



MOTIVATION OF VOLUNTEERS IN PROVIDING ASSISTANCE TO DISASTER VICTIMS

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ABSTRACT

Indonesia is a disaster-prone area. Disasters that occur can have various impacts and require help. Assistance can be done by health workers and the general public, especially volunteers. The factors that underlie or motivate a person to become a volunteer are manifold. To support volunteer activities, it is necessary to provide sufficient knowledge and skills. This study aims to obtain an overview of the motivation of volunteers in providing assistance to disaster victims. This research uses qualitative methods with a phenomenological approach. The number of participants in this study was four volunteers. The data collection technique carried out in this study was by conducting indeph interviews to all participants. The results of the interview were then analyzed thematically. Based on the analysis, 5 themes were obtained, namely the motivation to become a volunteer, the feeling of volunteers in providing assistance to disaster victims, the obstacles found in providing assistance, the support obtained as volunteers, and the expectations of volunteers in carrying out their duties.

Keywords: disaster; help; motivation; volunteers

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INTRODUCTION

Indonesia, geographically, is at the confluence of four tectonic plates so that it is a disaster-prone country. There were 5,402 disaster events in 2021 with types of disasters including earthquakes, volcanic eruptions, forest and land fires, droughts, floods, landslides, extreme weather, as well as tidal waves and abrasion. In addition, Indonesia is also facing another disaster, namely the COVID-19 pandemic (BNPB, 2022). Disasters that occur can have various impacts. The impact of natural disasters results in casualties on humans, animals, and environmental damage. Some of the victims died, were missing, injured or suffered and were displaced. Handling disaster victims, one of which is carried out by the government and the community. People who want to participate in handling natural disasters can be members of non-governmental organizations (NGOs) or communities (Ratri & Masykur, 2020).

The general public and health workers who will help in disaster management can join as volunteers (Ambarika, 2016). Even medical students in Saudi show commendable intentions to volunteer for disasters (Mansour et al., 2020). Various reasons for the community to volunteer include a high sense of social care, a sense of empathy, and a sense of humanity. The presence of volunteers in handling disaster impacts is needed, both for pre-disaster, disaster, and post-disaster management Volunteers, in addition to having good intentions,

must also be equipped with knowledge about volunteering. The majority of volunteers have good knowledge and preparedness. This is because the level of knowledge affects disaster preparedness (Hastuti, Khayati, & Fatimah, 2020). In addition, the use of information media also affects disaster preparedness. Those who often access information will get information faster so that they can respond faster in the event of a disaster (Mansour et al., 2020).

Volunteers in carrying out their activities need support from various parties. Research result Ratri & Masykur (2020) it was found that the role of the family and the experience of search and rescue (SAR) members had an influence in shaping the motives for helping. The motives for helping that have been formed can underlie the behavior and role of volunteers in disaster areas. The experience that a person gains when serving as a volunteer, is very meaningful in shaping the spirit of volunteering. Volunteers who provide assistance to victims have different experiences. In providing assistance, it takes a lot of dedication from volunteers. This high dedication is shown by his readiness and preparedness to help disaster victims (Utomo & Minza, 2016). To show readiness as a volunteer, it is also necessary to be based on adequate knowledge and skills. This research is important to explore the motivation of volunteers, so this research aims to get an overview of the experience of volunteers in providing assistance to disaster victims.

METHOD

This research is a qualitative research that aims to understand the phenomenon of what the research subjects experience. This study uses a phenomenological study approach to get an idea of the motivation of volunteers in providing assistance to disaster victims. The number of participants in this study was 4 volunteers. Data collection techniques are carried out by conducting indeph interviews. The results of the interview were then analyzed thematically.

RESULTS

The results of the analysis from the data obtained in this study found five main themes and eleven sub themes. These themes were identified to provide answers based on the research objectives.

Theme 1: Motivation to become a volunteer

Being a volunteer is based on a high social spirit (internal motivation) or influenced by others (external motivation). Such motivations give rise to social concern for the community, as expressed by the following participants:

".....I have been interested in the world of volunteering for a long time, then I sought information about volunteering activities and joined MDMC. If there's a disaster, it feels like you want to help, not just look at it....." P4.

".....at first just followed a friend, but then continued because he wanted to help others....." P1.

Theme 2: The feelings of volunteers in providing assistance to disaster victims

Positive and negative feelings can be felt by volunteers when on duty to provide assistance to disaster victims. The theme of the feelings of volunteers in providing help was obtained three sub-themes, namely the joy of being able to provide help and feelings of disappointment. In the sub-theme about being happy to be able to provide assistance, it was found that all volunteers were happy to be able to provide assistance to disaster victims. Some expressions of pleasure from volunteers include:

".....happy to be able to provide assistance to disaster victims based on the spirit of Al-Ma'un" P1.

".....the community is satisfied, we are also satisfied" P3.

Volunteers in carrying out their duties, sometimes get less pleasant experiences. Various events while on duty can result in feelings of discomfort, such as the following phrase volunteers:

".....We were once unable to enter the site because we were confronted by people who were unhappy with volunteers....." P2.

".....there are people who underestimate volunteers, sometimes even some are mocking. Volunteers are what....." P3.

Theme 3: Obstacles found in providing help

Volunteers in providing assistance to disaster victims can encounter various obstacles, including related to insufficient and unprepared equipment and lack of financial support. Incompleteness or unpreparedness of tools can be an obstacle in the implementation of duties as a volunteer, as stated by the following volunteers:

".....when on duty sometimes the equipment is lacking so that it hinders our duties....." P1.

"..... the maintenance of the tools is not good, so sometimes they are not ready to use when a disaster occurs....." P2

Finance is one of the important factors to support disaster programs. But there are still some obstacles as the following volunteers expressed:

"..... to run the program there is no regular and definite source....." P1.

Theme 4: Support obtained as volunteers

Volunteers in charge of disaster management get support both material and non-material. The material support obtained by volunteers can be in the form of transportation and accommodation, disaster development and equipment programs, and scholarships for studies. To facilitate the duties of volunteers, adequate transportation and accommodation are needed. Some of the supporting expressions are:

".....the leadership pays attention to volunteers by providing living costs, transportation and accommodation during assignments....." P1.

".....activities as a volunteer are financed from the organization....." P2.

To support volunteer activities, there needs to be a development program and also completeness of equipment, such as the following participant's money:

".....fittings of tools prepared from MDMC. If it is from the government, the support is in the form of programs for disaster management and equipment assistance....." P1.

The organization rewards volunteers for improving their education, as stated by the following partisipan:

".....volunteers there are those who are given scholarships by LAZISMU to study at muhammadiyah/ Aisyiyah College....." P2.

The non-material support obtained by volunteers includes support systems from leaders, governments, families and workplace leaders.

".....the government gives award certificates to volunteers....." P1.

".....The organization provides full support when carrying out tasks....." P3.

"..... was forbidden by parents for a while, but after it was explained that they understood, they even added the fare...." P4.

".....if there is a volunteering task, the leadership always allows it. Tasks can be carried out by other friends....." P3.

Theme 5: Hope volunteers

Hope as volunteers to support their duties as volunteers get 3 sub-themes, namely hopes for the government, organizations, and society.

Expectations to the government are related to the coordination of disaster programs, as expressed in the following statement:

".....The hope is that the program is run appropriately and coordinated with NGOs so that it can follow or equalize patterns, sometimes it is still a separate path....." P2.

Hopes for Muhammadiyah as an organization that houses MDMC volunteers as expressed by the following participants:

".....the application of OMOR (One Muhammadiyah One Response) should be well executed, but now sometimes it is still a separate way....." P1.

The expectations of volunteers in the community are related to volunteering tasks in disaster areas, as expressed by the following participants:

"..... it is hoped that the community understands that volunteers come not to organize, not to burden but to come the intention to help so that there is no perception that volunteers come to mess up the atmosphere....." P1.

DISCUSSION

Disaster volunteers in starting their work can be influenced by internal and external factors. Volunteers who tend to be young can carry out various activities in volunteering. Older volunteers have a tendency to motivate to perform volunteering actions based on the desire to help others (altruism), while at a younger age they are still motivated by career and social paths. Age plays an important role in solving the problems that arise in his life (Melina, Grashinta, & Vinaya, 2012). Volunteers have a variety of motivations underlying their participation in volunteering. Research results Widyastuti, Mufarika, & Akbar (2021) states that volunteering can be influenced by career factors as well as enhancement factors. The

results of this study are also in line with Ashar, Maria, & Victoriana (2018) which shows that the majority of volunteers are based on motivations that help others that have an impact on self-satisfaction or prosocial intrinsics. When in charge of volunteering can also bring positive emotions. Positive emotions that arise in volunteers include happiness, pleasure, gratitude, and life satisfaction (Karinda & Arianti, 2020). Volunteering motivation can affect the speed of response to disasters.

The involvement of volunteers in disaster activities, one of which is influenced by the desire to help which is based on empathy. This is in line with the research (Ratri & Masykur, 2020) that the various motivations that encourage volunteering in disaster areas include a sense of empathy, the intention to help selflessly, and the intention to prosper others. In addition, it can also be based on the desire to help, gain knowledge and experience and can be useful for affected victims. Another supporting factor is to explain the meaning of Al Maun in showing concern for others (Ahdiah, 2019). Volunteers in providing assistance are motivated to exert all skills, energy and time to rescue victims in the event of a disaster (Sujanto, 2017). A person's abilities, skills, family background, work experience, social level and demographics can also affect volunteer performance (Anam, Jupriono, & Kasiati, 2018). Based on the results of the study Rini, Kristianingrum, & Widyastikasari (2019) dan Kamriana, Safri, Hisbullah, & Arafah (2020) it is stated that there is a relationship between the level of disaster knowledge and disaster preparedness attitudes.

All participants in the study stated that they were proud to be able to play a role in providing assistance in the event of a disaster. This research also showed that participants felt happy and had a high commitment in volunteering activities, but sometimes discomfort appeared if there was an element of distrust of volunteers. The sense of pride and joy felt by volunteers can be caused by the sincerity of sincerity in carrying out each of their duties (Sujanto, 2017). Volunteers in carrying out their duties can encounter obstacles. The existence of various obstacles found by volunteers can affect the speed of action in providing assistance. Disaster management activities sometimes cannot be implemented as a whole because there are obstacles ranging from infrastructure to dealing with the community (Sujanto, 2017). Volunteering activities can also encounter obstacles from the community, so they require good coordination with the community (Yumagulova et al., 2021)

Volunteers in carrying out their duties receive support both material and non-material. The support means a lot to volunteers. This is in accordance with the opinion Utomo & Minza, (2016) that support from family and loved ones is one of the important factors to encourage the emergence of helpful behaviors. Volunteers in carrying out their duties have various expectations, be it to the government, organizations, or the community. Volunteers hope for good coordination in disaster management activities. In addition, volunteers also expect that there will be development activities to increase the capacity of volunteers. MDMC's capacity building program on disasters and skills to provide relief to disaster victims can be a provision for volunteers (Amin, Astuti, & Margono, 2020). With an increase in understanding and ability, it can increase the capacity of partners to become resilient volunteers in facing disasters. In addition, it can also increase the capacity of institutions and institutions in an effort to achieve the vision and mission of the institution and provide opportunities or opportunities for volunteers to be able to develop themselves and contribute to improving the welfare of the community (Muthmainnah et al., 2021).

CONCLUSION

This study provides a comprehensive overview of the motivation of volunteers in providing assistance to disaster victims. The picture can be explained in five themes, namely the motivation to become a volunteer, the feelings of volunteers in providing assistance to disaster victims, the obstacles found in providing assistance, the needs obtained as volunteers, and the expectations of volunteers related to disaster activities.

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