

Motivation as a determinant of performance among volunteers : a case of Kenya Red Cross society, Kisumu branch

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Abstract:

Volunteers play a crucial role in the realization of the objectives of humanitarian organizations. They are central to the provision of services and material support to people in distress, which is a core function of all humanitarian organizations. However, little has been done to highlight and address the social and Human Resource Management related factors affecting this cadre of social workers in their job performance as promoters of social welfare. Since volunteers are attached to formal organizations, it was important to establish the extent to which they are affected by the Human Resource Management processes of the organizations and other environmental circumstances. It was equally important to establish how they respond to such factors in terms of their job performance. This study sought to highlight some pertinent Human Resources Management perspectives on the relationship between motivation and the level and quality of work performance among volunteers. It has been widely assumed that volunteers are people on a 'saintly' vocation and the presence or lack of any form of incentive would not alter their resolve to serve the needy. The begging questions therefore are: What factors motivate people to volunteer? Do people get motivated after volunteering and how does this affect their spirit of volunteerism? The study was carried out at the Kenya Red cross society offices in Kisumu. The researcher drew from Fredrick Herzberg's Two-factor theory in highlighting the variables that affect volunteer performance. The study adopted a descriptive survey study design and data was sourced through questionnaires. Descriptive statistics was used for data analysis and the data was presented in the form of tables and bar chats. The study revealed that motivation plays a significant role in the performance of volunteers at the Kenya Red Cross Society.