



UNIVERSITI PUTRA MALAYSIA

**VOLUNTEERISM AMONG RETIREES:
A POTENTIAL RESOURCE FOR COMMUNITY DEVELOPMENT**

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**VOLUNTEERISM AMONG RETIREES:
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DEVELOPMENT**

By

SURJIT SINGH S/O UTTAM SINGH

**Thesis Submitted to the School of Graduate Studies,
Universiti Putra Malaysia, in Fulfilment of the Requirements
for the Degree of Doctor of Philosophy**

August 2004

DEDICATION

This thesis is dedicated to:

The retirees from the Malaysian Public Services

The senior citizens of Malaysia

The voluntary workers in Malaysia

and to

My wife, my children and my grandchildren

Abstract of thesis presented to the Senate of Universiti Putra Malaysia in the fulfillment of the requirements for the degree of Doctor of Philosophy.

**VOLUNTEERISM AMONG RETIREES:
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Chairperson : Professor Rahim Md. Sail, Ph. D.

Institute : Institute for Community and Peace Studies

Volunteerism was acknowledged by the United Nations by proclaiming the year 2001 as the Year of Volunteerism. There are thousands of retirees from the Premier and the Managerial and Professional Groups (PMP) of the Malaysian Public Service who, after the mandatory retirement at the age of 55, could contribute to the community in various ways considering that the longevity index in Malaysia presently stands at 71 for males and 76 for females.

The study attempted to determine the involvement of the retirees in volunteerism, identify the relationship between their psycho-social variables towards altruism and volunteerism and to ascertain their inherent potential for volunteerism. There is no base- line research in Malaysia on retirees and this exploratory study could be significant to Government, Pensioners' Associations, Yayasan SALAM, Senior Citizen Associations and various NGO's for recruitment and social policy reviews.

The sample was drawn from unequal clusters of randomly selected, one month for each year, for the period of 12 years (1989-2000). The list of addresses of 613 retirees was obtained from the Public Services Department (PSD) of Malaysia. A mailed survey was carried out with a sample of 576 retirees with a response rate of 261 (45.3%) of correctly completed questionnaires.

The data analysis was carried out using descriptive and inferential statistics. The descriptive analysis elicited experiences and perceptions on motivating aspects, potential and preferences for volunteerism. The inferential statistics was used to compute difference of mean, relationship and mediating effect. Psycho-social variables (environment, life style, personality and resources), mediating variable (altruism) and dependent variable (volunteerism) were used for the analysis. T-tests, correlation and regression analysis were performed.

The findings indicated that there were some differences between the western studies and the present study in the Malaysian context. There was significant correlation between personality and resources and volunteerism among the 52% volunteer-retirees. Altruism showed a mediating effect between psycho-social variables and volunteerism. The exploratory study provides a data-base to develop new strategies, further research and review the social policy to attract more retirees towards volunteerism. A model for the recruitment and sustaining of volunteers is suggested. In addition, a measurement of the contribution of volunteerism towards the Gross National Product is also proposed to add value to voluntary service.

Abstrak tesis ini telah dikemukakan kepada Senat Universiti Putra Malaysia untuk memenuhi keperluan Ijazah Doktor Falsafah.

**SUKARELAWANAN DI KALANGAN PESARA:
SATU SUMBER YANG BERPOTENSI BAGI PEMBANGUNAN
MASYARAKAT**

Oleh

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Sukarelawan telah diiktiraf oleh Pertubuhan Bangsa-bangsa Bersatu dengan mengisytiharkan tahun 2001 sebagai Tahun Khidmat Sukarela. Terdapat ramai pesara dari Kumpulan Premier dan juga Pengurusan dan Profesional dari Perkhidmatan Awam Malaysia, yang selepas persaraan mandatori pada usia 55 tahun, masih mampu untuk menyumbang kepada masyarakat dalam pelbagai cara memandangkan bahawa indeks usia panjang semasa di Malaysia adalah 71 tahun bagi lelaki dan 76 bagi perempuan.

Kajian ini cuba untuk menentukan penglibatan pesara dalam khidmat sukarela, mengenal pasti hubungan di antara pembolehubah-pembolehubah psiko-sosial terhadap altruisme dan sukarelawan dan untuk menentukan potensi bagi sukarelawan. Setakat ini tiada kajian perintis yang telah dijalankan di Malaysia yang berkaitan dengan pesara dan kajian yang bersifat tinjauan ini mungkin dapat memberi sumbangan yang bermakna kepada Kerajaan, Persatuan-persatuan Pesara, Yayasan SALAM, Persatuan-

persatuan Warga Emas dan pelbagai NGO (organisasi bukan kerajaan) bagi tujuan pengambilan untuk bekerja dan kajian semula polisi sosial.

Sampel yang dikaji diperolehi daripada kelompok yang telah dipilih secara rambang, satu bulan setiap tahun, bagi tempoh 12 tahun (1989-2000). Senarai alamat 613 pesara diperolehi daripada Jabatan Perkhidmatan Awam (JPA) Malaysia. Kajian menggunakan boring soal-selidik secara pos telah dijalankan bagi sample 576 pesara dengan memperolehi 261 (45.3%) borang soal-selidik yang telah dikembalikan dengan betul dan lengkap.

Data telah dianalisis dengan menggunakan statistik deskriptif dan inferens. Analisis yang bersifat deskriptif membangkitkan pengalaman dan persepsi mengenai aspek sebab, rintangan, faktor-faktor kekal, kepuasan, kekecewaan, potensi dan pilihan untuk sukarelawan. Statistik yang berdasarkan inferens telah digunakan untuk mengira perbezaan keupayaan, hubungan dan keberkesanan 'mediator effect'. Pembolehubah psiko-sosial ('environment, life style, personality' dan 'resources'), pembolehubah 'mediating' ('altruism') dan pembolehubah bersandar ('volunteerism') telah digunakan dalam analisis. T-test, kaedah korelasi dan regresi telah digunakan.

Dapatan menunjukkan beberapa perbezaan di antara kajian barat dengan kajian semasa di Malaysia. Terdapat korelasi yang signifikan antara 'personality' dan 'resources' dan sukarelawan di kalangan 52% pesara yang merupakan sukarelawan. 'Altruism' menunjukkan kesan perubahsuaian

(‘mediation’). Kajian yang bersifat perintis ini menyediakan pangkalan data untuk membentuk strategi baru menjalankan kajian masa hadapan dan mengkaji semula polisi sosial untuk menarik minat lebih ramai pesara. Satu model untuk pengambilan bekerja dan mengekalkan sukarelawan ini telah dicadangkan. Di samping itu, satu ukuran tentang sumbangan sukarelawan terhadap Produktiviti Negara juga dicadangkan bagi menambah nilai kepada sukarelawan.

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confessions of loneliness but I am sure she is as thrilled as I am on my having completed the study. Thanks are due to my friends and well-wishers who were always looking forward to the completion of the project.

Lastly, I wish to thank the various doctors who attended to me during the last phase of the study when I was confronted with a range of geriatric illnesses. I sought a postponement of an urgent operation to finish my first draft of the thesis and found time to refine it working in-between follow-up procedures at the hospital. Thanks to my Supervisor, family, friends and all those who lent immeasurable support to make it happen. I sincerely hope my research will meet the expectations of all concerned.

Thank you all for holding my hand in my yearning for life-long learning. It was fun and certainly very satisfying - A very fulfilling phase in my life.

I certify that an Examination Committee met on 2nd August 2004 to conduct the final examination of Surjit Singh s/o Uttam Singh on his Doctor of Philosophy thesis entitled Volunteerism Among Retirees: A Potential for Community Development in accordance with Universiti Pertanian Malaysia (Higher Degree) Act 1980 and Universiti Pertanian Malaysia (Higher Degree) Regulations 1901. The committee recommends that the candidate be awarded the relevant degree. Members of the Examination Committee are as follows:

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DECLARATION

I hereby declare that the thesis is based on my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at Universiti Putra Malaysia or other institutions.

SURJIT SINGH S/O UTTAM SINGH

Date: 8th August 2004

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LIST OF ABBREVIATIONS

8MP	Eighth Malaysia Plan
AARP	American Association of Retired People
ACL	Americans' Changing Lives
CEO	Chief Executive Officer
DV	Dependent Variable
EDA	Exploratory Data Analysis
GDP	Gross Domestic Product
HKPOP	Hong Kong Public Opinion Program
HSC	Higher School Certificate
IV	Independent Variable
IYV	International Year of Volunteers
MIDUS	Midlife Development in the United States
NGO	Non-government Organization
NICOV	National Centre for Volunteerism
OCEAN	Openness to experience, Conscientiousness, Extraversion, Agreeableness and Neuroticism
PMP	Premier and the Managerial and Professional
PSD	Public Services Department
RM	Ringgit Malaysia
ROI	Return on Investment
SPSS	Statistical Package for Social Science
SSB	New Remuneration Scheme
SSM	Malaysian Remuneration Scheme
UK	United Kingdom

UN	United Nations
UNICEF	United Nation's Children's Fund
US	United States
VFI	Volunteer Functions Inventory