



Service Priorities and Programmes Electronic Presentations

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NTEC wide motivation study of hospital volunteers using Volunteer Functions Inventory- Pilot Study

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Introduction

HA. Understanding the personal motivations of the unpaid workforce can assist the organization in designing opportunities to fulfill their motivations. Volunteer Functions Inventory (VFI), an instrument to detect six multi-factorial psychological functions of volunteering including Value, Social, Career, Understanding, Enhancement and Protection was administered. This pioneer cluster-based study aimed to identify volunteering motivation in order to retain our volunteers, fulfill their intended motives, design nature of training and allocate tasks accordingly.

Objectives

1. To investigate the motivations and demographic information hospital volunteers using Volunteer Functions Inventory (VFI) 2. To study any motivations difference across volunteers' characteristics eg. gender, age, education background 3. To retain volunteers by providing suitable work nature and rewards 4. To provide suitable training according to volunteers' characteristics

Methodology

Self-administered questionnaires and Chinese version VFI were distributed to volunteers in 7 hospitals of NTEC via corresponding multi-disciplinary volunteer service coordinators including social workers, nurse and administrative staff. Descriptive analysis of demographic data of volunteers was performed and calculations of means of the six functions in the VFI were ranked. T-test and Kruskal-Wallis test were used to identify any differences of VFI across volunteers' characteristics. Spearman's rho was used to identify correlations between VFI, future service and average serving hours.

Result

316 completed questionnaires were received in a 3-month period. 37% of interviewees had an average serving hours of 7-13 hours/ month. 87% volunteers were willing to continue serving HA in the following year. 65% of interviewed volunteers were currently receiving or received NTEC medical services. Their volunteering motivations were ranked in descending order as follow: Value, Understanding, Enhancement, Social, Protective and Career. Motivation differences were analyzed across volunteers' characteristics. Elderly volunteers were significantly focused more on Value and Social functions ($p= 0.04, 0.02$) whereas young adults focused more on Career functions ($p= 0.00$). Five functions of the VFI except Career had a positive correlation with the likelihood of continue serving HA in the subsequent year ($p< 0.05$). Understanding the motivations of volunteer will have significant implications for planning and strategic development of hospital volunteer services e.g. designing workshops with social gathering elements for elderly; achievement recognition for youngsters focused on Career functions.