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A STUDY ON DETERMINING THE LEVEL OF VOLUNTEERING OF EMERGENCY AID AND RESPONSE PERSONNEL: THE CASE OF GÜMÜŞHANE

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Abstract

Purpose: The purpose of this research is to measure the volunteering levels of the personnel working in emergency and response organizations such as hospitals, AFAD, 112, fire brigade, out of their duties. The results of this research show the value standards of personnel working in emergency and response events and provide remarkable data in subsequent recruitment and promotions

Methods: In the research, a sample determined by convenience sampling method was applied among the personnel of the State Hospital, AFAD, Fire Department, 112 in Gümüşhane. The survey was applied between 15.05.2018 and 15.06.2018. There are 40 questions aiming to measure the volunteering levels of Emergency Aid and Response Personnel. The grading of the survey questions was carried out with a 5-point Likert type questionnaire.

Results: It was found that the attitudes of the employees within the scope of the research towards volunteering were positive and they were willing to volunteer. However, it has been observed that there are issues such as the lack of knowledge of the conceptual framework of the ethical dimension of volunteering, the lack of time and organization for volunteer activities.

Conclusion: Volunteering is a duty of conscience that must be fulfilled with the feelings of virtue without any interest in the society. Therefore, importance should be given to volunteer training. In addition, volunteering activities will be carried out more effectively through non-governmental organizations.

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ACİL YARDIM VE MÜDAHALE PERSONELİNİN GÖNÜLLÜLÜK DÜZEYİNİN BELİRLENMESİ ÜZERİNE BİR ARAŞTIRMA: GÜMÜŞHANE ÖRNEĞİ

Öz

Amaç: Bu araştırmanın amacı, hastaneler, AFAD, 112, itfaiye gibi acil durum ve müdahale kuruluşlarında görev yapan personelin görevleri dışında gönüllülük düzeylerini ölçmektir. Bu araştırmanın sonuçları, acil durum ve müdahale olaylarında çalışan personelin değer standartlarını göstermekte ve sonraki işe alım ve terfilerde dikkate değer veriler sağlamaktadır.

Yöntem: Araştırmada, Gümüşhane'de bulunan Devlet Hastanesi, AFAD, İtfaiye 112 personeline kolayda örnekleme yöntemiyle belirlenen bir örneklem uygulanmıştır. Anket 15.05.2018 ile 15.06.2018 tarihleri arasında uygulanmıştır. Acil Yardım ve Müdahale Personelinin gönüllülük düzeylerini ölçmeye yönelik 40 soru bulunmaktadır. Anket sorularının derecelendirilmesi 5'li Likert tipi bir ölçek ile yapılmıştır.

Bulgular: Araştırma kapsamındaki çalışanların gönüllülüğe karşı tutumlarının olumlu ve gönüllü olmaya karşı istekli oldukları bulunmuştur. Fakat gönüllülüğün etik boyutunun kavramsal çerçevesinin tam bilinmemesi, gönüllü faaliyetler için zaman ve örgütlenme eksikliği gibi konuların da var olduğu görülmüştür.

Sonuç: Gönüllülük topluma karşı herhangi bir çıkar gütmenden erdem duygularıyla gerçekleştirilmesi gereken bir vicdan borcudur. Dolayısıyla gönüllülük eğitimine önem verilmelidir. Ayrıca gönüllülük faaliyetleri sivil toplum örgütleri vasıtasıyla daha etkin gerçekleştirilebilecektir.

Anahtar Kelimeler: Acil Yardım ve Müdahale; Gönüllü Faaliyetlere Katılım; Gönüllülük

INTRODUCTION

When people had to live in the difficult conditions of both natural and social life conditions, they went to help to cope with the difficulties. Over time, the concept of cooperation has left its place to the division of labor and each job has an expert. It is not that everyone knows and does every job, but that each individual knows one or a few jobs and does these jobs well and in high quality, making the social output more effective and efficient. However, not every individual has been able to become an expert in one or more jobs, and has not been able to achieve this. In this case, it can be said that social life has chosen to help these individuals instead of excluding them. Of course, this phenomenon of compassion and cooperation has not developed in every period of history and in every geography. The concept of volunteering has emerged at this point. Some individuals who do their own work well and with high quality have helped to do some work of their own accord, even though they are not obligatory to meet the needs that cannot be met by the society, even if they do not bring any benefit. Volunteering is solving problems without expecting any benefits while doing business. In other words, it expresses the individual or organized organizations that are not indifferent to the problems of the society in which they live voluntarily, and the will of these organizations to solve the problems that concern a part or all of the society without any expectation of financial gain (Kaya, 2013). Volunteering is individuals' use of their skills, time, knowledge, experience and resources for the purposes of any non-governmental organization with their own view of social responsibility, regardless of their interests (Argüden and Ilgaz, 2006). Volunteering is the awareness of institutions and individuals to the society, environment and contemporary world in which they live, both as producers-consumers and citizens, in ensuring social cohesion and welfare. Volunteering is the effort of an individual or institution to find solutions to social, environmental and economic problems (www.arc4development.net). Volunteering is the will of the person that takes action on its own as a result of social sensitivities, mostly in line with its own will. Although the will of the person differs according to social sensitivities; These three criteria, expressed as non-material motivation, being for the benefit of others and free will, are used when considering whether any action is related to volunteerism (Birleşmiş Milletler Gönüllüleri, 2011). Volunteering; It can be defined as supporting the activities carried out within the society or non-governmental organization within the scope of his/her own will, free will, in the name of increasing the living conditions of all people, whether they are his/her relatives or not, without any expectation of benefit or in the name of all kinds of social welfare. Here, sincerity has a very important place (Güder and ÖSGD, 2006). Volunteers, who act with

the awareness that each individual is a part of the society, have the idea that "I can do something too" so that the future will be better; They are people who put forth their material possibilities, labor and knowledge for the sake of time, humanitarian or social purpose. The place of volunteering in social structures and norms differs from country to country. The perception and practice of volunteering is not just about the religious and cultural heritage of societies. It can also be associated with their history, political characteristics and even geographical location (Çakı, 2014). Volunteering, which has emerged for social benefit all over the world, shows itself in many areas. Improving basic education and health services, eradicating poverty, providing people with healthy conditions and safe water resources, coping with environmental problems, reducing the risk of disasters, and combating negativities that cause violence and social exclusion are some of them (Birleşmiş Milletler Gönüllüleri, 2011) .Volunteering is not only an individual action, but also a course of action in which it is involved in its legal entity. Although there are different definitions of volunteering, there are four main features of volunteering in most definitions: it is not compulsory; realization within institutional structures; it is not for a price and it is directed to the public with the aim of public benefit (Palabıyık, 2011). Volunteering; It creates and protects relationships that provide trust and social commitment, as well as helps to form common sense about the common future and identity (Akatay and Yelkikalan, 2007). Today, it is argued that volunteering is increasingly based on motivations such as professional opportunities and personal development and turns into an investment (PPMI, 2009). Research results are reported that voluntary service can be a powerful tool for career development and employment possibilities, especially for marginalized/underprivileged youth (Pratt, 2005). Volunteer can also be defined as a person who is present in its activities without being a member of any organization. In this definition, the distinction between member and volunteer draws attention. This distinction may be due to various reasons. Members of non-governmental organizations (NGOs) share the forward-looking perspective and approach of non-governmental organizations. Volunteers, on the other hand, are there for actions in a social event or after the event. The missions of the member and the volunteer are different in some non-governmental organizations. Someone may have a physical disability who can become a member of NGOs related to the physically disabled. Volunteers, on the other hand, are present with the intention of helping the NGO without being physically disabled. The main source of construction of NGOs is voluntary participation rather than members (Akatay and Yelkikalan, 2007). Individuals can be listed among the reasons for volunteering to socialize, fulfill their social responsibilities, share skills, gain experience in a certain subject, meet the human needs of NGOs, feel good, acquire a social position, and find

a solution to a social need as an active participant (Özel Sektör Gönüllüler Derneği, 2009). As some of the important benefits of volunteering; strengthening civic values, increasing social and political participation (PPMI, 2009), improving leadership and organizational skills, and communication and problem-solving skills (Lough et al., 2009), strengthening the sense of responsibility and belonging to a community (Nelson, 2005). Volunteer activities provide a new life experience by providing teamwork, cooperation and skill development of individuals, while providing important opportunities for getting to know different institutions, learning how to organize, increasing self-confidence and developing value judgments (UNV, Türkiye & GSM, 2013). Individuals experience a sense of belonging with their volunteering activities and they also direct their own lives. Volunteering also opens up an important opportunity for individuals to have a say in the place they live. Volunteering is a good way of learning, especially for young people. The personal competencies and skills that young people acquire through volunteering activities will also contribute to their professional development and facilitate their finding a job (Bağcı, 2013). People in general; To gain new skills, because he wants to find a social environment to get rid of loneliness or boredom, because he wants to support an organization or work he believes in, because he finds the work done in NGOs relevant and enjoyable and therefore enjoys being there. He wants to be an important and popular person in the social environment he is in, because he wants to protect his existing skills in the form of using them in the institution he is interested in, because he wants to share his many talents with others, because he wants to see himself as a needed individual and to help in solving any problem. These people want to volunteer or be in voluntary organizations because they want to have a new friend and circle of friends and feel the need to experience the sense of belonging, which is one of the social needs (Yaman, 2003). Regarding the arrangements made regarding the participation of volunteers in emergency aid and response in Turkey; The first regulation was made in the K.H.K. No. 586 after the 1999 Marmara Earthquake. With the amendment made in the Civil Defense Law No. 7126, the participation of voluntary persons and organizations in civil defense under the coordination of the civil defense organization. Later, the Ministry of Interior issued a directive on "Regulation of Voluntary Participation in Civil Defense Services", and protocols were signed with more than 100 non-governmental organizations after the directive was issued. Separate Special Administrations and Municipalities No. 5302 have been given some duties regarding disasters and emergencies. Later, organizations such as Community Disaster Response Teams, Fire Brigade Neighborhood Volunteers, Civil Defense Volunteers, Community Disaster Volunteers, Neighborhood Disaster Volunteers, and Disaster Mitigation Teams were established (Kaya, 2013). In Turkey, only about 12% of the society

participates in civic initiatives. If the civic initiative and social participation in developed societies is between 25% and 56%, it can be seen how far behind Turkey is in this area (Betil, 2013). Even if Turkish society has traditionally valued volunteering, it cannot be said that Turks have been able to fully realize and utilize the potential contributions of volunteering to a society (UNV, Turkey & GSM, 2013). Even though volunteering is traditionally valued by Turks, it has always remained at an individual level over the years. Basically, there have been the following types in voluntary service; shelter for the homeless, financial assistance to the poor, donations to mosques, schools and foundations, labor contribution in the construction and maintenance of rural roads, health centres, schools, mosques. Finally, rural people help each other in planting and cutting times (Boz and Palaz, 2007). Turkish society is a society that cares about religious values. Even if they are far from religious practices, they do not separate themselves from religious values. If they "voluntarily" take part in "voluntary" organizations by making cooperation and solidarity, which are among these religious values, "work", they can create a solid social structure as beneficial individuals who can have healthy relationships (Ege, 2011).

METHODOLOGY

Volunteering means acting without any obligation, responsibility or duty set by others. As a term used mostly while doing good works, it can be said that volunteering affects the psychology of the person positively, increases the efficiency and effectiveness of the work done, and contributes to the social morality of the society. As the number of voluntary good works increases, the welfare level of the people will increase. The source of the concept of voluntariness in the sense of thinking of others may be morality, necessity of reason or tradition. However, regardless of its source, every good volunteer work will benefit others, and as the number of volunteer work and the number of volunteers increase, the positive results will be multiplied by the snowball effect. In this context, it is expected that the emergency aid and response workers, whose main task is to intervene in the emergency situations of the society, have high empathy values and do not see their work as just a livelihood concern or a job. Because emergencies are the situations where people need help and compassion the most. In such situations, people want to see people who can understand themselves and act as if the person being helped is their cat or their closest loved one, rather than employees who are focused only on their duties and responsibilities and act like robots. Volunteers for good work are the people closest to this behavior. Because they do not see their work as just a duty, responsibility or job, there are high values on the basis of their volunteering. These people are

also highly empathetic. Considering the volunteering levels of emergency aid and response personnel while recruiting will increase the synergy of these jobs. The purpose of this research is to measure the volunteering levels of the personnel working in emergency and response organizations such as hospitals, AFAD, 112, fire brigade, out of their duties. The results of this research show the value standards of personnel working in emergency and response events and provide remarkable data in subsequent recruitment and promotions. In the research, a sample determined by convenience sampling method, which is one of the non-random sampling methods, was applied among the personnel of the State Hospital, AFAD, Fire Department, 112 in Gümüşhane. Of these, 34 out of 44 personnel working in the State Hospital, 23 out of 31 personnel working in AFAD, 33 out of 45 personnel working in the fire department and 36 out of 40 personnel working in 112 agreed to participate in the research. In total, 126 out of 160 personnel were surveyed. The survey was applied between 15.05.2018 and 15.06.2018. The researcher himself completed the survey process. In the first part of the questionnaire, information about the purpose and scope of the research was given, and in the second part, demographic characteristics (10 questions). In the second part, there are 40 questions aiming to measure the volunteering levels of Emergency Aid and Response Personnel. The grading of the survey questions was carried out with a 5-point Likert type questionnaire (1: Strongly Disagree,, 5: Strongly Agree). Written informed consent was obtained from the individuals participating in the study. Respondents were asked to respond to each statement in accordance with their own views. It was stated to the participants that their information would only be used within the scope of the research and that their privacy would be respected. No one-to-one literature was used in the preparation of the research questionnaire, and questionnaire questions were formed in the light of past readings on the subject. After the survey was prepared for the surface validity of the research, it was shown to 3 expert academicians and some of the survey questions were corrected. In addition, in order to test the existence of closed, ambiguous and incomprehensible questions, a questionnaire was applied to 10 students and they were asked to give their opinions about the questionnaire expressions and it was tried to determine what they understood from each questionnaire question by one-on-one interviews. For the reliability of the questionnaire, Cronbach's Alpha test was applied and the general alpha value was found to be at an acceptable level (0.764). The research is descriptive and frequency and percentage analyzes were used. Due to time and cost constraints, the research was applied only to emergency aid and response workers working in Gümüşhane. Therefore, the results of the research are valid only for the employees within the scope of the research and cannot be generalized. In addition, the research was carried out using quantitative research methods and

qualitative methods were not used. In-depth results can be obtained by using qualitative methods in future research.

RESULTS

As a result of the research, a total of 126 people were surveyed and their demographic characteristics are as follows. 26.2% of the participants were female and 73.8% were male. 70.6% of the subjects were married and 29.4% were single. Considering the age, 22.2% of the subjects are in the 18-25 age range, 49.2% are in the 26-34 age range, 15.8% are in the 35-45 age range, and 12.6% are in the 46-58 age range. 34.1% of the subjects worked in the range of 0-5 years, 36.5% in the range of 6-10 years, 22.2% in the range of 11-15 years and 7.1% in the range of 16 years and above. In terms of income status, the questions were not asked over the net amount received by the subjects, instead it was measured over their perceived income level. Accordingly, 0% of the subjects stated that they were very low, 1.6% low, 98.4% medium, 0% high and 0% very high income level. In terms of education level, 4.8% of the subjects are primary school graduates, 15.1% are secondary school graduates, 1.6% are high school graduates, and 78.6% are university-high school graduates. According to the institution, 27.0% of the subjects work in the hospital, 26.2% in the fire department, 18.3% in AFAD and 28.6% in 112 emergency services. According to the occupational status of the subjects, 2.4% are doctors, 7.1% are nurses, 25.4% are firefighters, 18.3% are AFAD personnel, 31.0% are emergency medical technicians, % 9.5 of them are paramedics, 6.3% of them are health officers. In the type of shift they work, 20.6% of the subjects work during the day, 0.8% at night, and 78.6% for 24-48 hours. The answers of the participants to the volunteering questionnaire are as seen in Table 1.

Table 1: Collective Findings of the Questions in the Volunteering Questionnaire

	(1) Strongly Disagree, (2) Disagree, (3) Neither Agree Nor Disagree, (4) Agree, (5) Strongly Agree	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	5-point Likert average
1	Volunteering can help me get the job I want.	10.3	10.3	15.1	46.8	17.5	3,51
2	Volunteering is actually a useless thought.	39.7	44.4	7.1	1.6	7.1	1,92
3	People around me want me to volunteer	4.0	4.8	25.4	46.0	19.8	3,73
4	Volunteering makes me feel important.	2.5	9.9	15.7	50.4	21.5	3,79
5	People I work with have an interest in voluntary community service	4.8	7.9	17.5	54.8	15.1	3,67
6	No matter how bad I feel, volunteering helps me forget about my problems.	2.4	12.0	18.4	53.6	13.6	3,64

7	I care a lot about the community I help	4.8	8.7	5.6	43.7	37.3	4,00
8	I would like additional money as I am a volunteer.	6.3	27.0	27.0	27.0	12.7	3,13
9	I can meet new people who can help my job or career	2.4	15.9	4.0	46.0	31.7	3,89
10	Volunteering slightly reduces the guilt I feel about being luckier than others.	5.0	11.7	20.8	52.5	10.0	3,51
11	I can learn more about the cause I am working towards fulfillment	0.8	4.8	13.6	54.4	26.4	4,01
12	Volunteering increases my self-confidence	10.3	4.8	9.5	42.9	32.5	3,83
13	Volunteering allows me to gain a new perspective on things.	6.3	2.4	7.1	50.0	34.1	4,03
14	Volunteering allows me to recognize different career options	0.8	5.6	17.5	49.2	27.0	3,96
15	I have compassion for the needy	2.4	3.2	4.0	43.7	46.8	4,29
16	People I'm close to place great emphasis on community service	0.0	1.6	22.6	56.5	19.4	3,94
17	Volunteer work allows me to learn by gaining direct experience / doing	4.8	5.6	10.3	50.0	29.4	3,94
18	I don't think volunteering can be done in Turkey	16.7	31.7	20.6	21.4	9.5	2,75
19	I think it's important to help others	5.6	0.0	6.3	36.5	51.6	4,29
20	Volunteering will help me advance in my chosen profession	3.2	6.3	10.3	42.1	38.1	4,06
21	I do not make any demands as I am a volunteer	4.0	17.5	19.8	36.5	22.2	3,56
22	I can learn how to relate to different people	0.0	6.3	15.1	54.0	24.6	3,97
23	Volunteering makes me feel needed	4.0	7.9	13.5	53.2	21.4	3,80
24	Volunteering makes me feel better	6.3	11.9	5.6	45.2	31.0	3,83
25	My volunteer work will make a good impression when applying for a job	1.6	4.8	15.3	50.0	28.2	3,98
26	I can discover my strengths.	5.6	1.6	10.4	52.0	30.4	4,00
27	Volunteering is an important feature that defines who I am.	6.3	8.7	12.7	54.8	17.5	3,68
28	I don't have specific feelings about volunteering	14.4	47.2	16.0	14.4	8.0	2,54
29	Volunteering is something I rarely think about.	16.7	34.9	18.3	24.6	5.6	2,67
30	It would be a loss for me if I had to stop working as a volunteer.	11.9	12.7	19.8	42.1	13.5	3,33
31	There is no need to worry about current events or social issues. There's nothing I can do about them anyway.	32.0	29.5	13.1	18.0	7.4	2,39
32	Everyone should take the time to do something for the benefit of their city or country.	7.9	3.2	7.1	31.7	50.0	4,13
33	It's not so bad to disappoint my friends because we can't always do something good for everyone	19.0	32.5	16.7	17.5	14.3	2,75
34	It is the duty of every person to do his job to the best of his ability.	4.8	3.2	5.6	38.1	48.4	4,22
35	Overall, I am satisfied with my volunteering experience	4.8	10.3	17.5	50.0	17.5	3,65
36	Volunteering helps me get away from my troubles	6.6	14.8	9.0	49.2	20.5	3,62
37	I volunteer because I made a name for it	15.9	35.7	21.4	17.5	9.5	2,69
38	I don't need me, there are enough volunteers already	34.1	38.1	7.1	15.1	5.6	2,20
39	Volunteering steals my time	30.2	48.4	3.2	14.3	4.0	2,13
40	I feel less alone by volunteering	10.3	25.4	16.7	37.3	10.3	3,12

80.2% of the respondents stated that they agreed with the item "Volunteering will help me advance in my chosen profession". Considering the answers given to the item "Volunteering can help me get the job I want", 64.3% of the respondents agree with this view. 76.2% of the subjects stated that they agreed with the item "Volunteering allows me to recognize different career options". This situation shows that emergency aid and response personnel do not fully

understand volunteerism. Ideally, there should be no self-interest in volunteering. The purpose of volunteering is to create a social benefit, to give a free return to the society as a gratitude for the opportunities offered by the society to the individual. The fact that some of the volunteering motivations of the emergency aid and response workers within the research are self-interest may be due to the incomplete understanding of the concept of volunteering. In addition, the participants of the research think that volunteering activities are a tool for different career options, and they hope that it will benefit their advancement in the workplace. 78.2% of the employees stated that they agreed with the item "My voluntary work will make a good impression when applying for a job". 77.7% of the respondents answered that they agreed to the item "I can meet new people who can help my job or career". The individuals within the scope of the research responded consistently to the answers given to the previous questions and stated that their volunteering activities could be related to their own interests. The fact that the volunteer is engaged in this activity in order to find a job, promote in his job or obtain a financial benefit indicates that his work is not an act of volunteering but an activity of interest. While organizing and organizing volunteering activities, determining the business processes in a way that does not provide personal benefits and showing the nature and purpose of the work to be done by training the volunteers can prevent the volunteering business from turning into a conflict of interest. 22.4% of the subjects agreed with the statement "I do not have certain feelings about volunteering". The 84.1% disagree answer given to the item "Volunteering is actually an unnecessary thought" shows that the subjects think that volunteering is necessary. Although the rate of volunteering in Turkey is around 10% and this rate is around 50% in developed societies, it shows that the thoughts on volunteering are correct, while managerial and organizational practices are wrong. Individuals may want to volunteer, but they may not know where and how. In this case, channels that can reach those who want to volunteer should be opened and an easily accessible open system should be created. The subjects stated that they agreed with the item "People around me want me to work voluntarily" by 65.8%. While the volunteering rate in Turkey is around 10%, this result may be the result of the thought that while volunteering is wanted and appreciated by the society, they expect this volunteering to be done by others. In morally corrupt societies, everyone wants the work that needs to be done (which does not bring any wages, income, benefits) to be done by someone else. Because the meaning of life has become to gain profit. No work is done without thinking of the consequences. Attention is paid to the benefit of the work done to the person who does the work. The reason why the people around the subjects want them to work voluntarily is because everyone expects someone else to do the work and the sense of responsibility is not developed. Perhaps the

reworking of the moral codes of the society, the creation of a system in which moral education is presented in practice together with the theory, in short, the reconstruction of the society according to the moral codes can bring a solution. In addition, the fact that the individual is a citizen and has duties and responsibilities as a citizen should be integrated into all situations of life and made into a lived situation, instead of being taught as a lesson in primary education. In addition, the duties of emergency aid and response workers are stressful and intense due to their jobs. The jobs they do are not just jobs that can be done as a profession, with the expectation of money. Even in this situation, it is not a very correct behavior to expect voluntary work from emergency aid and response workers. It would be more appropriate for the environment of these employees to participate in voluntary activities rather than expecting them to work voluntarily. 75.9% of the subjects responded as "I agree" to the item "People with whom I am close attach great importance to community service". This result confirms the previous comment. It is not ethical to give importance to community service, but not participate and expect it from others. 71.9% of the subjects stated that they agreed with the item "Volunteering makes me feel important". 69.9% of the subjects stated that they agreed with the item "People I work with are interested in voluntary community service". Despite the low rate of voluntary participation in Turkey, the participants' conviction that volunteering is valuable suggests that the problem may be related to organization and management rather than personal values. Personal evaluation should be made on the basis of principles and rules, not according to the values of the society. Evaluations made according to rational and conscientious generally accepted criteria will be objective and truly valuable. The fact that the participants of the research stated that they were interested in the voluntary part of the community service of the people they work with shows that the members of the society attach importance to the community services that provide their own collective benefits. Community service is the work that benefits the society formed by individuals such as education, health and security, not the individual himself. Community service is formally performed by central and local public institutions formed by the community. These institutions sometimes cannot fully perform their jobs or there are disruptions in their work due to workload. In these situations or in order to avoid these situations, the voluntary assistance of some individuals or non-governmental organizations to these institutions and organizations will be beneficial for the general interest of the society. For example, municipalities do garbage collection. In some cases, the municipality; Due to different reasons such as strikes, lockouts, shortage of workers, lack of management, they cannot carry out their cleaning work. In this case, if volunteers or organizations help, the public will be able to live in a clean environment and general benefit will be achieved. 74.6% of the subjects agreed with

the item "Volunteering makes me feel needed". The individual's feeling that he is needed brings to mind the idea that he is valuable and important. Nobody wants to be useless. People know that they have a value in society as long as they meet the needs of others. Every individual must fulfill a duty in society. The value of the professionals who do the jobs that no one else can do or whose number is low increases in the society. Although it seems to be a self-seeking structure, it is necessary for the continuation and development of the society to have this idea in the society to some extent. 76.2% of the subjects responded positively to the item "Volunteering makes me feel better". 67.2% of the subjects stated that they agreed with the item "No matter how bad I feel, working voluntarily helps me forget my problems". 81% of the subjects agreed with the item "I care a lot about the community I help". A person does not understand how time passes while doing a job he loves and forgets his troubles. New problems are added to the mind of a person who does a job he does not like. Naturally, a person whose nature is not deteriorated finds comfort and peace while helping other beings. This is a requirement of creation. A person with empathy can perceive the feelings of other people and even other living things, and if his morals are not corrupted, he wishes for them the goodness and beauty he wants for himself. Helping voluntarily and without expecting any benefit creates the feeling that one will also be helped, and prevents the person from falling into despair and pessimism in the harsh conditions of the world. Emergency aid and response personnel help individuals in their most difficult and distressing moments. In a fire, illness or disaster, individuals expect the help of social institutions produced by group synergy. In such cases, people's psychology is not healthy, they become anxious and fragile. When they are not in a healthy psychological state, they experience a relief when they see the employees or volunteers who care about them. Every person expects others to understand and empathize with him. The fact that most of the subjects give importance to the people they help will increase the effectiveness and efficiency of their work. While 39.7% of the subjects agreed with the item "I would like an additional fee because I am a volunteer", 27% were undecided. 58.4% of the subjects stated that they agreed with the item "I do not make any demands because I am a volunteer". The reason why the emergency aid and response workers do not give a high rate of no answers and are in a high level of indecision may be that their salaries are not at the appropriate level for the work they do. Emergency aid and response workers, who have long regular shifts and sometimes have to work selflessly in their workplaces outside of working hours, may not have time to participate in voluntary activities. Perhaps it would be wiser to create the conditions that will enable them to do their work lovingly and willingly, rather than waiting for these employees to participate in extra volunteer work. 62.5% of the subjects stated

that they agreed with the item “Working voluntarily reduces the feeling of guilt I feel about being luckier than others.” Emergency aid and response workers think that volunteering activities ease their conscience. One of the reasons for this may be that the employees who perform the tasks within the scope of the research feel more fortunate because of the work they do. The reason for doing useful voluntary work should not be to see yourself in a better position than others. Because when looking at the general profiles of the volunteers, it can be seen that they do not belong to the highest income group in the society. The main theme of volunteer activities is to help the realization of the missing works for the benefit of the society. 80.8% of the subjects stated that they agreed with the item "I can learn more about the purpose I am working towards". In other words, the individuals within the scope of the research state that the voluntary activities they do or will do will contribute to their goals in life. 75.4% of the employees agreed with the item 'Volunteering increases my self-confidence', and 84.1% agreed with the item 'Volunteering allows me to gain a new perspective on events'. The subjects stated that volunteering increased their self-confidence and would gain a new perspective in the volunteer activity to be carried out. Emergency aid and response workers are expected to be courageous and self-confident in their work. Even if they are not like that at the beginning of the job, they gain these features over time due to the job. If an insecure doctor, firefighter, emergency health worker or person responsible for disasters acts nervously while doing their job, the life of the injured person can be in danger. Volunteering activities of the emergency aid and response team are generally related to their own fields. Because others cannot do their job and they require a lot of training or talent. The experience of the subjects in voluntary activities will increase, and the self-confidence of the employees with increased experience will improve. Even if it is not in terms of different ways of doing their own work, they will be able to gain a different perspective in terms of doing the job more practically and correctly. 79.4% of the subjects answered that they agree with the item "Voluntary work enables me to learn by gaining direct experience/doing". Since the jobs of emergency aid and response workers are specific jobs, they require a long training and experience. When these employees engage in voluntary activities, they take part in social activities similar to their own work. Because other volunteers cannot replace them. In particular, volunteer activities do not seem to provide much experience for emergency aid and response workers in the context of their jobs. But it will be beneficial in terms of the experience of doing a certain job too much. To the item "I do not think that volunteering can be done in Turkey", 48.4% of the subjects responded as disagreeing. Emergency aid and response workers think that voluntary activities can be done in Turkey. However, there must be some reasons why voluntary participation is low in Turkey. One of

these reasons may be that the non-governmental organizations necessary to carry out these activities are not developed, that all voluntary activities are left to the public, and that, therefore, voluntary works are insufficient and discontinuous. Voluntary activities that are not organized, do not follow what is happening all of a sudden, and cannot fully provide the desired benefit may create the impression that those who participate in these activities have not been useful. Turning the aims of voluntary activities, whose aim is to create social benefit, to deviated targets such as politics, the interests of a certain group and advertising, and the individual's self-disclosure in society will reduce the motivation of the volunteers. 78.6% of the subjects stated that they agreed with the question "I can learn how to establish relationships with different people". It is important for emergency and response workers to communicate with the people they will find help with their jobs. A doctor or nurse should be able to obtain necessary information and symptom statements from an incoming patient. Otherwise, they may make a mistake in the diagnosis. Similarly, firefighters need to be able to talk to individuals and get the necessary information in order to obtain complete information about the fire. Some individuals are introverted, some are aggressive, and some are overly fussy and anxious. Especially in sudden and dangerous situations, individuals become more prominent in these characters. Emergency and response workers must be able to understand individuals of different characters, cultures, and emotional states, and be able to communicate in order to receive the information necessary for their job. 90.5% of the respondents stated that they agreed with the item "I feel compassion for people in need". Having compassion for the needy is an emotional display expected from a normal person. If an emergency aid and response worker who cannot empathize and feel the situation of the other person acts like a robot while doing his job, he cannot gain the trust of the person being helped. Even if people they do not trust help them, they will be in a state of anxiety and will not be sure about the work done. Volunteering by someone who has no sense of compassion will not be a real volunteering either. They will probably engage in voluntary activity due to a conflict of interest. Because volunteering is a matter of sentimentality, not logic. 55.6% of the subjects stated that they agreed with the item "If I had to stop working voluntarily, it would be a loss for me". The low rate of volunteer work, as well as the lack of time for emergency aid and response workers to volunteer, caused those who answered I agree not to be high. 72.3% of the subjects stated that they agreed with the item "Volunteering is an important feature that defines who I am". Most of the subjects state that volunteering is an element of their character. It is seen that emergency aid and response workers are very willing to participate in voluntary activities, even if there are suitable conditions and their working hours are not very busy. 82.4% of the participants

stated that they agreed with the item "I can discover my strengths". Helping increases one's self-confidence, solving the problems of others creates inner peace. One of the best ways to relieve stress and distress is to help people in need and the missing work of society.

CONCLUSION AND EVALUATION

In general, it is seen that the emergency aid and response workers working in Gümüşhane have a positive view of volunteering activities. When we look at the results of the research in general terms, the most agreed question by the subjects (90.5%) was the expression 'I have compassion for the needy', and the Likert average was found to be 4.29. Subjects state that they approach emotionally towards people in need. Another most attended question is 'I think it's important to help others'. 88.1% of the subjects stated that they agreed with this statement. The Likert mean of this question was found to be 4.29. The third most-joined expression is 'It is the duty of every person to do his job to the best of his ability'. 86.5% of the subjects stated that they agreed with this statement. The Likert average is 4.22. When we look at the results of the research in general, the question that the subjects do not agree with the most is 'Volunteering steals my time'. 78.6% of the subjects stated that they did not agree with this statement. The Likert average is 2.13. The second most disagreed question was 'I don't need me, there are enough volunteers already'. 72.2% of the subjects stated that they did not agree with this question. The Likert average is 2.20. Third, the most disagreed question was 'There is no need to worry about current events or social issues. There's nothing I can do about them anyway'. 61.5% of the subjects stated that they did not agree with this statement. The Likert average is 2.39. As a guide for future studies, it is recommended to expand the scope of the study and conduct the research throughout Turkey and generalize the results.

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