

**VOLUNTEERING IN AN AGENCY AND ITS IMPACT ON SELF SATISFACTION
:A CASE STUDY OF BUKHALU--SUB COUNTY, BULAMBULI DISTRICT**

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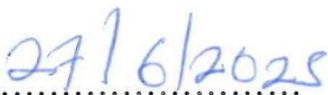
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DECLARATION

I **MUTONY DINAH**, declare that this work is mine and never been published by any one or by any institution of higher learning.

MUTONY DINAH

Sign.....

Date.....

SUPERVISOR'S APPROVAL

This is to certify that, this research report has been done under my supervision as the university supervisor and approved.

MADAM PIMER JESSICA

Sign



Date.....

27/6/2025

ACADEMIC SUPERVISOR

DEDICATION

I do dedicate this research to all my parents and guardians for all the continuous support they have accorded to me throughout this academic life

ACKNOWLEDGEMENT

Gratitude goes to the God for His care, love, provision and protection. May his holy name be lifted higher every day for He has done great things that no one else can do.

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TABLE OF CONTENT

DECLARATION	i
SUPERVISOR’S APPROVAL	ii
DEDICATION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENT	v
ABSTRACT.....	ix

CHAPTER ONE

INTRODUCTION

1.0 Introduction	1
1.2 Background to the study.....	1
1.2.1 The phenomenon of volunteering in global perspective	1
1.3 Problem statement	7
1.4 The Purpose of the Study	8
1.5 Objectives of the study.....	8
1.6 Research questions	8
1.7 Scope of the study	8
1.7.1 Geographical Scope.....	8
Content scope	8
1.7.3 Time Scope.....	9
1.8 Significance of the study	9
1.10 Conceptual Frame work	10
1.11 Definition of key terms	11
1.12 Chapter summary	11
1.13 Conclusion.....	11

CHAPTER TWO
LITERATURE REVIEW

2.0 Introduction	12
2.1 Types of Volunteering that Exist	12
2.2 The impact of volunteering in an agency on self-satisfaction.....	15
2.3 Factors hindering volunteering.....	17
2.4 Research gaps.....	20

CHAPTER THREE
RESEARCH METHODOLOGY

3.1 Introduction	22
3.2 Research Design.....	22
1.3 Area of study	23
3.4 Sources of information	23
3.4.1 Primary data	23
3.4.2 Secondary sources	23
3.5 Population and sampling techniques	23
3.7Sampling Technique.....	24
3.7.1Purposive sampling	24
3.8 Procedure for data collection.....	24
3.9 Data Collection Instruments.....	24
3.9.1 Interview.....	25
1.9.2 Documentary Review	25
3.10 Quality control.....	25
3.10.1 Validity.....	25
3.10.2 Reliability	26

3.11 Data Processing and Analysis	26
3.14 Ethical considerations	26
3.12 Methodological constraints	28
2.5 Conclusion.....	28
2.6 Chapter Summary.....	28

CHAPTER FOUR

DATA PRESENTATION AND INTERPRETATION

4.1 Introduction	29
4.2 Demographic characteristics of participants	29
PRESENTATION AND INTERPRETATION OF FINDINGS	
4.2.1 THEME I: Types of Volunteering that Exist	31
4.3.2 THEME 2: The impact of volunteering in an agency on self-satisfaction.....	33
4.2 THEME 3: Factors that hinder volunteering in an agency.....	37
4.3 Chapter Summary.....	39

CHAPTER FIVE

DISCUSSION OF STUDY FINDINGS

5.1 Introduction	40
5.2 Discussion	41
The impact of volunteering in an agency on self-satisfaction.....	42
Factors that hinder volunteering in an agency	43
5.3 Conclusion.....	44
recommendations of the research study.	44

CHAPTER SIX

CONCLUSION AND RECOMMENDATIONS

6.1 Introduction	44
6.2 Conclusions	44
6.3 Recommendations	45
6.3 Areas for further research.....	45
6.4 Chapter summary	46
REFERENCES	46
APPENDIXES	48
APPENDIXES 1: CONSENT LETTER.....	48
APPENDIXES 11: CONFIRMATION OF ACCEPTANCE FORM.....	49
APPENDIXES 1V	51
UNSTRUCTURED INTERVIEW GUIDE FOR PARTICPANTS	51
VI: DOCUMENTARY REVIEW CHECK LIST.....	52
APPENDIX III: WORK PLAN SCHEDULE	53
APPENDIX IV: BUDGETESTIMATES	54

ABSTRACT

Attaining self –satisfaction remains one of the most pressing challenges affecting global citizens. Although volunteering may provide one of the pathways to self-satisfaction, opportunities to volunteer are profoundly limited. The study explored the impact of volunteering in an agency and its impact on self-satisfaction in Bukhalu sub-county, Bulambuli District. Specifically, the study explored the different volunteering types that exist and the impact of volunteering in an agency on self-satisfaction in Bukhalu sub-county, Bulambuli District. The study also investigated factors that hinder volunteering in an agency in Bukhalu sub-county, Bulambuli District. The study used qualitative case study design to analyze data from the study area with the help of both qualitative and quantitative methods. The researcher collected data from 15 respondents in the study area who were selected using simple random and purpose sampling and questionnaires together with interview guide were used to collect data. The study discovered that volunteering in schools is one form of volunteering available. Others are corporate volunteering, community volunteer work and welfare volunteering is a form of volunteering. Findings show that volunteering is relevant for people of all ages as a source of social capital and goodwill and this helps to enhance self-satisfaction it is an important pathway for enhancing youth employment and employability, particularly through impacting transferable soft skills that educational institutions often fail to address and volunteering is associated with better mental health in older adulthood. Findings further revealed that because volunteering could enlarge social network size, its effects would be more pronounced for people who have fewer social contacts. Additionally, findings show that factors that have been identified as hindering volunteering in formal organizations include a lack of time or interest and health problems and people don't have information about where to volunteer, or if they do, the jobs are not meaningful or purposeful as well as absence of volunteering programmes for people hinder volunteering in an agency. Other findings show that potential volunteers can be discouraged by formal recruitment procedures such as completing a long registration form or attending interviews. The study recommended that government and stakeholders should put in place initiatives to bolster volunteering culture and government in conjunction with local leaders should implement labour-friendly legislation to attract and retain volunteers and agencies should provide information to the public regarding opportunities for volunteering

CHAPTER ONE

INTRODUCTION

1.0 Introduction

This study sought to determine the impact of religion on cultural stereotypes in Bukhalu sub-county, Bulambuli District. Religion, broadly defined, is a system of beliefs and practices concerning the relationship between humanity and the supernatural, often involving rituals, moral codes, and a sense of community. It provides meaning and purpose in life, explaining the origin and nature of the universe and human existence (Niels, 2028). Cultural stereotyping is the tendency to assign general characteristics, often inaccurate and oversimplified, to an entire group of people based on their ethnicity, religion, nationality, or other cultural affiliations. These are generalizations that treat all members of a group as identical, ignoring individual differences and diversity within the group.. Reeh perceives stereotypes as the product of basic human language production. Unfortunately, such linguistic constructions will, through frequent use, be perceived not just as connotations, but also as denotations. This process generates the most dangerous result of stereotype use: the constitution of in-groups and out-groups in a dialectic and often confrontational relationship. It is exactly this construction that may create the aforementioned discrimination and hostility. This chapter presents information about the background to the study, problem statement, objectives of the study, research questions, scope of the study, and significance of the study, limitations and delimitations to the research study.

1.2 Background to the study

1.2.1 The phenomenon of volunteering in global perspective

Volunteering is a global phenomenon with significant impacts on communities and individuals, playing a vital role in addressing societal challenges and promoting sustainable development. While volunteerism is widespread, its forms and impact can vary across regions and demographic groups, with fluctuations observed during events like the COVID-19 pandemic. The United Nations Volunteers (UNV) report, "Building Equal and Inclusive Societies," highlights the crucial role of volunteerism in achieving the Sustainable Development Goals and emphasizes the importance of partnerships between volunteers, state authorities, and other stakeholders.

Around the world, societies benefit from the countless number of people who volunteer their time to support communities and make a difference. Volunteers are a unique and powerful force in development cooperation, especially when they are well prepared and supported, and when they contribute to projects that are defined and designed in equitable collaboration with the local communities they serve.

The origin of volunteering can be traced back to 12th century Britain, where there were more than 500 hospitals operated by volunteers. But it still cannot be excluded that people were selflessly helping others even before then. In the beginning, volunteering was strongly connected to religion and religious institutions. Using of the word ‘volunteering’, taken from the French language, is first traceable to the 17th century, but started being used in the 18th century when people were willingly joining the military service. Today, the word is not so much connected with the military service, but with community service. The history of organized volunteering as we know it today starts with big battles and wars when young people, and especially women would organize to help wounded soldiers and to collect supplies. The officially organized volunteering started in the 19th century with its peak in the early 20th century, and some of the organizations being active even today.

The International Forum for Volunteering in Development, commonly known as Forum, is the most significant global network of Volunteering for Development organisations. Forum exists to share information, develop good practice, and enhance cooperation across the volunteering for development sector. In 2016, Forum set out to create the first globally agreed standard for volunteer involving organisations. Forum’s overarching aim in creating the Global Volunteering Standard was to promote and support more impactful, more responsible volunteering. To achieve this, the work of volunteer involving organisations must be well-planned, transparent, and respectful; and based on genuine partnerships and measurable outcomes. If we can achieve this, we will ensure that volunteers make the greatest possible contribution to achieving the Sustainable Development Goals and improving the quality of life of all the people who are supported by their efforts.

The Global Standard is the result of a collaborative global effort over three years. This project drew on the expertise and wisdom of several hundred people and organisations from 80 countries across the volunteering for development sector and beyond. They participated in research, surveys,

workshops and reference groups that drafted the Global Standard. In 2020, 18 organisations around the world piloted the Global Standard through the process of Self-Assessment, and their experience informed a review that led to the Global Standard that you are reading now. By actively engaging a wide range of stakeholders throughout the process of developing, piloting and reviewing the Global Standard, Forum has created a resource developed by the volunteering sector, for the volunteering sector. We are eternally grateful to everyone who contributed to this work, and to our colleagues on the Forum Standards Working Group for their leadership.

During this time, America experienced the Great Awakening. People became aware of the disadvantaged and realized the cause for movement against slavery.^[5] In 1851, the first YMCA in the United States was started, followed seven years later by the first YWCA. During the American Civil War, women volunteered their time to sew supplies for the soldiers and the "Angel of the Battlefield" Clara Barton and a team of volunteers began providing aid to servicemen. Barton founded the American Red Cross in 1881 and began mobilizing volunteers for disaster relief operations, including relief for victims of the Johnstown Flood in 1889.

Volunteering is an elective and free-choice act of an individual or group freely giving time and labor, often for community service.^{[1][2]} Many volunteers are specifically trained in the areas they work, such as medicine, education, or emergency rescue. Others serve on an as-needed basis, such as in response to a natural disaster. Volunteering, the act of giving one's time and skills to benefit others without expecting anything in return, has become increasingly popular on a global scale. It has not only captured the attention of individuals but also governments, non-profit organizations, and businesses.

Around the world, more than 860 million people volunteer at least once a month, accounting for approximately 15% of the global population. From supplementing emergency services following natural disasters, to leading youth development activities, to supporting environmental conservation, volunteers play an essential role in addressing social, environmental, and economic challenges in their communities. Their engagement yields a substantial impact, contributing an estimated 1.9% to GDP in OECD countries. Despite their importance, volunteering rates have been steadily declining in the years leading up to COVID-19, which further reinforced this trend. Although most recent data suggests that rates have rebounded to baseline levels since, several countries are still experiencing historic lows. These underscore the urgent need to reinvigorate and volunteering and enhance its contributions to local development.

Today, people are more informed than ever about the challenges faced by different communities, whether it be poverty, environmental degradation, education, or healthcare access. This heightened awareness drives individuals to seek opportunities abroad, recognizing that their skills, time, and resources can make a difference in communities across borders. Additionally, the globalization of social networks and the ease of digital communication have played a crucial role in promoting volunteering on a global scale. Social media platforms provide a platform for individuals to share their experiences, inspire others, and connect with like-minded individuals around the world. Governments and non-profit organizations have also recognized the power of volunteering as a catalyst for positive change and social development. Many countries have established initiatives, such as volunteer programs or grants, to encourage citizens to engage in volunteer work.

As part of the next State of the World's Volunteerism Report, UNV commissioned a study based on original multi-country quantitative data to understand patterns of volunteer participation during the global COVID-19 pandemic, volunteer motivations and experiences, and what these might mean for people's voluntary participation in the remainder of the Decade of Action. For this study, nationally representative surveys with more than 8,000 people were conducted in eight countries - Bolivia, India, Kenya, Lebanon, Senegal, Thailand, Turkey and Uzbekistan – between March and April 2021.

However, volunteering levels were clearly affected by the pandemic, for example by lockdowns, individual circumstances, and different volunteering opportunities. In some countries, volunteering declined while in others it increased during the pandemic. There is no clear pattern across different countries and groups, although unemployed people were likely to volunteer less than in previous year, possibly because they struggled to meet their own basic needs.

The situation of Volunteering in African

Volunteering in African countries is a significant and growing phenomenon, with a large number of individuals engaging in both formal and informal volunteer activities. The continent is experiencing a re-emergence of volunteerism as a tool for addressing development, peace, and security challenges. While it's estimated that Africa has 12.1 million full-time equivalent volunteers, the actual number is likely higher due to the prevalence of informal volunteering.

Africa has the youngest population in the world, with 70 per cent of Sub-Saharan Africa under the age of 30, according to UN estimates. By 2050, one out of three young people in the world will be living in Sub-Saharan Africa. The burgeoning youth population is both an opportunity and a challenge for the continent. To harness this demographic opportunity, there are hurdles for the continent to overcome. One of the most significant hurdles is that of youth unemployment. While the continent's significant natural resources are vital, the creativity, skills and innovation of its youthful population will be the most important factor in the continent's economic transformation.

The African Development Bank reports that while 10 million to 12 million youth enter the workforce in Africa each year, only 3 million formal jobs are created annually. Consequently, one-third of African youth are unemployed, another third are vulnerably employed, and only one in six are in wage employment, with informal employment accounting for more than 80 per cent of total employment in the region. Most youth therefore lack access to social safety nets and sustainable livelihoods. The emergence of the COVID-19 pandemic has exacerbated the situation further. The situation is also complex for young girls who often face a multitude of related challenges including limited access to reproductive health services and education.

The frustration and hopelessness of an unemployed young African population can have severe consequences not only for the region, but across the world. Youth unemployment in Africa translates to poorer living conditions, fuels migration out of Africa, and contributes to conflicts and destabilization in the region. The good news is that Africa's youth unemployment challenge is already being addressed by key African institutions and by African governments with great imagination, scale, and ambition. At the continental level, youth unemployment is at the heart of African Union's Agenda 2063 that aims to realize an *'integrated, prosperous and peaceful Africa, driven by its own citizens, representing a dynamic force in the international arena'*.

In line with this continental vision, several African governments have put in place ambitious strategies to address the challenge. But African governments cannot act alone. Development partners, private foundations, and foreign institutions resident in Africa have a responsibility to provide support. The severity of the challenge varies between the different sub-regions, between countries and within individual countries over time. We can therefore not have one-size-fits-all solutions. However, some challenges remain common across most of sub-Saharan Africa and lessons from different countries could be useful in others.

Volunteering in Uganda

Volunteering in Uganda is a growing field with significant opportunities for impactful work, particularly in areas like education, health, and community development. Many organizations, including Go Volunteer Africa, Love Volunteers, and VSO, offer various programs centered in Kampala and other parts of Uganda. Volunteers can assist in orphanages, clinics, schools, and community development projects, contributing to education, healthcare, and social welfare.

In Uganda there are opportunities in a variety of fields, each of which is certain to make a decisive difference to people's lives in a country which has been blighted by problems for decades and where half of the population are under 18, many of them living on the streets. Volunteer projects in Uganda are centred in Kampala and include work in orphanages, clinics and hospitals, as well as primary and secondary schools. Volunteering overseas - particularly in a challenging environment - is an experience you will look back on with pride. It will bring a greater understanding of, and compassion for, humanity. With volunteers in Uganda coming from many walks of life and generations, it is often a way of forging new and lasting friendships. Volunteering in Uganda gives you the chance to live amongst a population urgently requiring help.

Uganda is toward the east of Africa and borders the Democratic Republic of Congo, South Sudan, Tanzania, Kenya and Rwanda. The bulk of the country comprises a plateau, which is 4,000 feet above sea level. Lake Victoria occupies a large part of the south of the country. While predominantly Christian, Uganda has many cultures living within its borders, and several African languages are spoken. The programs that Love Volunteers is involved with have few resources and would find it difficult to operate without the valuable input and assistance from our volunteers in Uganda

For many of Uganda's young graduates, the transition from school to work is encumbered by various obstacles. One of these obstacles is the lack of hands-on skills required by the labour market which Universities and other educational institutions are not able to provide. To address this obstacle and enhance the young graduates' employability, the United Nations Development Programme (UNDP) and United Nations Volunteers (UNV) have partnered with the Government of Uganda through the Ministry of Gender, Labour and Social Development (MoGLSD) on the

Uganda Graduate Volunteer Scheme (UGVS) – a project that is intended to provide a bridge for young Ugandan graduates as they transit from school to work.

1.3 Problem statement

Preliminary findings indicates that self-satisfaction, or the feeling of being content with oneself and one's life, offers numerous benefits, including improved mental and physical health, enhanced relationships, and greater overall well-being. It also fosters resilience to challenges and setbacks, increased motivation, and a greater sense of purpose and happiness. It also lead to Improved Mental and Physical Health, Reduced stress and anxiety, Stronger immune performance and Better cardiovascular functioning. Preliminary findings further reveal that less vulnerability to chronic stress, longer life, Improved mood and enhanced relationships (Mwiti et a al., 2019). However, in Bukhalu sub-county show preliminary findings that there is lack of self-satisfaction, particularly low self-esteem, can lead to various negative consequences, including mental health issues like depression and anxiety, as well as challenges in relationships and overall well-being. It can also impact decision-making, potentially leading to unhealthy behaviors or unhealthy relationship patterns (in Bukhalu sub-county situational analysis report, 2024).

Preliminary results further show that lack of self-satisfaction, relationships, or health. Low self-esteem and a lack of confidence may have associations with mental health conditions such as anxiety and depression and it may be due to lack of volunteerism (Ojangole et al., 2023). Despite of interventions by government and development partners in improve self-satisfactions among the people through putting in place volunteerism programs, this intervention is not yielding targeted results and if the situation is not addressed, depression and anxiety, suicidal thoughts and Addiction Even so-called positive stereotypes can be harmful. Preliminary results also reveal that there is there is no single comprehensive author survey regarding the impact of volunteering in an agency and its impact on self-satisfaction in Bukhalu sub-county, Bulambuli District and this has resulted into limitations and distortions in literature, a gap this study sought to address

1.4 The Purpose of the Study

The purpose of this study was to determine the impact of volunteering in an agency and its impact on self-satisfaction in Bukhalu sub-county, Bulambuli District.

1.5 Objectives of the study

- I. To explore the different volunteering types that exist in Bukhalu sub-county, Bulambuli District
- II. To determine the impact of volunteering on self-satisfaction in Bukhalu sub-county, Bulambuli District
- III. To investigate factors that hinder volunteering in an agency in Bukhalu sub-county, Bulambuli District

1.6 Research questions

- I. What are the different volunteering types that exist in Bukhalu sub-county, Bulambuli District
- II. What is the impact of volunteering in an agency on self-satisfaction in Bukhalu sub-county, Bulambuli District
- III. What factors hinder volunteering in an agency in Bukhalu sub-county, Bulambuli District

1.7 Scope of the study

The scope of the study has been divided into geographical, content and time scope as below:

1.7.1 Geographical Scope

The study was carried out in Bukhalu sub-county, Bulambuli District.

Content scope

The study explored the impact of volunteering in an agency and its impact on self-satisfaction in Bukhalu sub-county, Bulambuli District. Specifically, the study explored the different volunteering types that exist and the impact of volunteering in an agency on self-satisfaction in Bukhalu sub-county, Bulambuli District. The study also investigated factors that hinder

volunteering in an agency in Bukhalu sub-county, Bulambuli District. Through this content scope, the researcher was able to collect adequate and relevant information that helped to attain study objectives.

1.7.3 Time Scope

The research study considered the period between 2021 and 2024. This period is considered because it is during this time that self-satisfaction declined and also due to COVID19 effect (in Bukhalu sub-county Situational Report, 2024)

1.8 Significance of the study

The study when completed may have the following significance:

The research may draw the attention of the professional, Non-governmental organizations and international bodies which are interested in improving self-satisfaction of the people

Finally, the findings may serve as an eye opener to the general public on the impact of volunteering on self-satisfaction

The study may add to the body of existing literature on the impact of volunteering on self-satisfaction

The study may in addition provide accorded opportunity of testing the validity and explanatory powers of the existing theories on the impact of volunteering on self-satisfaction

The research may serve as reference point for future research work on the subject and also motivate further research on the topic.

1.10 Conceptual Frame work

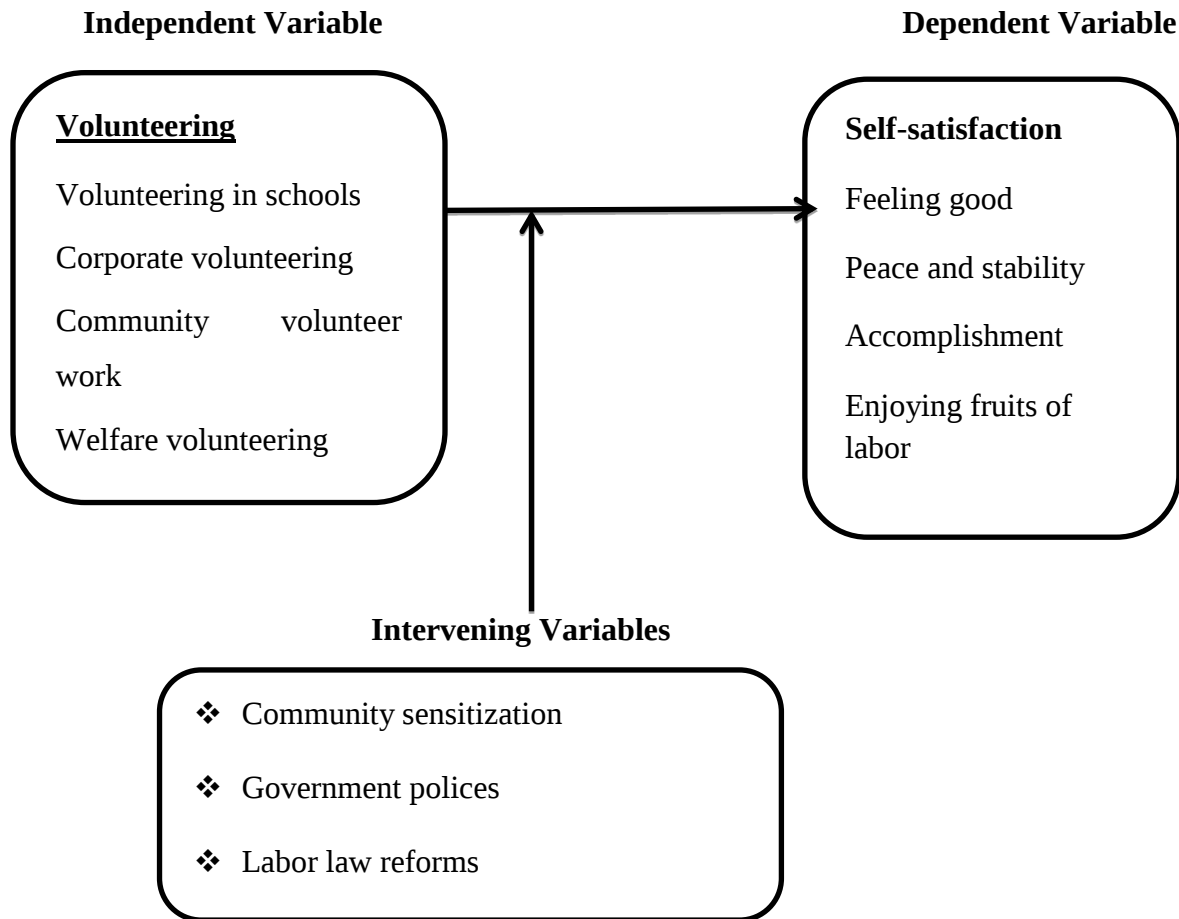


Figure 1.1: Conceptual framework

Source: Adapted from Mugenda and Mugenda (2004): Conceptual Frameworks

The above conceptual framework shows the relationship between variables. Volunteering with parameters of volunteering in schools, corporate volunteering, community volunteer work and welfare volunteering. While dependent variable is Self-satisfaction measured in terms of Feeling good, Peace and stability, Accomplishment and Enjoying fruits of labor. The conceptual framework has been drawn on the assumption that if people are allowed to volunteer,, there will be increased levels of self-satisfaction and the reverse is undoubtedly true. Nevertheless, this may not be automatic as other factors may come into play. These may include community sensitization, government policies and labor laws reforms. These factors have been dully coined as intervening variables by the study and are being isolated to avoid making wrong conclusions.

1.11 Definition of key terms

Volunteering: Is the act of willingly offering one's time, energy, and skills for the benefit of others or a cause, without expecting financial compensation. It's a way to give back to the community, make a positive impact, and gain valuable skills and experience (Glays et al., 2020)

Self-satisfaction: The quality of being very pleased with yourself and accepting no criticism of yourself (ILO, 2019)

1.12 Chapter summary

The above chapter discussed the introductory part of this research and it has been observed that volunteer work experience was valued equally as paid work by hiring managers when evaluating candidates. Volunteering also illustrates to potential employers that an individual has demonstrated a willingness to work and is committed to their own professional development. A caveat is that not all volunteer opportunities will have an equal effect on increasing employability and a critical lens should be used in assessing volunteering options.

1.13 Conclusion

The introduction section has discussed the background to the study, problem statement, objectives and study scope well as significance of the findings and conceptual frame work. This section outlined the gaps and presented the rationale for the study. This led to the statement of the problem. The researcher identified existing studies to support the problem under investigation. The next chapter will discuss an array of past studies that are significantly related to the area under investigation. During the review, the research study will consider conceptual, contextual, theatrical and methodological genius of authors and endeavored to point out gaps in these studies that this study addressed

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

The study contained information about the impact of volunteering in an agency and its impact on self-satisfaction in Bukhalu sub-county, Bulambuli District. Specifically, the study explored the different volunteering types that exist and the impact of volunteering in an agency on self-satisfaction in Bukhalu sub-county, Bulambuli District. The study also investigated factors that hinder volunteering in an agency in Bukhalu sub-county, Bulambuli District. According to Mugenda and Mugenda (2017) and Kumar (2019) interprets literature review as the systematic identification, location and analysis of documents containing information related to the research problem being investigated, which forms an integral part of the entire research process and makes a valuable contribution to almost every operational step in the research. This chapter shows the various sources literature related to the topic of the research. The sources include; review of scholarly journals, government documents, text books, Internet and Newspapers. This Literature review is done objective by objective. This chapter therefore shows and explains the review of past and actual literature studies which has been reviewed objective by objective. It included theoretical review, empirical literature review and summary of identified gaps.

2.1 Types of Volunteering that Exist

Volunteering in schools

Adams (2019) found that resource poor schools around the world rely on government support or on efforts from volunteers and private donations, in order to run effectively. In some countries, whenever the economy is down, the need for volunteers and resources increases greatly. School systems offer many volunteer opportunities with minimal requirements. Whether one is a high school or TEFL (Teaching English as a Foreign Language) graduate or college student, most schools require just voluntary and selfless effort.

Allen (2018) argued that much like the benefits of any type of volunteering there are great rewards for the volunteer, student, and school. In addition to intangible rewards, volunteers can add relevant experience to their resumes. Volunteers who travel to assist may learn foreign culture

and language. "Volunteering can give the students the sufficient experience in order to support and strengthen their CVs and resumes." Volunteering in schools can be an additional teaching guide for the students and help to fill the gap of local teachers. Cultural and language exchange during teaching and other school activities can be the most essential learning experience for both students and volunteers (Allen, 2018).

Corporate volunteering

Benefacto, a volunteering brokerage, describe corporate volunteering as "Companies giving their employees an allowance of paid time off annually, which they use to volunteer at a charity of their choice." A majority of the companies at the Fortune 500 allow their employees to volunteer during work hours (Babchuk & Booth, 2018). These formalized Employee Volunteering Programs (EVPs), also called Employer Supported Volunteering (ESV) are regarded as a part of the companies' sustainability efforts and their social responsibility activities. About 40% of Fortune 500 companies provide monetary donations, also known as volunteer grants, to nonprofits as a way to recognize employees who dedicate significant amounts of time to volunteering in the community (Bowman, 2019).

Relatedly, Bowman (2019) found that According to the information from Volunteer Match, a service that provides Employee Volunteering Program solutions, the key drivers for companies that produce and manage EVPs are building brand awareness and affinity, strengthening trust and loyalty among consumers, enhancing corporate image and reputation, improving employee retention, increasing employee productivity and loyalty, and providing an effective vehicle to reach strategic goals.

Community volunteer work

Community volunteering, in the US called "community service", refers globally to those who work to improve their local community. This activity commonly occurs through not for profit organizations, local governments and churches; but also encompasses ad-hoc or informal groups such as recreational sports teams (Bowman, 2019).

Welfare volunteering

Adams (2019) opined that in some European countries government organisations and non-government organisations provide auxiliary positions for a certain period in institutions like hospitals, schools, memorial sites and welfare institutions. The difference to other types of volunteering is that there are strict legal regulations, what organisation is allowed to engage volunteers and about the period a volunteer is allowed to work in a voluntary position. Due to that fact, the volunteer is getting a limited amount as a pocket money from the government. Organizations having the biggest manpower in Europe are the Voluntary social year with more than 50.000 volunteers per year, and the Federal volunteers service with about 30.000 to 40.000 volunteers per year (Bowman, 2019).

Volunteering at major sporting events

Babchuk & Booth (2018) argued that 1,000 volunteers worked at the 2014 Sochi Winter Olympics. They supported the organisers in more than 20 functional areas: meeting guests, assisting navigation, organising the opening and closing ceremonies, organising food outlets, etc. Volunteer applications were open to any nationals of Russia and other countries. The Sochi 2014 Organising Committee received about 200,000 applications, 8 applicants per place. Volunteers received training over the course of more than a year at 26 volunteer centres in 17 cities across Russia. The majority of participants were between 17 and 22 years old. At the same time, 3000 applications were submitted from people over 55 years old. Some of them worked as volunteers during the 1980 Olympics in Moscow. It was the first experience with such a large-scale volunteer program in the contemporary Russia (Bowman, 2019)

Medical Volunteering

A study by Allen (2018) found that volunteering in the context of delivering medical care is referred to as medical volunteering. In general, medical volunteering has been lauded as a "ethical responsibility to aid the needy. The activities are often offered by both for profit and not for profit associations. Medical volunteers typically participate in unpaid medical volunteer programs in hospitals, clinics, and underserved areas. Typically, these regions are in underdeveloped nations or nations battling natural disasters, sickness, or violence (Babchuk & Booth, 2018).). These

activities typically involve volunteer physicians and nurses. Dental volunteering is a part of medical volunteering which predominantly focused on dental care.

2.2 The impact of volunteering in an agency on self-satisfaction

Volunteerism is relevant for people of all ages as a source of social capital and goodwill and this helps to enhance self-satisfaction. In the context of most African countries, volunteerism is particularly an important tool for promoting youth development. Research ILO (2020) shows that volunteerism is an important pathway for enhancing youth employment and employability, particularly through impacting transferable soft skills that educational institutions often fail to address. By volunteering, young professionals can sharpen their professional value propositions and problem-solving skills.

Kronauer (2021) recognizes two aspects of social integration i.e., interdependence and participation. The first refers to the integration into the process of the labour division and social networks; while the second refers to the material, cultural or political participation as well as other forms of social engagement (e.g. volunteering). Being a volunteer (i.e., the involvement in unpaid activity to benefit other people) could play a key role in individual social integration, since it may be an additional source of social recognition (Omara ET AL., 2017). This especially for individuals with a chronic disability, who have to face numerous barriers when trying to enter the labour market and are often excluded. Active volunteering can offset the negative impact of other life conditions such as having long-term health problems or being unemployed

Current economic literature on volunteering analyses the choices of people to participate in unpaid activities in the framework of a consumption model of an intangible good or an investment model in human capital (ILO, 2018). Both models are ascribed to the orthodox economic tradition according to which the agent is a '*homo economicus*' driven in his choices only by a self-interest. The consumption model presents the individual choice to dedicate oneself to volunteering as the intention to use his/her free time in the consumption of 'activities' (goods) that increase his/her immediate well-being (*intrinsic satisfaction*). This choice is motivated by the search for private goods such as prestige, reputation or a feeling of *warm-glow* produced by the act of giving (Andreoni, 2020). Stebbins (2017) reports various rewards from taking part in volunteer work, such as personal enrichment (by helping others), self-actualisation (developing skills and

knowledge), self-expression, self-image and self-gratification. The sense of satisfaction partly results from these rewards (Stebbins, 2018). Andreoni (2017) has formally added the idea that giving produces a pleasant sensation, called '*warm-glow*'. This is formulated as the donor's preference for giving in itself, distinct from the benefit enjoyed by the recipient.

In addition, empirical literature shows a positive effect of volunteer work on health outcomes, such as: self-rated health; improvement of physical and mental health; less likely to suffer from depression (Okiria et al., 2021) Guidi et al. (2020) show the positive correlation between volunteering and the enjoying of material and immaterial well-being in Italy. In the case of those with a chronic disability, current literature mainly focuses on the effects of volunteering as a passive measure rather than as an unpaid work performed actively by these individuals to benefit others.

Volunteering is associated with better mental health in older adulthood (Baker et al., 2017). Helping behaviours generate better well-being across culturally (Aknin et al., 2020). Previous studies have consistently found that volunteering benefits life satisfaction, mental health, and well-being in older adults. Socio-emotional selectivity theory has been used to explain this relationship. (Carstensen et al., 20219) proposes that people prioritise different goals throughout their lives. In particular, people shift their focus from knowledge goals (e.g., learning a new skill) to emotional goals (e.g., experiencing positive and meaningful emotions), as they view their future time horizon as increasingly shortened, such as in older adulthood. Initially, staying with close social partners (such as family members) and enjoying positive emotions were considered as "emotional goals" that older adults pursue. Scheibe and Carstensen (2018) further clarified that the emotional goals prioritised by older adults are goals that are emotionally meaningful. In other words, an emotional goal may be negative in some situations (Fung et al., 2016), and older adults may choose to stay with strangers if they find that such activity can facilitate the achievement of emotional goals.

Because volunteering contributes to the needs and welfare of others, making it consistent with older adults' emotional goals (Thoits, 2018), emotional goals are achieved when older adults help others. Life satisfaction therefore increases after volunteering. In addition, volunteering is consistent with the stage emphasising "generativity" in Erikson's psychosocial theory (1950). Generativity refers to the willingness to take care of children and others. Volunteering is an activity

during which individuals offer care and supports to others. Therefore, volunteering may be particularly important for older adults to achieve the goal of generativity.

Morrow-Howell et al., (2017) argued that because volunteering could enlarge social network size, its effects would be more pronounced for people who have fewer social contacts than those who have a large social network. People who have more social contacts might obtain sufficient resources from their existing social connections, and thus, the effects of volunteering would be less pronounced (Bowman, 2019). Volunteering is an approachable activity that people can easily participate in; thus, volunteering can be an efficient way to achieve emotional goals. In addition, people with smaller social networks may have fewer social roles; therefore, the role of a volunteer may be more important to these individuals than to those who have larger social networks and more social roles (Adams, 2019). Therefore, the positive effects of volunteering may be more salient in people who have smaller social networks.

Furthermore, Oman, Thoresen, and McMahon (2018) found that volunteering was more protective in people who perceived a greater level of social support. Other studies found that older adults who had more frequent contacts with friends and those who had close intimate relationships (Oman et al., 2020) had greater reductions in mortality risk after volunteering. In a younger adult sample, volunteering was associated with fewer problem behaviours in a larger magnitude in the adolescents who received more support and instructions on coping with life challenges (Philliber, Herrling, & Kuperminc, 2020) than those who had less support and instructions. Oman and Thoresen (2017) argued that older people could achieve the mutual goals of remaining active and generative by connecting with social partners. These goals were important for strengthening the positive effects of volunteering. Thus, people with more social connections or social support benefitted more.

2.3 Factors hindering volunteering

Bowman (2019) argued with regard to personality factors linked to volunteering, Binder and Freytag (2020) found a significant relationship between being open and extroverted and a greater predisposition towards doing volunteer work. In this case, 5000 British households were studied through 15,000 individual interviews, the sample consisting of people aged over 16.

Factors that have been identified as hindering volunteering in formal organizations include a lack of time or interest and health problems (Oktagi et al., 2021). Psychological distance, understood as the perception that formal organizations are overly bureaucratic and complicated, has also been found to be a hindering factor regardless of age. A bibliographical review carried out by Dávila de León and Díaz–Morales (2019) highlighted the following as factors that favor volunteering work among the older adults: a good economic level, a high level of education, good health, the belief that they will improve and expand their social relations, and the perception of receiving social support when performing this type of work.

There are also a number of obstacles to older adults doing volunteer work. In the study conducted on a sample of 735 people aged over 65 by Medina–Tornero and Carbonell–Cutillas (2018) 71.5% of the volunteers surveyed and 73.8% of the non-volunteers expressed agreement with the statement “Older adults have time to volunteer, but there are almost no programmes or actions for them to participate in” (2019). The study presented here explored the factors that facilitate and hinder social-health volunteering from the perspective of the older adults themselves. A mixed methodology has been used, which to the best of our knowledge has not been done in other investigations.

Morrow-Howell et al., (2017) found that that volunteering is not an irrational act, and inquiry into the philosophical, sociological, and psychological bases for decisions to undertake such work is needed (Musick and Wilson, 2017). Work commitments are the most frequently cited reason for not volunteering in England (The National Archives, 2020). Other reasons include childcare commitments and looking after the home, doing other things, not knowing about volunteering opportunities, study commitments, looking after an elderly relative, disability, and age. Volunteer prevalence is not just an individual choice to volunteer or not but is also affected by what other people are thinking and doing

Adams (2019) argued that potential volunteers can be discouraged by formal recruitment procedures such as completing a long registration form or attending an interview. These can be daunting for people with learning needs or English as a second language. HVC can assist volunteers with this to try and speed up the recruitment process. This can be discussed and tailor

made for each organisational need. If you want HVC to assist in this please contact for more details. Organisations sometimes forget to develop different recruitment procedures for volunteers and staff. If you do use registration forms, only request information which is necessary. For example, you might simply need to know that someone meets a minimum age limit for insurance purposes, rather than asking their exact date of birth. You might even decide not to use registration forms and note down the important details during an introductory chat with a new volunteer (Adams, 2019)

Philliber, Herrling, & Kuperminc, (2020) found that there are lots of different barriers that people might face when looking for volunteering opportunities. The potential volunteer may have issues with transport (like unreliable bus services and other means of transport being very expensive). Some people are sensitive to certain temperatures and might feel unable to come to their voluntary work if it's too hot or cold. Some need to take more time off than others so that they can keep appointments that are important for their well-being. People with certain disabilities may struggle in particular environments (but still want to work in that setting). People from different cultures might need to take time off for religious events (and might not feel comfortable to wear certain clothes if there's a uniform involved) (Adams, 2019)

In their other works, Philliber, Herrling, & Kuperminc, (2021) Some people may need to take breaks at certain times so that they can take medication that's important for their well-being and some people may need a quiet space to relax for a bit (people who have Autism and experience sensory overload might need somewhere where they can chill out for a bit and "stim"). Some people who have Tourette's may have tic attacks where they need to be on their own for a bit (these can be exhausting). People who have epilepsy may need someone to stay with them after a seizure and if able to be moved once they have come out of it, then it might be good to have a quiet place for them to relax. People who have mental health issues may need somewhere to chill if things get too much for them and they need a break.

People who have physical disabilities or health conditions may need adjustments made so that they can work comfortably (with things at their level if they need to sit down) or easy to reach if they have to reach up and are able to do so. Some people (no matter what their disability or background)

may want or need someone to support them until they feel comfortable in their voluntary role (like a mentor).

Bowman (2019) found that nother very common reason is that people don't have information about where to volunteer, or if they do, the jobs are not meaningful or purposeful. While motivation to volunteer can vary by age, with younger volunteers more motivated by future preparation (such as increasing skills, knowledge, and advancing careers) and older volunteers more likely to cite generativity as a reason for volunteering, most people are motivated to volunteer by personal gratification and having a meaningful experience. A solution would be for organizations who utilize volunteers to make sure they are matching the skills and experience of their volunteers to the roles they have available. Making copies and coffee are certainly not meaningful to most. Some organizations have a short interview process where they discuss the background of the potential volunteer to closely match it to the needs they have.

2.4 Research gaps

Past studies on volunteering have faced challenges like a lack of focus on specific groups, inconsistent measurement of volunteer performance, and a focus on organizational benefits rather than individual experiences. Additionally, some research has struggled to adequately address the complexities of volunteer motivations and the impact of different types of volunteer opportunities.

Elaboration:

Much of the research on volunteering has been broad, failing to delve deeply into specific demographics, types of volunteer activities, or the nuances of volunteer experiences. For example, studies may not adequately address the unique challenges faced by community health volunteers in diverse settings, or the impact of volunteering on individuals with specific needs or backgrounds.

Performance Measurement Issues:

Many studies have struggled to develop reliable and valid measures of volunteer performance. While some studies have focused on indicators like volunteer satisfaction,

retention, or productivity, others have lacked comprehensive assessment tools that capture the full range of volunteer contributions and the impact on service organizations.

Limited Focus on Individual Experiences:

While some research has explored the benefits of volunteering for individuals, it often focuses on the broader societal or organizational impact, potentially overlooking the unique perspectives and experiences of volunteers themselves. This can lead to a lack of understanding about the challenges volunteers face, the factors that influence their motivation, and the impact of volunteering on their well-being.

Incomplete Understanding of Volunteer Motivation:

Studies have often relied on simplistic models of volunteer motivation, failing to capture the complex interplay of factors that drive individuals to volunteer. For example, research may not adequately address the influence of social norms, personal values, or the impact of previous experiences on volunteer behavior. This study will therefore impact of volunteering in an agency and its impact on self-satisfaction in Bukhalu sub-county, Bulambuli District

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

The study explored the impact of volunteering in an agency and its impact on self-satisfaction in Bukhalu sub-county, Bulambuli District. Specifically, the study explored the different volunteering types that exist and the impact of volunteering in an agency on self-satisfaction in Bukhalu sub-county, Bulambuli District. The study also investigated factors that hinder volunteering in an agency in Bukhalu sub-county, Bulambuli District. In order to achieve the desired outcomes of a non-biased study report, this chapter presents the methods that the researcher employed while conducting the study. It show the research design, study population, sample size and selection, sampling techniques and procedures, data collection methods and techniques, validity and reliability of instruments, procedure of data collection, data analysis, variable definition and measurement and ethical considerations.

3.2 Research Design

A case study is a qualitative research design best suited for gaining an in-depth understanding of a social phenomenon within its cultural context without imposing pre-existing expectations (Denzin & Lincoln, 2012). Gall et al. (2017) agree with this definition as they define a case study as an indepth study of instances of a phenomenon in its natural context and from the perspectives of the participants involved in the phenomenon and in educational research. Best and Kahn (2006) also define a case study as a way of organizing social data for the purpose of viewing social reality. It examines a social unit as a whole. The social unit may be a person, a family, a social group or a community (Best & Kahn, 2016). Gall et al. (2017) propound that in a case study, a significant amount of data are collected about the specific case selected to represent the phenomenon. The justification for the choice of a case study is that it was restrict the researcher to a small, manageable group, where rigorous and thorough explorations were made to examine the phenomenon of raising children on urban streets (Best & Kahn, 2016). The case study also provided in-depth, comprehensive and vivid data in this study, as well as a thick description thereof. It also enabled the researcher to gain an in-depth understanding of the impact of volunteering in an agency and its impact on self-satisfaction

1.3 Area of study

The study was carried out in Bukhalu sub-county, Bulambuli district

3.4 Sources of information

3.4.1 Primary data

This involved collecting data directly from each ward using probability sampling method from local people, local leaders and division staffs. New information in this case will be collected.

3.4.2 Secondary sources

These are sources which are already gathered, processed and stored for the purpose. These sources provided more knowledge to the researcher under the area of investigation. They include information from text books, records and respondents, information.

3.5 Population and sampling techniques

The population of study means all items of inquiry which constitute a universe or population which describes the sample size that was used to collect data to support the study (Kothari 2005). The population of study comprised of 10 local leaders, 10 local people and 10 NGO staffs venders. Local people are chosen to participate in this study because they understand the impact of volunteering in an agency and its impact on self-satisfaction while local leaders are selected because their effort at formulating and implementation of labor policies. Additionally, NGO staffs were chosen because they have relevant information regarding their involvement in addressing unemployment. The study population was drawn from Bukhalu sub-county, Bulambuli district

The total number of study participants (N) was 25 people and therefore the sample of 15 participated in the study, that is to say; 05 local leaders, 05 local people and 05 NGO staffs using Krejcie and Morgan (1970) methods of determining sample size from the population (Sarmah & Hazanka, 2012).

Table 1.1 showing sample size and sampling technique

Category of population	Target population	Sample	Sampling technique
Local leaders	10	5	Purposive sampling
Local people	10	5	Purposive sampling
NGO staffs	10	5	Purposive sampling
Total	25	15	

Source: Primary Data, 2024

3.7 Sampling Technique

3.7.1 Purposive sampling

The researcher used purposive sampling to select 5 local leaders, 5 local people and 5 NGO staffs. These study participants was selected because they possess the required information. Purposive sampling enabled the researcher to get in-depth information that helped to answer the research questions.

3.8 Procedure for data collection

The researcher got a letter from the department of social sciences which was presented to authorities in Bukhalu sub-county, Bulambuli district to allow for data collection. Thereafter, the researcher sent consent letters to the responders requesting for them to participate in the study. Raw data was then be compared and coded before data analysis is done. During editing, points of views of the participants that seemed unclear were clarified so as to make certain of the meaning of the seemingly ambiguous replies. Thereafter, the researcher wrote a report that was submitted to the department for examination.

3.9 Data Collection Instruments

The researcher used interview and observation methods for data collection.

3.9.1 Interview

Data collection method is the process of assembling and measuring information on targeted variables in an established systematic style which enables one to answer research questions and evaluate outcomes (Lescroët al. 2017). This study collected primary information through conducting structured interviews. According to Amin (2005), an interview is a structured and unstructured set of questions administered to interviewee(s). It is an oral administration of a questionnaire and therefore it was a face-to-face encounter. The researcher used interview schedule to collect data from participants. Interview method was used because it helped to provide in-depth data which is not possible to get using a questionnaire.

1.9.2 Documentary Review

The researcher undertook Documentary reviews in research serve to analyze and interpret existing documents to gain insights, understand a phenomenon, or develop a narrative. This process involves examining various types of documents, such as historical records, official reports, or personal accounts, to uncover patterns, themes, and contextual information. Documentary research is particularly valuable for social scientists, educators, and historian (Gall et al., 2007). Documents can provide valuable insights into past events, social movements, and cultural trends, helping researchers understand the present in relation to the past (Best & Kahn, 2006:264). Purpose of documentary research is to gather verifiable evidence, that can help researchers understand clearly events that occurred in the past/present and also uncover new knowledge by analyzing existing documents and materials (Thorndike & Hagen, 2000). In this study, the researcher review documents such as arrival books, recruitment minutes,, voluntary staff lists and application forms/letters

3.10 Quality control

3.10.1 Validity

The validity of an instrument is defined as the ability of an instrument to measure what it is intended to measure. Validity considers how correctly the research tools measure what the researcher wants to measure. Thus, validity is about the research tool being credible or trustworthy or being accurate or correct (Etyang, 2018).After formulating the questionnaire, the supervisors and other experts reviewed the items and checked the language clarity, content

comprehensiveness, and relevancy and how long the questionnaire is. To establish the validity of the instruments, the researcher used expert judgement as recommended by Gay (1997) as the best method for ensuring validity. Thus the researcher ensured that the instrument is clear, relevant, specific and logically arranged. The validity of the interview guide was tested using the content validity test (CVI). To arrive at the relevancy of the questionnaire, the researcher designed the instrument that yielded content –valid data by first specifying the domain of indicators that are relevant to the concept being measured. A content-valid data measure contained all possible items that measure the impact of volunteering in an agency and its impact on self-satisfaction

3.10.2 Reliability

A tool's reliability shows the extent to which it is free of errors and for that makes sure that there is continuous valuation across time and also across the various items in the instrument. This therefore means that a tool's reliability shows how stably and consistently the tool evaluates the idea thereby helping to measure the worthiness of a measure (Sekaran & Bougie, 2019). The researcher employed the test-retest reliability. According to Sekaran and Bougie(2019), the reliability of the instrument is tested using the test re-test method of reliability and Cron-bach alpha tests to determine the reliability index with the help of SPSS. Data was collected from 10 people not among those in the sample. The principle of reliability as far as research instruments are concerned, is clearly put forward by Amin (2019), an instrument is reliable if it produces the same results wherever it is repeatedly used to measure a trait or a concept from the same population and under similar circumstances.

3.11 Data Processing and Analysis

Data analysis is the process of methodically applying logical techniques to describe and illustrate, summarize and recap, and evaluate data (Shamoo & Resnik, 2003). The task is to make sense of massive amounts of data, reduce the volume of information, identify significant patterns and construct an outline communicating the essence of what the data reveal (Best & Kahn, 2006).

3.14 Ethical considerations

The following ethical considerations were looked at by the researcher during the research.

3.14.1 Informed consent and voluntary participation: The researcher sought consent from the respondents to involve in the research not just forcing them to participate. Informed consent is the basis of ethical research (Denzin & Lincoln, 2019). The people participating in the study were made aware of what the study is about, its purpose, usage of the data, and any consequences that could arise from it (Fleming, 2018). The researcher furnished the respondents with information on the reason for the research and the procedure of collecting data. The participants were allowed enough time to ask questions and have any concerns addressed. The respondents exercised free will in deciding whether to participate in research activity or not. All people to be involved in the research was given consent form to express their acceptance to participate in the study.

3.14.2 Confidentiality: Confidentiality is looked at by Walford(2018) to mean information that is private and is not to be divulged to others. Whatever has been said in confidence must remain confidential. The researcher assured participants that information offered by the respondent was not to be passed on to another party (third party) without consent of the respondent. Their identity and response were made confidential and anonymized through the use of numbers or through pseudonyms.

3.14.3 Anonymity: Anonymity, termed more appropriately as pseudonymity, is defined by Wiles (2013) as a major means used by the researcher to safeguard the confidentiality of responders by using pseudonyms. Anonymisation is one of the kinds of confidentiality, comprising of identity concealment of research responders (Saunders, Kitzinger, & Kitzinger, 2015). The researcher ensured that all respondents are anonymous implying that their identities are not known and not salient in the study. Withholding the identity of respondents is a guarantee that their statements are authentic (Taylor, 2015).

3.14.4 Plagiarism: The researcher ensured that all written work was original and without any borrowed and manipulated texts, results or even expressions. The researcher made sure that, all words and publications of the author are given their due acknowledgement (Mugenda & Mugenda, 2019). The researcher subjected the written works to the turn it in software and make sure it is 15% or less compliant of plagiarism material.

3.12 Methodological constraints

The study may be affected by non-response rate. This may be due to the fact that some respondents may be hesitant to give information. However, this was solved through having a dialogue with respondents and explaining clearly the purpose of the study.

The problem of limited time, many respondents had no enough time to respond adequately to the questions while attending to their busy schedules.

In adequate finances, the researcher had little funds to move to and fro the field and more so buying the necessary requirements used in the study. However, friends and relatives were requested to contribute to solve the situation.

2.5 Conclusion

This chapter has presented the research methodology that were employed. Qualitative research design to present data that was collected from 15 participants identified through simple random sampling. Validity and reliability was used to ascertain the credibility of research tools and a number of ethical issues such as confidentiality, Anonymity, and plagiarism was adhered to during data collected. This methodology was crucial in fulfilling the study objectives.

2.6 Chapter Summary

This study used a qualitative research approach in exploring the impact of volunteering in an agency and its impact on self-satisfaction in Bukhalu sub-county, Bulambuli District. This qualitative approach entailed presenting and analyzing data collected through interviews through logical techniques to describe and illustrate, summarize and recap, and evaluate data. The aim of this methodology is to enable the attainment of non-biased findings of the study and this enabled the replication of research findings.

CHAPTER FOUR

DATA PRESENTATION AND INTERPRETATION

4.1 Introduction

The study explored the impact of volunteering in an agency and its impact on self-satisfaction in Bukhalu sub-county, Bulambuli District. Specifically, the study explored the different volunteering types that exist and the impact of volunteering in an agency on self-satisfaction in Bukhalu sub-county, Bulambuli District. The study also investigated factors that hinder volunteering in an agency in Bukhalu sub-county, Bulambuli District. The study used qualitative research approach and a case study design of 15 participants who included local leaders, social workers and persons with alcohol addiction were interviewed. Data was collected from participants using interview method. This chapter presents the findings of the study and it is divided into two parts. Part one presents demographic characteristics of participants and part two (2) is the interpretations of the findings.

4.2 Demographic characteristics of participants

Table 4.1 showing demographic information of participants

S/No	Pseudo Name	Age	Educational level	Gender
01	Local leaders (LL 1-5)	34	Diploma	Female
02	Local leaders (LL 1-5)	39	S3	Male
03	Local leaders (LL 1-5)	27	S4	Male
04	Local leader four (LL4)	29	S6	Male
05	Local leader four (LL4)	38	S5	Female
06	Local people (LP 1-5)	36	S3	Male
07	Local people (LP 1-5)	25	S4	Female
08	Local people (LP 1-5)	43	P4	Female
09	Local people (LP 1-5)	32	S3	Male
10	Local people (LP 1-5)	43	S3	Male
11	NGO staffs (NGO 1-5)	40	Diploma	Female
12	NGO staffs (NGO 1-5)	19	Diploma	Male
13	NGO staffs (NGO 1-5)	39	Diploma	Male
14	NGO staffs (NGO 1-5)	38	Diploma	Male

15	NGO staffs (NGO 1-5)	30	Diploma	Female
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Table 4.2: Distribution of participants by their selected demographic characteristics

Gender	Number of participants	Percentage (%)
Female	6	40
Male	9	66
Total	15	100%
Age Group	Number of participants	Percentage (%)
18-25	2	13
26-33	3	20
34 above	10	67
Total	15	100%
Education level	Number of participants	Percentage (%)
Primary	2	13
Secondary	9	66
Post-Secondary	4	27
Total	15	100%
Marital status	Number of participants	Percentage (%)
Married	11	88%
Un married	4	12%
Total	15	100%

Source: Primary Data, 2025

Age of participants

The general and demographic information indicate that participants belonged to different age groups. The difference in the age was an important component of selecting respondents for the study, which helped in obtaining different information and also shows maturity in the collected information. In this regard, the selected and interviewed participants were from 18-25, 26-33 and 34 above. Here, the purpose was to find out the average age of participants in the study and it was discovered that majority of the participants (10) were in the age bracket of 34 and above. The

above view indicated that participant's added value to the responses given that mature participants are more trustable as they take time to think about a particular aspect of life before giving reliable responses.

Gender of participants

According to the findings of the study, Nine (09) participants were males and females were Six (6). This implies that the male participants were the majority hence most of the data was collected from male participants.

Educational level of participants

Data showed that majority of the participants (09) had acquired secondary education. This meant that they easily understood questions in the interview guide and their views were well informed. Uma (2017) asserted that it is important in social investigation research to involve people that have attained an acceptable level of literacy and numeracy in order to be in position to understand and interpret contents of the interviews.

For purposes of anonymity, the following codes were used:

LL = local leader 1-5

LP = local people 1-5

NGO staffs = Staffs from NGO 1-5

4.2.1 THEME I: Types of Volunteering that Exist

Study participants were asked to mention the various types of volunteering that exist and their responses were: Volunteering in schools, corporate volunteering, community volunteer work and welfare volunteering

Volunteering in schools

Participants of the study mentioned that volunteering in schools is one form of volunteering available. This was affirmed by participant (LL1) who said that *“volunteering in schools is one form of volunteering available.”*

Another participant (LP1) said that *“volunteering in schools is one form of volunteering available.”*

Participants (LP2) added that *“volunteering in schools is one form of volunteering available.”*

Participant (NGO1) mentioned that *“volunteering in schools is one form of volunteering available.”*

Participants LL2, LL3, LL4, LL5, LP2, LP3, LP4, LP5, NGO2, NGO3, MGO4 and MGO5 also said that *“volunteering in schools is one form of volunteering available.”*

Therefore, the expressions above show that volunteering in schools is one form of volunteering available.

Corporate volunteering

Participants mentioned that corporate volunteering is existing form of volunteering. This was affirmed by participant (LL1) who said that *“corporate volunteering is existing form of volunteering”*

Another participant (LL2) said that *“corporate volunteering is existing form of volunteering”*

Participants (LP1) added that *“corporate volunteering is existing form of volunteering”*

Participant (NGO1) mentioned that *“corporate volunteering is existing form of volunteering”*

Other participants LL3, LL4, LL5, LP2, LP3, LP4, LP5, NGO2, NGO3, NGO4 and NGO5 also said that *“corporate volunteering is existing form of volunteering”*

Therefore, the expressions above show that corporate volunteering is existing form of volunteering

Community volunteer work

Participants mentioned that community volunteer work is also a common form of volunteering. This was affirmed by participant (NGO1) who said that *“community volunteer work is also a common form of volunteering”*

Another participant (LP2) said that *“community volunteer work is also a common form of volunteering”*

Participants (LL1) added that *“community volunteer work is also a common form of volunteering”*

Participant (LL2) mentioned that *“community volunteer work is also a common form of volunteering”*

Other participants LL3, LL4, LL5, LP1, LP3, LP4, LP5, NGO2, NGO3, NGO4 and NGO5 also said that *“community volunteer work is also a common form of volunteering”*

Therefore, the expressions above show that community volunteer work is also a common form of volunteering

Welfare volunteering

Study participants mentioned that welfare volunteering is a form of volunteering. This was affirmed by participant (LL1) who said that *“welfare volunteering is a form of volunteering”*

Study participant (LP1) said that *“welfare volunteering is a form of volunteering”*

Participants (LP2) added that *“welfare volunteering is a form of volunteering”*

Other participant (NGO1) mentioned that *“welfare volunteering is a form of volunteering”*

Participants LL2, LL3, LL4, LL5, LP3, LP4, LP5, NGO2, NGO3, NGO4 and NGO5 also said that *“welfare volunteering is a form of volunteering”*

Therefore, the expressions above show that welfare volunteering is a form of volunteering

4.3.2 THEME 2: The impact of volunteering in an agency on self-satisfaction

Participants of the study were asked to mention the impact of volunteering in an agency on self-satisfaction and their responses: Volunteerism is relevant for people of all ages as a source of social

capital and goodwill and this helps to enhance self-satisfaction, volunteerism is an important pathway for enhancing youth employment and employability, particularly through impacting transferable soft skills that educational institutions often fail to address, Volunteering is associated with better mental health in older adulthood and because volunteering could enlarge social network size, its effects would be more pronounced for people who have fewer social contacts

Volunteerism is relevant for people of all ages as a source of social capital and goodwill and this helps to enhance self-satisfaction

Participants of the research study mentioned that volunteerism is relevant for people of all ages as a source of social capital and goodwill and this helps to enhance self-satisfaction. This was affirmed by participant (LP1) who said that *“Volunteerism is relevant for people of all ages as a source of social capital and goodwill and this helps to enhance self-satisfaction”*

Study participant (LL1) said that *“Volunteerism is relevant for people of all ages as a source of social capital and goodwill and this helps to enhance self-satisfaction”*

Participants of the study (LP1) added that *“Volunteerism is relevant for people of all ages as a source of social capital and goodwill and this helps to enhance self-satisfaction”*

Even participant (NGO1) mentioned that *“Volunteerism is relevant for people of all ages as a source of social capital and goodwill and this helps to enhance self-satisfaction”*

Participants LL2, LL3, LL4, LL5, LP2, LP3, LP4, LP5, NGO2, NGO3, NGO4 and NGO5 also said that *“Volunteerism is relevant for people of all ages as a source of social capital and goodwill and this helps to enhance self-satisfaction”*

Therefore, the expressions above show that volunteerism is relevant for people of all ages as a source of social capital and goodwill and this helps to enhance self-satisfaction

Volunteerism is an important pathway for enhancing youth employment and employability, particularly through impacting transferable soft skills that educational institutions often fail to address

Further participants mentioned that volunteerism is an important pathway for enhancing youth employment and employability, particularly through impacting transferable soft skills that educational institutions often fail to address. This was affirmed by participant (NGO1) who said that *“volunteerism is an important pathway for enhancing youth employment and employability, particularly through impacting transferable soft skills that educational institutions often fail to address”*

Study participant (LL1) said that *“volunteerism is an important pathway for enhancing youth employment and employability, particularly through impacting transferable soft skills that educational institutions often fail to address”*

Participants of the study (LP1) added that *“volunteerism is an important pathway for enhancing youth employment and employability, particularly through impacting transferable soft skills that educational institutions often fail to address”*

Even study participant (LP2) mentioned that *“volunteerism is an important pathway for enhancing youth employment and employability, particularly through impacting transferable soft skills that educational institutions often fail to address”*

Participants LL2, LL3, LL4, LL5, LP3, LP4, LP5, NGO2, NGO3, NGO4 and NGO5 also said that *“volunteerism is an important pathway for enhancing youth employment and employability, particularly through impacting transferable soft skills that educational institutions often fail to address”*

Therefore, the expressions above show that volunteerism is an important pathway for enhancing youth employment and employability, particularly through impacting transferable soft skills that educational institutions often fail to address

Volunteering is associated with better mental health in older adulthood

Participants of the study mentioned that volunteering is associated with better mental health in older adulthood. This was affirmed by participant (LL1) who said that *“Volunteering is associated with better mental health in older adulthood”*

Additionally, study participant (LP1) said that *“Volunteering is associated with better mental*

health in older adulthood”

Participants of the study (NGO1) added that *“Volunteering is associated with better mental health in older adulthood”*

Study participant (NGO2) mentioned that *“Volunteering is associated with better mental health in older adulthood”*

Participants LL2, LL3, LL4, LL5, LP2, LP3, LP4, LP5, NGO3, NGO4 and NGO5 also said that *“Volunteering is associated with better mental health in older adulthood”*

Therefore, the expressions above show that volunteering is associated with better mental health in older adulthood

Because volunteering could enlarge social network size, its effects would be more pronounced for people who have fewer social

Participants of the study mentioned that because volunteering could enlarge social network size, its effects would be more pronounced for people who have fewer social. This was affirmed by participant (NGO1) who said that *“because volunteering could enlarge social network size, its effects would be more pronounced for people who have fewer social”*

Study participant (NGO2) said that *“because volunteering could enlarge social network size, its effects would be more pronounced for people who have fewer social”*

Participants of the study (LP1) added that *“because volunteering could enlarge social network size, its effects would be more pronounced for people who have fewer social”*

Study participant (LL2) mentioned that *“because volunteering could enlarge social network size, its effects would be more pronounced for people who have fewer social”*

Additionally, participants LL1, LL3, LL4, LL5, LP2, LP3, LP4, LP5, NGO3, NGO4 and NGO5 said that *“because volunteering could enlarge social network size, its effects would be more pronounced for people who have fewer social”*

Therefore, the expressions above show that because volunteering could enlarge social network size, its effects would be more pronounced for people who have fewer social

4.2 THEME 3: Factors that hinder volunteering in an agency

Participants of the research study were identify factors that hinder volunteering in an agency and their responses included; Factors that have been identified as hindering volunteering in formal organizations include a lack of time or interest and health problems, people don't have information about where to volunteer, or if they do, the jobs are not meaningful or purposeful, absence of volunteering programmes for people and potential volunteers can be discouraged by formal recruitment procedures such as completing a long registration form or attending an interview

Factors that have been identified as hindering volunteering in formal organizations include a lack of time or interest and health problems

Participants of the study mentioned that factors that have been identified as hindering volunteering in formal organizations include a lack of time or interest and health problems. This was affirmed by participant (LL1) who said that *“factors that have been identified as hindering volunteering in formal organizations include a lack of time or interest and health problems”*

Participant (NGO1) said that *“factors that have been identified as hindering volunteering in formal organizations include a lack of time or interest and health problems”*

Another participant of the study (LP1) added that *“factors that have been identified as hindering volunteering in formal organizations include a lack of time or interest and health problems”*

Study participant (LP2) mentioned that *“factors that have been identified as hindering volunteering in formal organizations include a lack of time or interest and health problems”*

Additionally, participants LL2, LL3, LL4, LL5, LP3, LP4, LP5, NGO2, NGO3, NGO4 and NGO5 also said that *“factors that have been identified as hindering volunteering in formal organizations include a lack of time or interest and health problems”*

Therefore, the expressions above show that factors that have been identified as hindering volunteering in formal organizations include a lack of time or interest and health problems.

People don't have information about where to volunteer, or if they do, the jobs are not meaningful or purposeful

During the study, participants of the study mentioned that people don't have information about where to volunteer, or if they do, the jobs are not meaningful or purposeful. This was affirmed by participant (LP1) who said that *“people don't have information about where to volunteer, or if they do, the jobs are not meaningful or purposeful”*

Study participant (NGO1) said that *“i people don't have information about where to volunteer, or if they do, the jobs are not meaningful or purposeful”*

Another participant of the study (NGO2) added that *“people don't have information about where to volunteer, or if they do, the jobs are not meaningful or purposeful”*

Study participant (NGO3) mentioned that *“people don't have information about where to volunteer, or if they do, the jobs are not meaningful or purposeful”*

Participants LL1, LL2, LL3, LL4, LL5, LP2, LP3, LP4, LP5, NGO4 and NGO5 also said that *“people don't have information about where to volunteer, or if they do, the jobs are not meaningful or purposeful”*

Therefore, the expressions above show that people don't have information about where to volunteer, or if they do, the jobs are not meaningful or purposeful

Absence of volunteering programmes for people

During the study, participants of the study mentioned that absence of volunteering programmes for people. This was affirmed by participant (NGO1) who said that *“absence of volunteering programmes for people”*

Participant (NGO2) said that *“absence of volunteering programmes for people”*

Another participant of the study (LP1) added that *“absence of volunteering programmes for people”*

Study participant (LL1) mentioned that *“absence of volunteering programmes for people”*

Other participants who included LL2, LL3, LL4, LL5, LP2, LP3, LP4, LP5, NGO3, NGO4 and NGO5 also said that *“absence of volunteering programmes for people”*

Therefore, the expressions above show that absence of volunteering programmes for people

Potential volunteers can be discouraged by formal recruitment procedures such as completing a long registration form or attending an interview

Participants of the study also mentioned that potential volunteers can be discouraged by formal recruitment procedures such as completing a long registration form or attending an interview This was affirmed by participant (LL1) who said that *“Potential volunteers can be discouraged by formal recruitment procedures such as completing a long registration form or attending an interview”*

Another study participant (LP1) said that *“Potential volunteers can be discouraged by formal recruitment procedures such as completing a long registration form or attending an interview”*

Participant of the study (LP2) added that *“Potential volunteers can be discouraged by formal recruitment procedures such as completing a long registration form or attending an interview”*

Even participant (NGO1) mentioned that *“Potential volunteers can be discouraged by formal recruitment procedures such as completing a long registration form or attending an interview”*

Other participants who included LL2, LL3, LL4, LL5, LP3, LP4, LP5, NGO2, NGO3, NGO4 and NGO5 also said that *“Potential volunteers can be discouraged by formal recruitment procedures such as completing a long registration form or attending an interview”*

Therefore, the expressions above show that potential volunteers can be discouraged by formal recruitment procedures such as completing a long registration form or attending an interview

4.3 Chapter Summary

The Data Analysis chapter above presents and interprets the findings of a study, bridging the gap between methodology and conclusions. It provided a logical interpretation of the data, not just raw

numbers or qualitative responses. The chapter has demonstrate how the collected data supports or challenges the research questions or hypotheses thought to address

CHAPTER FIVE

DISCUSSION OF STUDY FINDINGS

5.1 Introduction

The study explored the impact of volunteering in an agency and its impact on self-satisfaction in Bukhalu sub-county, Bulambuli District. Specifically, the study explored the different volunteering types that exist and the impact of volunteering in an agency on self-satisfaction in Bukhalu sub-county, Bulambuli District. The study also investigated factors that hinder volunteering in an agency in Bukhalu sub-county, Bulambuli District.

The study discovered that several types of volunteering exist and these include volunteering in schools, corporate volunteering, community volunteer work and welfare volunteering. Findings also revealed that Volunteerism in an agency can have several impacts on self-satisfaction in several ways such as it is relevant for people of all ages as a source of social capital and goodwill and this helps to enhance self-satisfaction, volunteerism is an important pathway for enhancing youth employment and employability, particularly through impacting transferable soft skills that educational institutions often fail to address, Volunteering is associated with better mental health in older adulthood and because volunteering could enlarge social network size, its effects would be more pronounced for people who have fewer social contacts.

Additionally, findings revealed that several factors hinder volunteering in an agency such as a lack of time or interest and health problems, people don't have information about where to volunteer, or if they do, the jobs are not meaningful or purposeful, absence of volunteering programmes for people and potential volunteers can be discouraged by formal recruitment procedures such as completing a long registration form or attending an interview

These findings are in line with a range of past studies (see chapter Two) where authors presented an extended exposition of historical antecedents of the present situation regarding teenage

pregnancies and its relationship to girl's education. Although some authors (eg., Ojangole et al., 2022 and Davis, 2021) failed to address the issue in an increasingly exploited range, the findings of this study matches the subtlety and rigor of the subject matter (the role of family support in the rehabilitation of persons with alcohol addiction).

This chapter presents the discussions of the study findings in line with the study findings identified earlier in chapter four and the discussions have been done in line with the three specific objectives of the study. The purpose of this chapter is to present the findings of data analysis in a systematic way and to give all evidence related to research objectives and questions as seen below:

5.2 Discussion

The discussion of the findings is presented as below:

Types of Volunteering that Exist

Study participants were asked to mention the various types of volunteering that exist and their responses were: Volunteering in schools, corporate volunteering, community volunteer work and welfare volunteering

The finding of the study shows that volunteering in schools is one form of volunteering available. This is line with the findings of World Bank (2021) where it was reported that volunteering in schools is one form of volunteering available.

The findings of the study also show that corporate volunteering is existing form of volunteering. This finding is in line with the findings of the study by Mwiria et al., (2019) who also argued that corporate volunteering is existing form of volunteering

Findings also revealed that community volunteer work is also a common form of volunteering. Esearch by Kisan et al., (2017) supports these findings where was discovered that community volunteer work is also a common form of volunteering

Additionally, welfare volunteering is a form of volunteering. Even ILO (2020) found that welfare volunteering is a form of volunteering.

The impact of volunteering in an agency on self-satisfaction

Participants of the study were asked to mention the impact of volunteering in an agency on self-satisfaction and their responses: Volunteerism is relevant for people of all ages as a source of social capital and goodwill and this helps to enhance self-satisfaction, volunteerism is an important pathway for enhancing youth employment and employability, particularly through impacting transferable soft skills that educational institutions often fail to address, volunteering is associated with better mental health in older adulthood and because volunteering could enlarge social network size, its effects would be more pronounced for people who have fewer social contacts

The study findings show that volunteerism is relevant for people of all ages as a source of social capital and goodwill and this helps to enhance self-satisfaction. This is in line with the finding of the study by Onyango et al., (2020) who also reported that volunteerism is relevant for people of all ages as a source of social capital and goodwill and this helps to enhance self-satisfaction

Additionally, findings show that volunteerism is an important pathway for enhancing youth employment and employability, particularly through impacting transferable soft skills that educational institutions often fail to address. In support of this finding, Ocholo (2020) reported that volunteerism is an important pathway for enhancing youth employment and employability, particularly through impacting transferable soft skills that educational institutions often fail to address

Study findings further revealed that volunteering is associated with better mental health in older adulthood. In support of this finding, Robson & Stevens (2020) also found that volunteering is associated with better mental health in older adulthood

The study found that because volunteering could enlarge social network size, its effects would be more pronounced for people who have fewer social contacts. Even UNICEF (2021) also found that because volunteering could enlarge social network size, its effects would be more pronounced for people who have fewer social contacts.

Factors that hinder volunteering in an agency

Participants of the research study were identify factors that hinder volunteering in an agency and their responses included; Factors that have been identified as hindering volunteering in formal organizations include a lack of time or interest and health problems, people don't have information about where to volunteer, or if they do, the jobs are not meaningful or purposeful, absence of volunteering programmes for people and potential volunteers can be discouraged by formal recruitment procedures such as completing a long registration form or attending an interview

The findings of the study show that factors that have been identified as hindering volunteering in formal organizations include a lack of time or interest and health problems. In line with finding, Ocholo (2020) reported that factors that have been identified as hindering volunteering in formal organizations include a lack of time or interest and health problems

Other findings of the study indicate that people don't have information about where to volunteer, or if they do, the jobs are not meaningful or purposeful. Even Bloomfield et al. 2016) and Kuntsche et al. (2016) also found that people don't have information about where to volunteer, or if they do, the jobs are not meaningful or purposeful

Study findings further revealed that absence of volunteering programmes for people. Robson & Stevens (2020) in their study also found that absence of volunteering programmes for people.

It was also revealed during the study that potential volunteers can be discouraged by formal recruitment procedures such as completing a long registration form or attending an interview. This find is in line with the finding s of the study by Economic Welfare Information Gateway (2018) where it was also found that potential volunteers can be discouraged by formal recruitment procedures such as completing a long registration form or attending an interview.

5.3 Conclusion

To convey the meaning of the findings, this chapter has systematically presented the discussion of the findings. These findings are in line with the literature review and the conceptual framework. The next chapter presents information on the conclusions and recommendations of the research study.

CHAPTER SIX

CONCLUSION AND RECOMMENDATIONS

6.1 Introduction

The study explored the impact of volunteering in an agency and its impact on self-satisfaction in Bukhalu sub-county, Bulambuli District. Specifically, the study explored the different volunteering types that exist and the impact of volunteering in an agency on self-satisfaction in Bukhalu sub-county, Bulambuli District. The study also investigated factors that hinder volunteering in an agency in Bukhalu sub-county, Bulambuli District. This chapter looks at the summary and recommendation about the research study. In this chapter, the researcher has the opportunity to summarize, conclude and make recommendations based on the study findings.

6.2 Conclusions

Volunteering in schools is one form of volunteering available and was revealed in the findings

It is true that corporate volunteering is existing form of volunteering as indicated in the study

It is also true that community volunteer work is also a common form of volunteering as the study found out.

Further, welfare volunteering is a form of volunteering and this was discovered by the study

Volunteerism is relevant for people of all ages as a source of social capital and goodwill and this helps to enhance self-satisfaction as revealed in the findings

Even volunteerism is an important pathway for enhancing youth employment and employability, particularly through impacting transferable soft skills that educational institutions often fail to address and this was discovered in the findings.

As the findings show, volunteering is associated with better mental health in older adulthood.

Because volunteering could enlarge social network size, its effects would be more pronounced for people who have fewer social contacts and this was mentioned by participants during data collections.

Factors that have been identified as hindering volunteering in formal organizations include a lack of time or interest and health problems as revealed in the findings

It is also true that people don't have information about where to volunteer, or if they do, the jobs are not meaningful or purposeful as indicated in the findings

Absence of volunteering programmes for people hinder volunteering as discovered in the findings

Lastly, potential volunteers can be discouraged by formal recruitment procedures such as completing a long registration form or attending an interview as found out by the study

6.3 Recommendations

From the study findings and conclusions of the research study, the following recommendations have been drawn:

Government and stakeholders should put in place initiatives to bolster volunteering culture

Government in conjunction with local leaders should implement labour-friendly legislation to attract and retain volunteers

Agencies should provide information to the public regarding opportunities for volunteering

6.3 Areas for further research

- a) Socio-economic and demographic factors influencing volunteering

- b) Recruitment practices agencies and volunteering decisions
- c) Organizational culture and volunteering among youths

6.4 Chapter summary

This chapter looked at the conclusions and recommendations of the research study. In this chapter, the researcher has the opportunity to summarize, conclude and make recommendations based on the study findings.

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APPENDIXES

APPENDIXES 1: CONSENT LETTER

Dear participant,

REF. REQUEST TO BE INTERVIEWED

RESEARCH PROJECT-UGANDA CHRISTIAN UNIVERSITY, MBALE

I am **Mutonyi Dinah**, a student of Uganda Christian University, currently undertaking a research on a topic ‘determine the impact of religion on cultural stereotypes in Bukhalu sub-county, Bulambuli District. You are privileged to participate in this research and your selection has been based on random sampling. Please feel free as you respond because the information you give will only be used for academics purposes, treated confidential and will be held anonymous before publication.

Thank you

APPENDIXES 11: CONFIRMATION OF ACCEPTANCE FORM

This is to confirm that I have read and understood the purpose of this study and hereby consent that I have accepted to take part in it.

Thank you

Sign.....

Date:.....

APPENDIX 111: BIO – DATA

Instructions

Please fill in the blank spaces or tick (✓) in the boxes provided where necessary.

- I. Name: (optional)
- II. Age: 10 – 15 ☐ 15 – 25 ☐ 25 – 35 ☐ 35 + ☐
- III. Gender: Male ☐ Female ☐
- IV. Marital status: Single ☐ Married ☐ Divorced ☐ Separated ☐ Widowed ☐
- V. Location:
Cell Ward
- VI. Levels of Education:
None ☐ Primary ☐ Public primary ☐ Tertiary and above ☐
Other (please specify)
.....
.....
- VII. Religion: Protestant ☐ Catholics ☐ Muslims ☐ Born again ☐
Others (please specify).....

APPENDIXES 1V

UNSTRUCTURED INTERVIEW GUIDE FOR PARTICIPANTS

Section A: Background information

1) Self-Introduction

2) Gender participants Male ☐ Female ☐

SECTION A: Questions

- I. What are the different volunteering types that exist in Bukhalu sub-county, Bulambuli District
- II. What is the impact of volunteering in an agency on self-satisfaction in Bukhalu sub-county, Bulambuli District
- III. What factors hinder volunteering in an agency in Bukhalu sub-county, Bulambuli District

VI: DOCUMENTARY REVIEW CHECK LIST

1. Reports and minutes of recruitment
2. Copies of application forms/letters
3. Acceptance letters
4. Lists of volunteering staffs

APPENDIX III: WORK PLAN SCHEDULE

Duration Activity	J	F	M	A	M	J	J	A	S	O	N	D
Developing Questionnaires												
Data collection												
Data processing and analysis												
Writing Draft and Final Report												
Submission of Report												

APPENDIX IV: BUDGET ESTIMATES

Item	Quantity	Unit Cost	Total Cost
Stationary			
Ruled paper	2 reams	10,000/=	20,000/=
Note book	4	3,000/=	12,000/=
Printing	37 pages	500/=	18,500/=
Photocopying	74 pages	150/=	11,100/=
Pens	10	500/=	5,000/=
Bag	1 bag	35,000/=	35,000/=
Sub Total			101,600/=
Date collection			
Transport	5 days	20,000/=	100,000/=
Sub Total			201,600/=
Report writing			
Secretarial services			
Typing	64 pages	500 per page	32,000/=
Printing	64 pages	150 per page	9,600/=
Photocopying	150 pages	150per page	22,500/=
Binding	3books	20,000/= each	60,000/=
Sub Total			124,100/=
TOTAL SUM			325,700/=

APPENDIX V: INTRODUCTORY LETTER



UGANDA CHRISTIAN
UNIVERSITY
A Centre of Excellence in the Heart of Africa
MBALE UNIVERSITY COLLEGE

Office of the Academic Registrar

To SA CAO
BUKHALU SUB-COUNTY

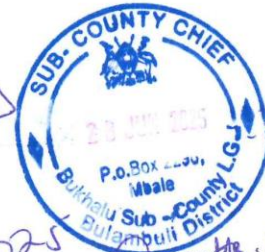
Dear Sir/Madam,

Re: Academic Research

Christian greetings!

RECEIVED AND
CONSIDERED

23/6/2025



We are honored to introduce to you Mr. Mrs./Miss MUTONYI DINAH

Of Registration Number; S.22/muc/BSK/034 pursuing a Masters'
Degree/Postgraduate Diploma / Bachelor's Degree BACHELOR'S DEGREE

He/ she is required to carry out an academic research on the topic

VOLUNTEERING IN AN AGENCY AND IT'S IMPACT ON
SELF SATISFACTION

and thereafter produce a well bound hard cover research report (MAFROON) in color for undergraduate and three (BLACK) copies for Postgraduate students as a University requirement for the award of a degree/diploma in the academic discipline that he / she is pursuing.

We shall be grateful for the help you may offer to him or her accordingly.

Thank you.

Yours faithfully,

Mr. Akampurira Timothy

Academic Registrar

