findings obtained in this research are summarized in this result. In addition, there are suggestions on how to use the obtained results in practice and for future work. In this study, the effect of the personality traits of volunteers involved in charity organizations on voluntariness motivations was examined. In this context, the researcher firstly addressed the problem of the research, the purpose of the research, the research questions, the importance of research, the limitations and assumptions of the research, and the research literature related to the subject. Then



the theoretical framework of the study took place. In this context, detailed information about the key concepts related to the subject were given, and the subject matter integrity between the concepts was tried to be established and thus the theoretical part of the research was formed. After the conceptual explanations, information about research method, universe and sampling, data gathering organizations, used scales, and gathering and analysis of the data were included. Finally, the findings and evaluations obtained within the scope of the research were included.

When the relationship between personality traits and voluntariness motivation is examined, it is seen that outward turnover, compatibility, openness to responsibility and experience are significant and have positive effect on voluntariness motivation. According to this, the outward turns of volunteers, their compatibility, their sense of responsibility, and their openness to experience increase the motivation of voluntariness, and as the emotional balance characteristic increases, the motivation of voluntariness may decrease.

When the relationship between personality traits and sub-dimensions of voluntariness motivation were examined, the following results were obtained:

- The outward turnout of volunteers seems to have a significant and negative effect on the subscale of external awards, whereas a meaningful and positive effect on the sub-dimensions of voluntariness motivations that are patriotism, interpersonal relationships, personal development, and human love. According to this, as the outward turnover of volunteers increase, motivation for honoring values, patriotism, interpersonal relations, personal development and human love are increased and motivation for the sub-dimension of external awards is expected to decrease.
- It seems that the volunteer's adaptability characteristic on the voluntariness motivations is significant with positive effect on the patriotism, interpersonal relationships and personal development sub-dimensions, but significant and negative effect on the external awards sub-dimension. According to this, as the compatibility of volunteers increase, the motivation for honoring values, patriotism, interpersonal relationships and personal development sub-dimensions increases, while the motivation for sub-dimensions of external awards is expected to decrease.

- It appears that the responsibility of volunteers has a meaningful and negative effect on the subscale of external awards, whereas meaningful and positive effect on patriotism, interpersonal relationships and personal development sub-dimensions. According to this, as the responsibility of volunteers increase, the motivation for honoring values, patriotism, interpersonal relationships and personal development sub-dimensions increases, while the motivation for sub-dimensions of external awards is expected to decrease.
- The emotional balancing ability of the volunteers seems to have a significant and negative effect on the relationships, interpersonal relationships, career guidance and personal development sub-dimensions. According to this, as the emotional balancing characteristic of the volunteers increase, there is increase in the motivation for the sub-dimension characteristics of human love, interpersonal relations, career guidance and decrease in the motivations for the personal development sub-dimensions.
- It seems that the emotional intelligence of the volunteers has a meaningful and positive impact on the sub-dimensions of voluntariness motivation that are interpersonal relationships, career guidance, personal development, external awards, and human love. There is a significant and negative impact on the patriotism sub-dimension. According to this, as the compatibility of volunteers increase, motivation for honoring values, interpersonal relationships, career guidance, personal development, external awards and human love sub-dimensions increases and motivation of patriotism sub-dimension is expected to decrease.

In this study, the interaction of Big Five personality characteristics, volunteering motivation and volunteering behavior have been examined. Generally, the findings support the relationship between personality and volunteering behavior. Volunteering related personality characteristics (agreeableness and extraversion) were found to be more strongly associated with volunteering behavior than less related characteristics (neuroticism, openness to experience and conscientiousness).

In different studies on this subject, it has been found that value motivation partially mediates the relationships between extroversion and volunteering. Extraversion interacts to stimulate

the motive of social value, which foresees volunteering. Contrary to this, there was no supportive evidence for the direct interactions impact of extraversion on volunteering. The findings of Omoto and Snyder (Omoto & Snyder, 1995) suggest that prosocial value motives may partially describe the impacts of characteristic on volunteering. At the same time, this finding is consistent with personality researchers who defend the importance and suitability of compatibility on social behavior (Graziano, 1994; Graziano & Eisenberg, 1997). For this reason, for future research, our findings suggest the need to examine both direct and indirect effects of compatibility. The research hints at that the relationships between personality characteristics and volunteer behavior could be better explained by investigating the mediating impact of volunteering motives.

Acceptability has a significant impact on volunteering. Volunteer behavior is often triggered by other individuals' help (Murk & Stephan, 1991). Extraversion has a significant direct impact on volunteering. In addition to this, extraversion has a common impact on volunteer motivation, which predicted voluntary behavior. It is possible to say that extroverted individuals may be inclined to social situations, but this tendency will not be inclined to voluntary behavior unless it helps others. In other words, it can be said that the tendency of extroverted people to seek social interaction will be directed towards the motive of serve others only when they are high in conformity at the same time. It shows that as extensibility decreases, extraversion increases on the volunteer motivation. Particularly, extraversion is mostly associated with prosocial value motifs among individuals.

In accordance with this view, in this study, agreeableness is a relatively strong predictor of both serve others motivation and volunteering than extraversion. It is possible that extraversion can predict other social behavior better than agreeableness. For instance, extraversion can be expected to predict social interaction skills better than incompatibility. It may be beneficial to integrate general and specific approaches by examining the link between personality and voluntary behavior in future studies (Carlo, Okun, Knight, & de Guzman, 2005).

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