

# Trust and Commitment Determinants to The Level of Involvement of Youth Volunteers

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**Abstract**— Youth involvement in volunteer program should be eeply attentive as the volunteer activities are undertaken without involvement from the youth is less likely to achieve the objective of the study. The issue of conversation is where youths calling volunteers to run for a program. The purpose of this paper is to discuss the level of involvement of youth in voluntary activities through a belief and commitment approach. The study was conducted using a qualitative approach. The research design used in the survey. This study was conducted in the State of Terengganu and its focus was on two districts in the northern part of Terengganu, Setiu and Besut. The number of respondents involved was 100 respondents and the amount used wassufficient to represent others. A questionnaire was used in this study. The researcher used Volunteer Function Inventory questionnaire as the instrument for this study by Clary & Snyder, (1999) and was modified to suit the study. The data obtained were analyzed using Package for Social Science (SPSS) software to obtain percentage, frequency and mean. The analysis method used is descriptive statistical analysis.

**Keywords:** youth, volunteers, level of involvement, trust, commitment

## I. INTRODUCTION

Volunteers are inherent in most individuals since building a community. This voluntary activity can be a measure of the characteristics of a person or group. In his speech, British Prime Minister Sir Winston Churchill said: "We live by what we can, but we build life with what we give". The spirit of volunteerism that is present among youths today is indispensable for the country today. This is a reflection on the country that the people themselves have the identity and spirit of being a responsible citizen. Recently, there are many common issues in our country such as environmental pollution, flood, low level of education and social problems among the people. It is clear that the requires youth in partnership with the government to address this problem. As a result, the involvement of youth in voluntary activities is seen as very important today. [1] and [2]show that the spirit and involvement of volunteers can be regarded as the high values that must exist in today's younger generation. Therefore, in this chapter, this will lead to a discussion on the level of involvement of youth volunteers through the belief and commitment approach in Setiu and Besut, Terengganu.

## II. LITERATURE REVIEW

### 2.1 Volunteers

A study on volunteerism in terms of trust and related intentions towards youths in volunteer activities were conducted by [3]. The study that uses three variables, namely belief, motivation and intention have obtained such a decision. In a study conducted by trust variables did not have a significant relationship and in the hypothesis stated that there was no significant relationship between belief in volunteer activities and involvement in volunteer activities.

According to [4]volunteerism is one of the most important sub-topic of prosocial behavior in which this behavior provides assistance and benefits to assisted people without any benefit to assisting people. This behavior is caused by the intention and spirit of the volunteer in the individual concerned. Volunteer activity is not a spontaneous activity, but it is caused by strong attitudes and responsibilities to help other people.

In addition, the research is related to the reasons and why one is involved with volunteer activities. [5]and sociologists have emphasized the influence on social institutions such as families as well as demographic factors such as location, occupation and gender having a close relationship with the level of youth involvement in volunteer activities. In addition, [6]has focused on one aspect of personality deployment research.

### 2.2 Volunteer Trust

[7]also stated that belief is a study conducted in the field of management and leadership that is often marginalized in a study. Even it is said to be less contributing to the achievement of an organization. In this study, it shows that trust is essential in establishing relationships and cooperation among the communication within an organization. The result in this study shows that belief is seen as a way of accepting leadership processes in an organization.

In addition, trust, attitude and intentions also encourage one to engage in volunteer programs [8]. This because of the encourage factors of motivation to be more motivated to engage in volunteers. However, most of the previous studies have focused on the volunteer behavior [9]. Given that volunteerism is a planned behavior, then beliefs and intentions are also a prominent factor.

### 2.3 *Commitment in Volunteers*

Organizational commitment is a labour investment against the organization [10]. Organizational commitment is defined as the relationship or interest of workers towards the organization [11]. In addition, the division of commitments can be divided into three factors, namely (1) positive relationships with the goals and values of the organization; (2) a strong desire to contribute to achieving organizational goals; (3) Strong unification with organizational identity. Organizational commitment is the feeling and attitude of employees throughout the organization [12]. Organizational commitment is the feeling and attitude of employees towards the organization, as well as having close ties with loyalty to the organization.

A commitment study conducted by [13] found that there was still a lack of commitment among the youth with volunteer-based programs. Factors that can enhance the value of commitment are through leadership. The results of the study showed that among the youths disagreed with the way in which leadership was carried out, such as unfairness in the division of tasks performed unevenly and favouritism.

### 2.4 *Youth Involvement*

The involvement and participation of the youth in the community are considered important. It is regarded as a response efforts to meet the requirements and assurances that their human rights are recognized and enforced (United Nation 2012). The involvement of youth in the volunteer program gives some individuals the ability to speak to represent the youth in giving voice and views in an acceptable manner [14].

The meaning of youth participation and leadership is the youths and organizations that lead by youth have the opportunity, the capacity and benefit from the necessary environment and objective and policy-based programs at all levels. The youth that active in participation in decision-making and actions are taken locally and the next chain is an important foundation if we want to build a comprehensive and more democratic society [15].

[16] noted that the emphasis and involvement of effective youth is to create youths who have the influence that can attract many youths to continue to contribute to the policies and development of services and programs run by the government or the private sector.

Most of the last research conducted research related to motivation of volunteers. Studies of beliefs and commitments that determine the level of involvement of volunteers are still lacking. This study will answer whether there is a relationship between belief and commitment to volunteer involvement.

## III. METHODOLOGY

### 3.1 *Quantitative Study*

The study was conducted using quantitative methods. Data collection was conducted from October 2018 until December 2018. The study was conducted in a descriptive study focusing on specific populations. In addition, this study is also conducted to gather information on what people often do and think. For example, used by researchers is to know why youths are interested in participating in volunteer programs and why youths are not interested in participating in volunteer programs. Youth survey is one of the examples of descriptive reviews that are often used in volunteer research.

The emphasis of this descriptive survey is the sample to be used in this study which represents the population of the study. While the analytical survey used in this study to answer the research questions and to test the hypotheses to clarify the research conducted. For example, to understand the relationship between marketing quality, fidelity and product advantages. This analytical study emphasizes on the variables studied. Relative and independent variables should be identified before they begin in particular.

The study was conducted using three variables, trust variables, commitment and level of involvement. A total of 11 items were used for trust variables, 14 items for commitment variables and 7 items for level of involvement. All the data used was coded and included in the computer for analysis. All data were analyzed using SPSS analysis.

The questionnaires were use include in five dimensions of Likert Scale to measure and validate the statement of questions in the questionnaire. The questionnaire used contains five fractions of part where the fraction is represented by a particular part.

This instrument is used to test all of trust of volunteers within the organization. This instrument of trust can be divided into three dimensions namely the reliability, honesty and goodness of the related parties. "Organizational Trust Inventory" [OTI] or Organization Trust Inventory has been adopted by [17] in its study. While the commitment part has been developed from the "Organizational Commitment Questionnaire" [OCQ] built by [18]

Accordingly, in this study, it is expected that the individual who has a high commitment and high commitment should have more time to engage in the field of volunteerism.

## IV. RESULTS

Based on the discussion, the proposed hypothesis in this study is as follows:

- 1) Ho1: There is no significant relationship between trust and commitment to the level of involvement of youth volunteers.
- 2)

Table 1.0: The Relationships Between Trust and Commitment towards The Level of Engagement of Youth Volunteers

Correlations				
		Trust	Commitment	Level of Involvement
Trust	Pearson Correlation	1		
	Sig. (2-tailed)			
	N	100		
Commitment	Pearson Correlation	.706**	1	
	Sig. (2-tailed)	.000		
	N	100	100	
Level of Involvement	Pearson Correlation	.293**	.405**	1
	Sig. (2-tailed)	.003	.000	
	N	100	100	100

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Based on the correlation analysis, the results of the study are shown in Table 1.0 there is a relationship between the trust variables and the commitment variable to the level of involvement of youth volunteers. The result shows that the value of  $r$  among the trust relationships is  $r = .293$  and it shows a positive correlation between the trust and the level of involvement. Whereas, the commitment variable shows the value of  $r = .405$  and it is a positive correlation value. This correlation test showed significant at  $p < .01$ . This means that the study successfully rejected the null hypothesis.

## V. CONCLUSION

In this study, the main purpose is to improve the gap in past studies related to the use of youth volunteers in the volunteer programs. In line with the previous study [19] the study was concerned with motivation, trust and intention. The researcher uses motivation, trust and commitment as the determining level of involvement of youth volunteers in volunteer activities.

The results of the study have provided a real picture of the factors that influence the level of involvement of youth volunteers in the two districts, namely Setiu and Besut, Terengganu. The results of the study can provide guidance to any party to carry out volunteer activities. Related parties can provide opportunities and opportunities for youths to continue to volunteer in the field of volunteerism. Volunteer bodies can provide programs to maintain the value of trust in the organization so that the youth continue to remain in the program of volunteering.

The youth should be more involved in the field of volunteerism according to the suitability and needs of an institution. In the end we will find that the involvement of youth in such programs is voluntary and no longer on compulsion or to expect rewards.

## VI. RECOMMENDATION

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