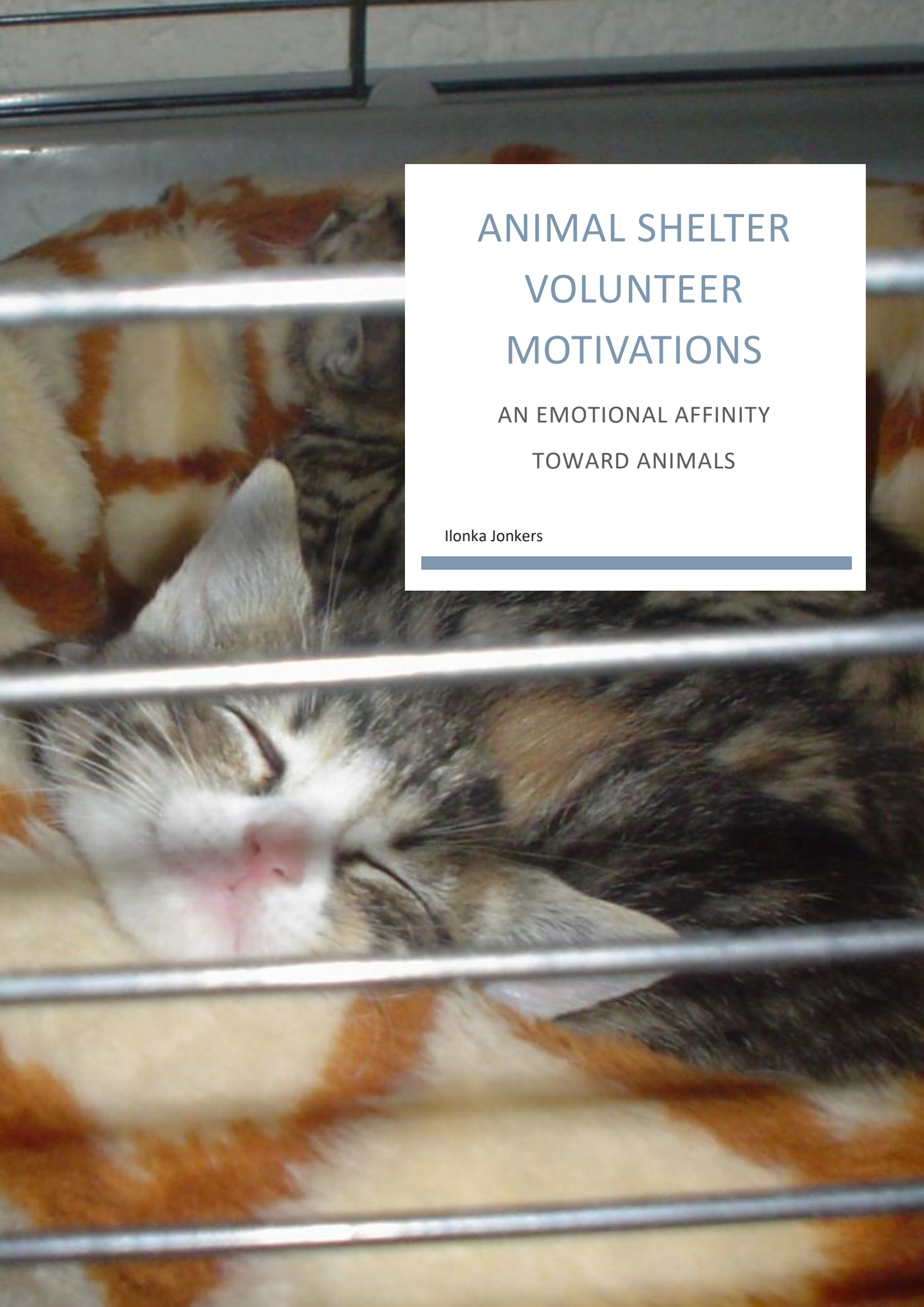

ANIMAL SHELTER VOLUNTEER MOTIVATIONS

AN EMOTIONAL AFFINITY TOWARD ANIMALS

Ilonka Jonkers

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SUMMARY

Many organisations, in particular non-profits, would not be able to achieve their goals without volunteers. Individuals however have increasingly more options on how to spend their free time, including different volunteer opportunities, which is making it difficult for organisations to find the volunteers that they need. It is therefore important for these organisations to know, not just what motivates people to volunteer, but especially what motivates them to start volunteering at a particular organisation, and while the volunteerism literature is extensive, there is a lack of knowledge about those who volunteer to help animals rather than humans. The aim of this study is therefore to identify what it is that makes an individual choose to volunteer with animals rather than humans.

There is a substantial body of work about motivations of people to participate in volunteer activities in their leisure time. These volunteer motivations are suggested to be multifaceted and complex, and accordingly several different frameworks have been developed and used to study these motivations. However, these frameworks tend to focus on certain needs that can be satisfied by volunteering and are typically unable to identify why a volunteer picks a specific volunteer activity. It is for this reason that I turn to emotions, as an important part of the process of motivation, to help explain why individuals choose to volunteer with animals. An online survey was distributed among animal shelter volunteers in the Netherlands to collect data. This survey included measures of (1) valence ratings of various animals, (2) an emotional affinity toward animals, and (3) the importance volunteer functions.

The results of this survey suggest that volunteer functions do help explain why people volunteer, but indeed do not explain why they would volunteer to help animals. Instead it is suggested that an individual's emotional affinity toward animals is what pushes them to choose to volunteer with animals rather than people. The volunteers' emotions toward animals however only help explain this initial decision, and volunteer functions cannot be disregarded as they play an important role in retaining current volunteers.

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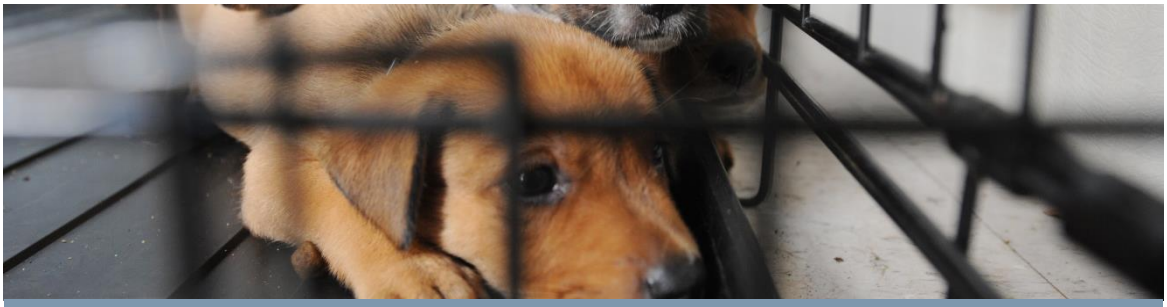


1. INTRODUCTION

1.1 VOLUNTEERISM

Throughout history, many different types of organisations have depended on volunteers and the free labour that they provide for the delivery of their services. In particular non-profit and not-for-profit organisations rely heavily on volunteer labour as they have limited funds, and volunteers therefore make up a large part of their workforce (Hustinx, Handy, Cnaan, Brudney, Pessi & Yamauchi, 2010; Lockstone-Binney, Holmes, Smith & Baum, 2012). Non-profit organisations are an essential part of our society in that they provide services that satisfy those needs not addressed by the private sector, generally because they would not generate enough profits. Non-profit organisations provide services for the disadvantaged members of society, such as the homeless, the hungry and the elderly; they provide education and training; they help develop and maintain sectors such as the arts; and they help create local communities. Without volunteers these organisations would not be able to achieve their goals or have substantially reduced services.

Fortunately, a considerable share of the population in many different countries participates in volunteer activities. For example, 50% of the Dutch population volunteered at least once in 2013 and 30% of the Dutch population volunteered at least once a month (CBS, 2015). However, demographic and social changes have had an impact on how people volunteer, and consequently new forms of volunteering have emerged (Holmes, 2014; Lockstone-Binney, et al., 2012). Whereas volunteering traditionally has been a sustained commitment, volunteering regularly for a long period of time, these new forms of volunteering offer more flexibility to the volunteer. Nowadays, the different types of volunteering can be categorised as occasional, episodic or regular (Holmes, 2014). Occasional volunteering could be a one-off volunteer activity, such as a volunteer tourism holiday; episodic volunteering is an irregular, but repeated, volunteer activity, such as helping out with a yearly event; regular volunteering implies a weekly or monthly commitment, such as helping in a retirement home with a weekly

activity. Because of these new volunteer opportunities there are more people that volunteer, but they do so for less time (Holmes, 2014). These changes in the volunteer sector are a challenge especially for those organisations which need regular volunteers.

As a result of these social and volunteer trends, there is more competition for volunteer labour than ever before. Volunteer programs now not only have to compete for the potential volunteers' time with paid work, education, and family commitments, but also with other leisure pursuits, including different types of volunteering, as individuals get more options as to how they spend their free time (Holmes, 2014). Consequently, organisations that are highly dependent on volunteers have started to need to adapt to the volunteers wishes and needs, however most volunteer programs must be efficiently planned and monitored to be successful (Gage III & Thapa, 2012, p. 407). It is thus essential to establish an understanding of the motivations that pushes people to start volunteering.

Previously, researchers have frequently stated that altruistic motives are at the heart of volunteer motivation (Gage III & Thapa, 2012). They argue that people volunteer not for their personal benefit, but that they provide labour to an organisation only to help others. Contemporary volunteer research however has shifted away from altruism as a motive and instead has started investigating the benefits of volunteering for the volunteer itself, as many researchers believe that helping others is not only beneficial for the recipient but also the volunteer. Henderson (1984) for example already demonstrated that volunteering provides benefits similar to those experienced in leisure. These benefits include things such as having fun, meeting people, creating a community, developing new skills, feeling accomplished, and becoming more vocal (Arai & Pedlar, 1997; Qian & Yarnal, 2010). It is furthermore also suggested that altruistic motives alone are not enough for people to continue volunteering, even if it plays a large role for an individual to start volunteering (Clary & Snyder, 1999). It is thus essential that organisations dependent on volunteers know about the factors that motivate their volunteers for recruitment and retention purposes.

1.2 VOLUNTEERS AT ANIMAL SHELTERS

A preliminary search into volunteering with animals showed that there are very few studies about volunteers at animal shelters (e.g. Allen & Mueller, 2013; Irvine, 2007; Steneroden, Hill & Salman, 2011a; Steneroden, Hill & Salman, 2011b), and only one that studied the motivations of these volunteers (Neumann, 2010). Likewise, Neumann (2010) points out that

while “the volunteerism literature has grown in recent years, our understanding of those who volunteer to help non-human animals rather than humans is lacking” (p.351). This is surprising considering the increasingly important role companion animals have in society and the large number of these animals that, for various reasons, (temporarily) stay at animal shelters, which are often largely dependent on volunteers. In the Netherlands for example, the animal shelters that are part of the Dierenbescherming (the largest animal protection organization in the Netherlands) accommodated approximately 4.380 dogs and 13.650 cats in 2016 (Dierenbescherming, n.d.). It would thus be beneficial to understand the volunteer motivations of those who help animals as this understanding is essential for recruiting and maintaining these volunteers.

In her study, Neumann (2014) investigated the demographic profile of animal shelter volunteers and the “functions” of this particular volunteer activity, by testing a modified version of the Volunteer Functions Inventory (VFI; Clary, Snyder, Ridge, Copeland, Stukas, Haugen & Miene, 1998). The VFI is a widely used instrument for measuring volunteer motivations, but had not previously been used with volunteers that work with animals instead of humans. One of the main objectives of the study was therefore to test whether the instrument can be used with volunteers that work with animals. According to functional theory individuals can, and do, perform the same activities for different reasons, and these motives can be arranged into functions based on the needs that they satisfy. Based on this theory, Clary et al. (1998) identified six functions related to volunteerism: values, understanding, enhancement, career, social, and protective. Neumann surveyed a total of 426 volunteers, and 26 animal welfare organisations from the US. A representative of each organisation completed a survey which provided information about the organisations themselves, and the volunteers completed a survey that included a modified VFI, as well as questions about their volunteering activities and demographic questions. The modified VFI consists of 33 items which the volunteers had to rate on a 7-point Likert scale. The results showed that the values function was the strongest motivator (M=6.68), followed by the enhancement function (M=4.76). Furthermore, the VFI “modified to focus on working with animals as opposed to people, is appropriate to use with volunteers who work with animals” (Neumann, 2014, p.360).

One of the main drawbacks of the VFI, however, is that it can only identify why people choose to volunteer, and not why they choose a specific volunteer role or activity. However, Clary, et al. (1998) suggested that “there very well may be meaningful variations in the ways in which

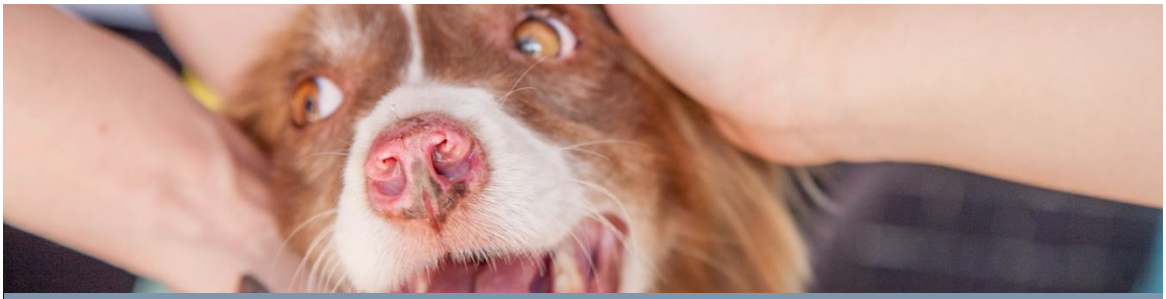
these core functions are manifested depending on the specific volunteer activity that an individual contemplates or actually performs" (p.1528). In this particular case, the values function was the most important motivator, and it is probably not a coincidence that the statements for the values function were the main statements modified for those volunteering with animals. Furthermore, it has been suggested that people work or volunteer with animals because of some affinity toward animals (Irvine, 2002), which might just be a fundamental part of the values function. Neumann (2010) therefore pointed out that further research is needed to "investigate the relationship between loving animals and volunteering to help them, and the role of empathy toward animals" (p.362). She furthermore notes three interesting things about this particular group of volunteers; they are very loyal, committed and determined, with two-thirds of the participants reporting that they have been a volunteer for over a year. This is particularly interesting as many organisations deal with a high rate of volunteer turnover and, while findings on the effects of motivation on the volunteer experience is mixed, it is suggested that the amount and continuation of volunteering is affected by differing motivations (Chen & Morrow-Howell, 2015).

1.3 RESEARCH OBJECTIVE AND QUESTIONS

Many organisations, in particular non-profits, would not be able to achieve their goals without volunteers. Individuals however have increasingly more options on how to spend their free time, including different volunteer opportunities, which is making it difficult for organisations to find the volunteers that they need. It is thus essential to know, not just what motivates people to volunteer, but especially what motivates them to start volunteering at a particular organisation. In addition, not much is known about the individuals that choose to help animals rather than humans, although it has been suggested that people work or volunteer with animals because of some affinity toward animals (Irvine, 2002). Furthermore, while most organisations deal with a high rate of volunteer turnover, those who volunteer with animals appear to volunteer for long periods of time (Neumann, 2014). It is for this reason that we turn to the people that volunteer at animal shelters; is it their affinity toward animals that motivates them to volunteer at animal shelters, and is it what motivates these people to continue volunteering at the same organisation?

This thesis thus aims to identify the motivations for volunteering, and continuing to volunteer, at an animal shelter, with a focus on affinity toward animals. Based on this purpose two research questions have been formulated:

1. What motivates people to volunteer at an animal shelter?
2. What role does an emotional affinity toward animals play in choosing to volunteer at an animal shelter?



2. LITERATURE REVIEW

Volunteering has no agreed upon definition, or conceptualization, as its origins "vary across cultures, time and in different political, religious and social frameworks" (Lockstone-Binney, et al., 2010, p.436). The meaning of volunteering therefore varies in different settings. However, four core elements of volunteering have been identified: free will, availability of rewards, formal organization, and proximity to the beneficiaries (Lockstone-Binney, et al., 2010; Pi, Lin, Chen, Chiu & Chen, 2014). Based on these concepts, the following definition will be used for this thesis:

> *Volunteer work refers to "any activity in which time is given freely to benefit another person, group, or cause. Volunteering is a part of a cluster of helping behaviors, entailing more commitment than spontaneous assistance but narrower in scope than the care provided to family and friends" (Wilson, 2000, p. 215).*

2.1 VOLUNTEER MOTIVATIONS

There is a substantial body of work about motivations of people to participate in volunteer activities in their leisure time. These volunteer motivations are suggested to be multifaceted and complex, and accordingly several different frameworks have been developed and used to study these motivations (Chen & Morrow-Howell, 2015). According to Holmes (2014) these frameworks and studies can be put into three different categories: (1) studies that, based on volunteer motivations, develop typologies of volunteers, (2) studies that investigate different dimensions of volunteer motivation, and (3) studies that simply create a list of motivators. And while this seems to quite extensively cover the field of volunteer motivations, it has been noted that these studies have some major drawbacks. Firstly, "they generally provide lists of

reasons for volunteering, where volunteers are prompted to provide standard answers" (Lockstone-Binney, et al., 2010, p.443). Additionally, the frameworks developed mostly explain why individuals volunteer in general, and not why they have chosen a particular volunteer activity. It is beyond the scope of this thesis to elaborate on all the approaches used to study volunteer motivations, and I will therefore focus on the concept of Serious Leisure (Stebbins, 1996) and the Volunteer Functions Inventory (VFI; Clary, Snyder, Ridge, Copeland, Stukas, Haugen & Miene, 1998).

2.1.1 SERIOUS LEISURE

The first researcher to promote the study of volunteering from a leisure perspective was Henderson (1984), who studied leisure motivations. She saw both leisure and volunteering as unobligated free time for the reason that volunteering, just as leisure, is freely chosen (Lockstone-Binney, et al., 2010). Henderson (1984) furthermore demonstrated that volunteering provides "personal psychological benefits which are very similar to outcomes in leisure" (p. 62, as cited in Qian & Yarnal, 2010). These benefits include things such as "having fun, feeling accomplished, meeting people, learning new things and making contributions" (Qian & Yarnal, 2010, 129). However, it is also acknowledged that volunteering can only be considered leisure when it is not forced and there is a balance between obligation and personal freedom (Qian & Yarnal, 2010; Stebbins, 1996).

The awareness of volunteering as a leisure activity has been advanced by the concept of 'serious leisure' put forward by Stebbins (1996). He defined serious leisure as ''the systematic pursuit of an amateur, hobbyist, or volunteer activity sufficiently substantial and interesting for the participant to find a career there in the acquisition and expression of a combination of its special skills, knowledge, and experience'' (p.215). Serious leisure is furthermore said to have six distinctive qualities: perseverance, leisure career, personal effort, ethos/subculture, durable benefits, and identification (Pi, Lin, Chen, Chiu & Chen, 2014).

Stebbins (1996) argues that many kinds of volunteering can be seen as serious leisure because they require substantial effort from the volunteer and promote obtaining and using special skills and knowledge. He distinguishes different types of volunteering on three aspects: career and casual, formal and informal, and occupational and non-occupational. The serious leisure perspective on volunteering however cannot be applied to all these different types; "It fits best the types of volunteering classifiable as formal and nonoccupational, types in which volunteers

normally find substantial leisure careers" (Stebbins, 1996, p.211). Stebbins furthermore argues that looking at volunteerism from a serious leisure perspective highlights aspects of volunteering that are often overlooked by researchers. Firstly, volunteers are typically driven by both altruistic and self-interested motives. Secondly, the types of volunteering that fit the serious leisure perspective can be seen as 'career volunteering', as it requires special skills and knowledge. And lastly, volunteers are motivated largely "by a person's experiences with the special rewards found in all types of serious leisure" (Stebbins, 1996, p.216).

Within the serious leisure framework, several rewards of serious leisure, and thus volunteering, have been identified, and the framework has been used widely for investigating volunteer benefits. Stebbins argued that "volunteers experience these same benefits although they do so in ways unique to their types of leisure" (p.216). He suggested nine rewards of serious leisure; seven personal rewards and two social rewards:

"**Personal rewards:**

1. personal enrichment (cherished experiences including exceptional rapport with clients, sense of helping others, being altruistic)
2. self-actualization (developing skills, abilities, knowledge)
3. self-expression (expressing skills, abilities, knowledge already developed)
4. self-image (known to others as a particular kind of volunteer)
5. self-gratification (senses of play, hedonistic pleasure)
6. recreation (regeneration of oneself through volunteer activity after a day's work)
7. financial return (from volunteering)

Social rewards:

8. social attraction (associating with clients and other volunteers, participating in the social world of the activity)
9. group accomplishment (group effort in accomplishing a volunteer project)" (Stebbins, 1996, p.216-217).

The benefits put forward by Stebbins (1996) have received a fair amount of critique over the years (e.g. Arai, 2000; Arai & Pedlar, 1997; Qian & Yarnal, 2010). One of the main critiques is that different volunteer activities appear to lead to different volunteer benefits (Arai, 2000; Arai & Pedlar, 1997). For example, Arai (2000) identified three types of volunteers (citizen, techno and labour volunteers), based on the study by Arai and Pedlar (1997) of volunteers in a community planning initiative. And while these different types of volunteers all experience

similar benefits, there are small differences in these benefits such as who experiences these benefits and the magnitude of these benefits. So while the framework does, to some extent, hold up, it is argued that it could be refined and thereby capture more specific benefits for the different types of volunteers.

Another critique put forward by Qian and Yarnal (2010) is that the benefits suggested in the serious leisure framework do not cover the full extent of volunteer benefits. In their study of students that volunteer as campus tour guides, they identified twelve benefits which were sorted into four categories: psychological, social, instrumental and communal (see table 2.1). Some of these benefits are also clearly present in the serious leisure framework (e.g. social attraction and making friends), while others are not. Furthermore, some of these benefits obviously only apply to this particular volunteering activity, but can perhaps still be seen in other contexts (e.g. pride and love for the university could also be applied to other organizations). Other studies have also stressed that volunteering has a positive effect on well-being by enhancing happiness, life satisfaction, self-esteem, and physical health (e.g. Mojza, Lorenz, Sonnentag & Binnewies, 2010; Pi, Lin, Chen, Chiu & Chen, 2014). It is thus clear that the serious leisure framework has its flaws and does not encompass all benefits that could be experienced by a volunteer.

Psychological benefits	**Social benefits**	**Instrumental benefits**	**Communal benefits**
personal satisfaction	having fun	improving speaking and social skills	Contributions to the university
better self-image	making friends	helping one's future	Contributions to the visitors on tours
closer bond with the university	being more involved on campus		
pride and love for the university	balance between flexibility and sense of community		

Table 2.1: Volunteer benefits of students as campus tour guides. Adapted from "Benefits of volunteering as campus tour guides: the rewards of serious leisure revisited", by X. L. Qian & C. Yarnal, 2010, *Leisure/Loisir, 34*(2).

2.1.2 VOLUNTEER FUNCTIONS INVENTORY (VFI)

The most widely used instrument for measuring volunteer motivations is the *Volunteer Functions Inventory (VFI)* developed by Clary, Snyder, Ridge, Copeland, Stukas, Haugen and Miene (1998). This instrument was developed using a functional approach, which "is a motivational perspective that directs inquiry into the personal and social processes that

initiate, direct, and sustain action" (Clary & Snyder, 1999, p.156). It argues that individuals can, and do, perform the same activities for different reasons, and arranges these motives into functions based on the needs that they satisfy. This approach furthermore suggests that for people to maintain a certain activity over time, it needs to satisfy the needs that the functional motives relate to (Clary, et al., 1998; Clary & Snyder, 1999).

Based on this functionalist theory, Clary et al. (1998) identified six functions related to volunteerism: values, understanding, enhancement, career, social, and protective (see table 2.2). Based on a series of studies in which the VFI was tested, it was found that, typically, values, understanding, and enhancement are considered to be the most important functions, and that career, social, and protective are considered to be the less important functions (Clary & Snyder, 1999).

> *Furthermore, "motivations may guide the agendas that people pursue as volunteers, not only by moving people to volunteer but also by denning what features of volunteer experience will constitute fulfillment of those motivations, with consequences for the satisfaction that volunteers derive from their service and their intentions to remain committed to their roles as volunteers" (Clary, et al., 1998, p.1528).*

Function	Conceptual definition
Values	The individual volunteers in order to express or act on important values like humanitarianism.
Understanding	The volunteer is seeking to learn more about the world or exercise skills that are often unused.
Enhancement	One can grow and develop psychologically through volunteer activities.
Career	The volunteer has the goal of gaining career-related experience through volunteering.
Social	Volunteering allows an individual to strengthen his or her social relationships.
Protective	The individual uses volunteering to reduce negative feelings, such as guilt, or to address personal problems.

Table 2.2: Functions served by volunteering and their conceptual definitions. Adapted from "The motivations to volunteer: Theoretical and practical considerations", by E.G. Clary and M. Snyder, 1999, *Current Directions in Psychological Science, 8*(5).

There have been some studies in which the VFI was criticized. For example, in a study of motivations to volunteer at a Scouts and Guides Organization in Belgium, Willems, Huybrechts, Vantilborgh, Bidee and Pepermans (2012) found that the motivational dimensions of the VFI were all clearly present for the active volunteers. They however suggest that the social dimension should be divided into two dimensions: internal and external. Furthermore, they argue that "there are limited grounds to relate reasons to quit to motives to volunteer" (p.895) as contextual factors also play a major role. They identified ten factors describing the reasons to quit, of which only three related to the functions measured in the VFI (values, understanding and (internal) social). So while Clary, et al. (1998) argued that volunteers would continue their volunteer activities as long as their motivations were met, it seems that interpersonal and organizational factors also affect volunteers' intentions to continue.

Regardless of the critiques of the VFI, it is a widely used instrument for measuring volunteer motivation. One of the main drawbacks of the VFI, however, is that it can only identify why people choose to volunteer, and not why they choose a specific volunteer role or activity. However, Clary, et al. (1998) suggested that "there very well may be meaningful variations in the ways in which these core functions are manifested depending on the specific volunteer activity that an individual contemplates or actually performs" (p.1528).

2.1.3 SERIOUS LEISURE VS VFI

Serious leisure and the Volunteers Functions Inventory are both frameworks that can be, and are, used in explaining the motivations of volunteers. The serious leisure framework conceives of volunteering as a specific type of leisure in which individuals are driven by both altruistic and self-interested motives. It furthermore describes nine rewards related to volunteering; seven personal rewards and two social rewards. The Volunteer Functions Inventory on the other hand builds on functionalist theory. It therefore focuses on the needs that volunteering can satisfy, and refers to the relating motivations as functions. And while at first glance it may seem like these theories are very different, there are definitely similarities between the rewards and functions identified in these frameworks. Another similarity is that neither one of the frameworks can explain why an individual chooses a specific volunteer activity without further inquiry. It is with this in mind that I now turn to the role of affect and emotions in motivation.

2.2 EMOTIONS TOWARD ANIMALS

There seems to be no agreement among scholars on what emotion actually is; there is no agreement on a definition and it is sometimes even unclear what should be considered emotion and what should not. Emotion researchers have two ways of looking at or categorising emotions: the discrete perspective and the dimensional perspective. "Within the discrete perspective, various emotions are assumed to differ qualitatively from each other" (Jacobs, Vaske, Dubios & Fehres, 2014, p.591). Researchers that take this perspective concentrate on specific emotions such as anger, disgust, fear, joy, sadness, and surprise. This list would generally include those emotions that are considered basic emotions, however there is no agreement on which emotions are basic emotions (Ortony & Turner, 1990) and it is argued that there are also secondary and/or hybrid emotions (e.g. Thoits, 1989). The dimensional approach on the other hand describes emotions with a few dimensions, most commonly valence and arousal (Jacobs, Vaske, Dubios & Fehres, 2014).

Advancements in emotion theories and models have given emotion scholars several reasons to believe that emotions are an essential part of the process of motivation (e.g. Cabanac, 2002; DiEnno & Thompson, 2013; Frank, 2011; Manfredo, 2008; Thoits, 1989; Turner, Meyer & Schweinle, 2003). Firstly, emotions are part of the process that makes sense of, summarises and organises information. They also play a dual role of (1) motivating individuals to achieve their goals, and (2) evaluating whether or not these goals have been achieved (DiEnno & Thompson, 2013). Furthermore, it is argued that a large part of human behaviour is guided by affective commitments and emotional attachments (Thoits, 1989). It is therefore important not to overlook emotions when studying motivation, as doing so would weaken our research findings.

Cabanac (2002) argues that the pleasure/displeasure aspect of emotion indicates whether or not an action is beneficial and therefore a vital part of decision making. Emotions can be seen as a pre-rational decision-maker supporting an individual in choosing between different motivations. Without these trade-offs there would be too many choices for one person to consider them all and still make a rational choice. It can thus be said that when decisions based on emotions are rational, emotions are helpful. And in this case, "pleasure is the sign that an efficient/optimal behavior has been chosen" (Cabanac, 2002, p.78). However, emotions also regularly cause individuals to choose irrational behaviours (Frank, 1988; Frank, 2011; Cabanac,

2002; Turner, Meyer & Schweinle, 2003). It has been suggested that this is because emotions might have a self-control function (Frank, 2011; Shott, 1979; Thoits, 1989). Shott (1979) argues that there is a specific subset of emotions that have this self-control function, which she refers to as "reflexive role-taking emotions". Examples of these reflexive emotions are embarrassment, guilt, vanity and pride. She has also identified another subset of emotions that motivate individuals to action, namely "empathic role-taking emotions". These are emotions such as empathy, pity and sympathy, which encourage pro-social behaviour such as volunteering.

2.2.1 THE EMPATHY-ALTRUISM HYPOTHESIS

Research has shown that when we experience empathic emotions such as empathy, compassion and sympathy for another we are more likely to help them (e.g. Batson, 1990; Shott, 1979). Empathic emotions are those that result from adopting another's point of view, and are in line with the perceived welfare of this other individual (Stocks, Lishner & Decker, 2009). According to the empathy–altruism hypothesis, these empathic emotions are the main source of altruistic motivation (Batson, Duncan, Ackerman, Buckley & Birch, 1981; Batson, 1990). The foundation of this hypothesis is that empathy involves concern for other individuals, and that these feelings of concern motivate an individual "to protect or promote the welfare of the person for whom empathy is felt" (Stocks, Lishner & Decker, 2009, p.649). Bearing in mind that volunteering is often seen as an altruistic activity, the empathy–altruism hypothesis could help explain why people volunteer. In this case, empathy for (domestic) animals could help explain why people volunteer at animal shelters.

Assuming the empathy-altruism hypothesis is correct, can we really use any major motivation theories? Motivation theories tend to focus on egoistic motivations; what is in it for the motivated individual? How does one benefit from certain behaviours? True altruism is generally discounted, seen as pure fantasy, because it is assumed that "everything we do is ultimately directed toward the end-state goal of benefiting ourselves" (Batson, et al., 1981, p.290). According to social egoism, helping a person in need, the person that is empathised with, is only a means to benefit oneself (Batson, 1990). However, while an individual may benefit from helping another (for example, it may make one feel relieved), it could be an unintentional by-product of helping (Batson, et al., 1981). Altruism therefore argues that

"simply to show that self-benefits follow from benefiting the other does not prove that the self-benefits are the helper's goal" (Batson, 1990, p.340).

The altruism-empathy hypothesis holds up if the human capacity to care can be expanded by empathy so it includes others than just oneself. It must therefore be determined if helping another person is a means to benefit oneself (egoism), or if it is only to help the other, and any benefits for the helper are unintended (altruism). Three possible egoistic goals of helping have been identified (Batson, 1990):

1. Reducing the negative emotions that have resulted from empathising with another
2. Avoiding feelings of shame and/or guilt that would result from not helping someone in need
3. Pursuing social and self-benefits

Since the altruism-empathy hypothesis was first suggested, there have been many studies that have tested the hypothesis. In these studies the first 2 alternative egoistic goals have consistently been proven to not be the main goals, results relating to the third goal however have been contradictory (see e.g. Batson, 1990 for an overview). Batson (1990) argues that if the third egoistic alternative to altruistic helping does turn out to be wrong, "the evidence is very strong indeed that the ultimate goal of empathically aroused helpers is to increase the welfare of the person for whom they feel empathy, as the empathy-altruism hypothesis claims" (Batson, 1990, p.344). Considering the evidence supporting the empathy–altruism hypothesis, I believe empathy for animals cannot be discounted as one of the possible reasons people volunteer at animal shelters.

2.2.2 EMOTIONAL AFFINITY TOWARD NATURE

There is one more concept I want to discuss in this literature review, namely "emotional affinity toward nature" (Kals, Schumacher & Montada, 1999). Kals, Schumacher and Montada (1999) suggested this new concept to help explain nature-protective behaviour, as it cannot be fully explained with only rational and/or cognitive concepts. Likewise, Irvine (2002) has suggested that people work or volunteer with animals because of some *affinity toward animals*. Studies have previously shown that responsibility-related emotions such as self-blame, anger and indignation are strong motivations for nature-protective behaviour such as transport choices, energy consumption, signing petitions, and financial support of the

protection of nature (see Kals, Schumacher & Montada, 1999). Kals, Schumacher and Montada (1999) however argue that there are other emotions - more positive ones - that "can account for individual differences in nature-protective behaviour" (p.182) and they try to capture these other emotions under the term "emotional affinity toward nature".

The concept emotional affinity toward nature refers to those emotions that have a positive hedonic value. In different contexts it is often referred to as a love for nature, but it also includes feelings such as feeling at one with nature, and feeling free, good, and/or safe in nature. It is furthermore important not to confuse emotional affinity toward nature with its cognitive equivalent interest in nature. Whereas interest in nature would motivate trying to understand natural phenomena, emotional affinity motivates sensory experiences and contact with nature. In their study, Kals, Schumacher and Montada (1999) argue that experiences with nature motivate nature-protective behaviours, in particular when experienced with significant others. They have furthermore shown that this relationship is affected by both an emotional affinity toward nature and its cognitive counterpart, interest in nature. Most importantly, they have found that an emotional affinity toward nature is "as important for the prediction of nature-protective willingness and behavioral decisions as interest in nature and indignation about insufficient nature protection" (p.194; see figure 2.1). Since they have shown that these relationships exist, I would argue it's not unlikely a similar model could help explain decisions relating to animals, including volunteering with them. An emotional affinity toward animals would furthermore encompass and broaden the empathy-altruism hypothesis, as it includes a love of animals, empathic feelings toward animals, and feeling good around animals.

2.3 THEORETICAL FRAMEWORK

From the above literature review it should be clear that affect and emotions cannot be discounted when we are studying motivations, and while this is not a new idea most motivation theories used nowadays still do not (expressively) take emotions into account. Neither one of volunteer motivation frameworks discussed is an exception to this, however that does not mean that they should be ignored. Both the serious leisure framework and the Volunteer Functions Inventory are often used because they do – at least to some extent – help explain volunteer motivations. In the case of volunteering at an animal shelter, a modified version of the Volunteer Functions Inventory has already been shown to be a valid measure of motivations (Neumann, 2010).

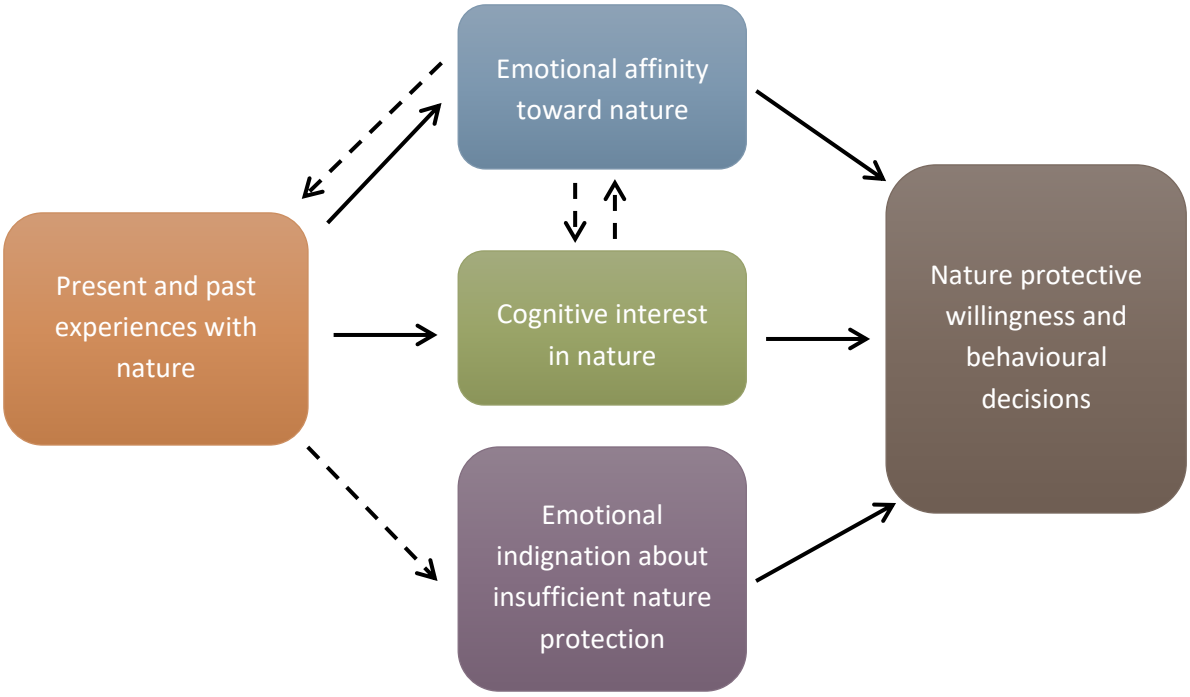


Figure 2.1: The prediction of nature-protective willingness and behavioural decisions. Adapted from "Emotional affinity toward nature as a motivational basis to protect nature", by E. Kals, D. Schumacher and L. Montada, 1999, *Environment and Behavior, 31*(2).

As mentioned there are two different perspectives that can be taken when studying emotions, the discrete and the dimensional perspective. The dimensional perspective allows for a simple way of measuring emotions, while the discrete perspective allows for measuring more precise emotions (Jacobs, Vaske, Dubios & Fehres, 2014). Both of these perspectives might contribute to our understanding of individuals' motivations and will therefore be used for this study. The dimensional perspective will be used for a more general measure of emotion. The focus for this study will be valence ratings of various animals as it has been established that valence (the pleasure-displeasure dimension) helps explain a large part of differences in emotions and it is a vital part of decision making (Cabanac, 2002).

The discrete perspective on emotions will be used to look for more specific emotions. Based on suggestions by Irvine (2002) and Neumann (2010), as well as the study undertaken by Kals, Schumacher and Montada (1999), I would suggest that an *emotional affinity toward animals* can help explain why people choose to volunteer at animal shelters (see figure 2.2). Furthermore, while not the focus of this thesis, I expect the valence ratings and an emotional affinity toward animals to affect certain aspects of the serious leisure rewards and volunteer functions (e.g. self-gratification in the serious leisure framework or the values function in the

VFI). As this research focuses on individuals that already volunteer at an animal shelter, I will focus on satisfaction with volunteering as a measure for why they volunteer. Satisfaction with the volunteer work should mean that their motivations are met and that they will be more likely to continue volunteering (Clary, et al., 1998).

Based on this framework and the research questions formulated in the introduction, the following hypotheses are formulated:

H1: Valence ratings of various animals affect an individual's satisfaction with volunteering at an animal shelter.

H2: An emotional affinity toward animals affects an individual's satisfaction with volunteering at an animal shelter.

H3: The rewards from/functions served by volunteering affect an individual's satisfaction with volunteering at an animal shelter.

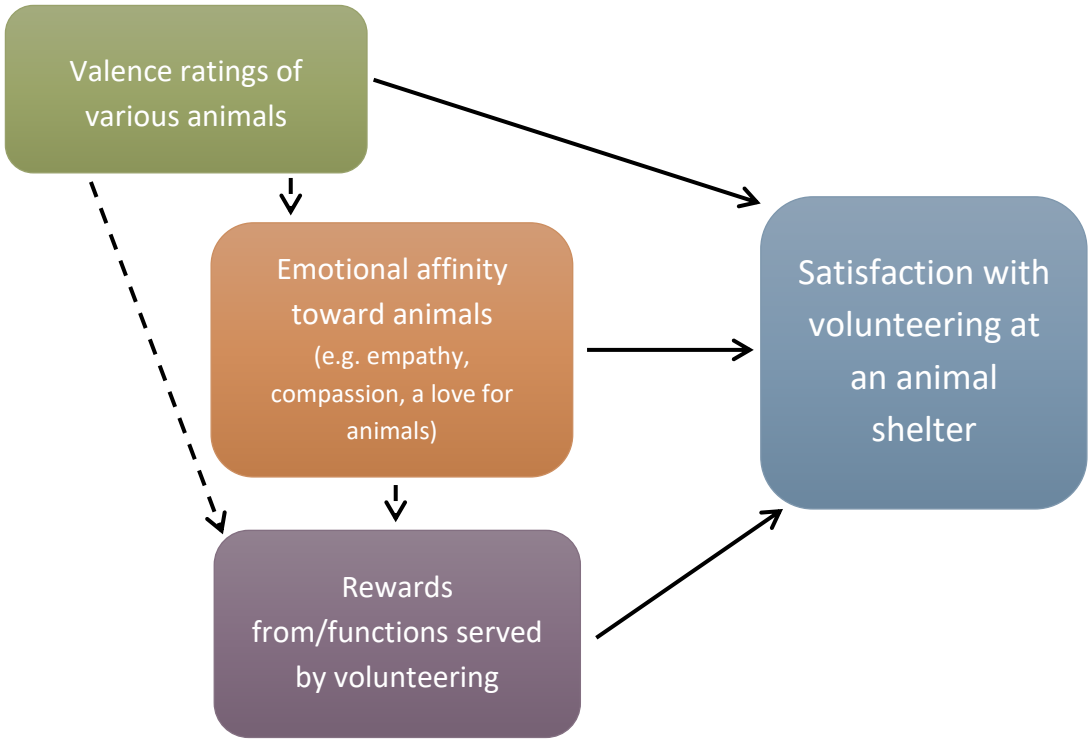


Figure 2.2: Theoretical framework

3. METHODOLOGY

As mentioned in the introduction, the main purpose of this research is to identify the motivations for volunteering, and continuing to volunteer, at an animal shelter, with a focus on emotional affinity toward animals. In order to answer the sub-questions based on this purpose, and test the hypotheses formulated based on the theoretical framework, a questionnaire study has been carried out.

3.1 DATA COLLECTION

In order to collect data an online survey has been distributed among animal shelter volunteers in the Netherlands. The 'Dierenbescherming' owns and operates a total of 33 animal shelters in the Netherlands and has officially recognised another 16, totalling 49 animal shelters. As a volunteer at one of these shelters I have been able to put a post on our internal website, asking other volunteers to fill in the survey. In addition a poster was put up at the animal shelter I volunteer at and emails were sent to the other shelters asking them to forward the survey to their volunteers.

3.2 MEASURES

As mentioned in the theoretical framework valence ratings on various animals have been used as a general measure of emotions toward animals. According to Jacobs (2017) "a small 18-item inventory would be sufficient to estimate adequately emotional dispositions towards many species" (p.14). These 18 species can be divided into three groups, a fear-relevant group, disgust-relevant group and joy-relevant group. In addition to this general measure of emotion, emotional affinity toward animals has been measured as a more specific measure of emotion. In the study by Kals, Schumacher and Montada (1990) they had to create their own scale to measure emotional affinity toward nature, which consisted of four subscales, each containing four items. These four subscales were (1) a love of nature, (2) feelings of freedom in nature, (3)

feeling safe in nature, and (4) feelings of oneness with nature. Unfortunately the items they have used were not published, but a scale measuring emotional affinity toward animals however has been created, and includes (1) a love of animals, (2) empathic feelings toward animals (empathy, sympathy and compassions), and (3) feeling good around animals. For each of these subscales four items have been created, as it was in the emotional affinity toward nature scale.

The modified version of the Volunteer Functions Inventory (Neumann, 2010) has been translated and used to measure the functions served by volunteering. I have two main reasons for choosing the Volunteer Functions Inventory. Firstly, there is a large overlap between the functions identified in the Volunteer Functions Inventory and the rewards expected according to the serious leisure framework. Using instruments for both frameworks would result in a very lengthy questionnaire which would most likely lead to low completion rates. Secondly, Neumann (2010) has modified and tested the Volunteer Functions Inventory with animal shelter volunteers and found that this modified version can be used to measure their motivations. The serious leisure framework on the other hand has to my knowledge not been used for volunteers that work with animals and it is therefore not sure it can be used in this case. In addition to these scales, socio-demographic variables and details regarding their volunteer career (e.g. how often they volunteer, for how long they've been volunteering, and their particular "job" at the animal shelter) have been measured.

3.3 DATA ANALYSIS

The collected data has been analysed using IBM's Statistical Package for the Social Sciences (SPSS). Firstly, exploratory factor analyses were run on the three scales used in the survey to test whether the data showed the same factors as the underlying theories. In addition reliability analyses were used to test whether each factor did measure the same construct. This was done twice, once for the factors based on the underlying theories, and once for the factors found by the data-driven factor analyses. Variables then were created for each scale and each of the factors to run any further statistical analyses. Next, stepwise multiple regression analyses were undertaken to test the hypotheses formulated in the theoretical framework. Furthermore, as there is little variability in satisfaction of the volunteers, I looked for correlations between (1) the different motivators, (2) the socio-demographic variables and (3) details regarding their volunteer career.

4. RESULTS

4.1 SAMPLE CHARACTERISTICS

A total of 75 responses was collected, 1 of which was unusable because of non-response. Most of the participants were female (74.3%) and almost half of the participants is between the ages of 35 and 55 (48.6%). Furthermore, over half (57.3%) of the participants are either looking for work, retired or unable to work, meaning they probably have a lot of free time (see table 4.1 for more detailed demographic information). Additionally, a significant part of the participants have been volunteering at an animal shelter for over a year (70.3%) and 27% of the participants does volunteer work for another organisation as well. For more detailed information about the participants' volunteer work, including their specific positions, see table 4.2. Other positions that participants have are related to social media, coordinating certain teams, or being a "host family" for kittens. As expected nearly all participants (93.3%) are either satisfied or very satisfied with their volunteer work (see figure 4.1; mean = 4.32, standard deviation = 0.704). This was expected as we are talking about volunteer work and if a volunteer is unhappy with their position it is likely they would find another leisure activity.

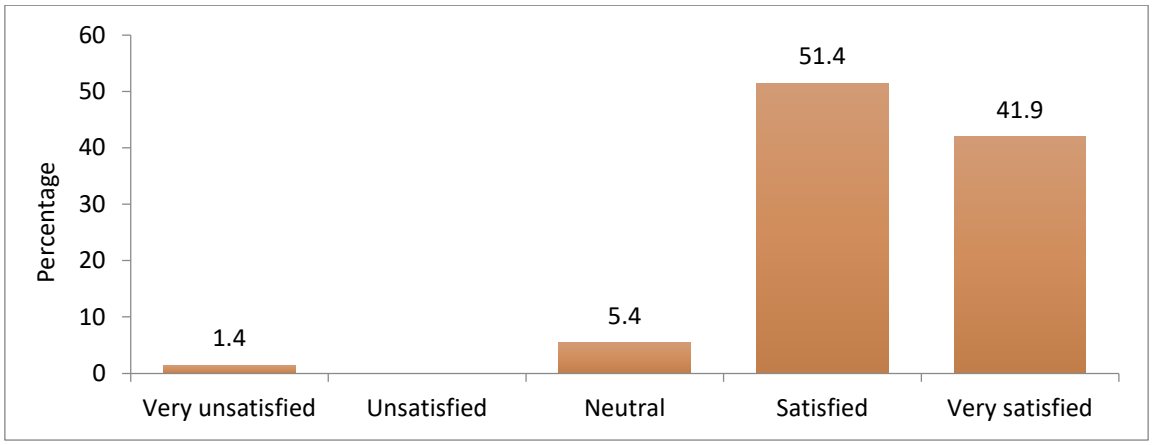


Figure 4.1: Satisfaction with volunteer work

Demographic questions	Responses	Percentage
What is your age?	18-25	4.1
	25-35	18.9
	35-45	24.3
	45-55	24.3
	55-65	20.3
	65+	8.1
What is your marital status?	Single	29.7
	Married	28.4
	In a relationship, not married	33.8
	Widowed	1.4
	Divorced	5.4
What is the highest degree or level of school you have completed?	Primary school	1.4
	High school	12.2
	College	40.5
	University of applied sciences (B.A.)	31.1
	(Research) university bachelor (B.Sc)	5.4
	(Research) university master (M.Sc)	8.1
	Ph.D.	1.4
Are you currently…?	Employed for wages	45.9
	Self-employed	4.1
	Looking for work	16.2
	A student	1.4
	Retired	13.5
	Unable to work	17.6

Table 4.1: Demographic details of the sample.

Questions about volunteer work	Responses	Percentage
What is your volunteer position within the animal shelter? (Select all that apply)	Dog walker/trainer	27.4
	Cat socialisation	30.1
	Cat intermediary	11.0
	Workgroup feral cats	1.4
	Rodent caregiver	4.1
	Cleaner	30.1
	Telephone operator/receptionist	15.1
	Animal ambulance/reporting room	24.7
	Other	5.5
How often do you volunteer at the animal shelter?	More than once a week	36.5
	Once a week	51.4
	More than once a month but not every week	12.2
For how long have you been a volunteer at the animal shelter?	Less than 3 months	10.8
	3 to 6 months	6.8
	6 months to a year	12.2
	1 to 3 years	36.5
	More than 3 years	33.8

Table 4.2: Details volunteer work.

Cross-tabs were furthermore created to compare different demographics on (1) how often they volunteer and (2) for how long they have been a volunteer. Several things stand out from these figures. Firstly, 58% of male respondents volunteer more than once a week, compared to 29% of female respondents, meaning men are likely to volunteer more often than women (χ^2 = 5.260, p = 0.072). Additionally participants over the age of 55 made up a total of 44% of those that volunteer more than once a week, while they are only 28% of the sample (χ^2 = 14.923, p = 0.135). Lastly, respondents that work for wages are most likely to volunteer less often, whereas those that are either looking for work, retired or unable to work are most likely to volunteer more than once a week (76.9%) (χ^2 = 17.889, p = 0.057). When looking at how long participants have been a volunteer at an animal shelter, responses were quite evenly distributed among different demographics, with 2 exceptions. First of all, younger participants (18-35) were less likely to have been a volunteer for a long time, and all participants over 65 had been a volunteer for over 3 years (χ^2 = 29.993, p = 0.070). The second noticeable difference is that those respondents who are unemployed, but looking for work, make up a large part (37.5%) of new volunteers (meaning they have been a volunteer for less than 3 months) (χ^2 = 34.116, p = 0.025). Additionally, one-way ANOVA analyses were run to test whether satisfaction levels are different among the different demographic groups, however none of these were statistically significant. Lastly, mean of all items on the three scales can be found in figures 4.2, 4.3 and 4.4; the scales will be discussed further after factor analyses.

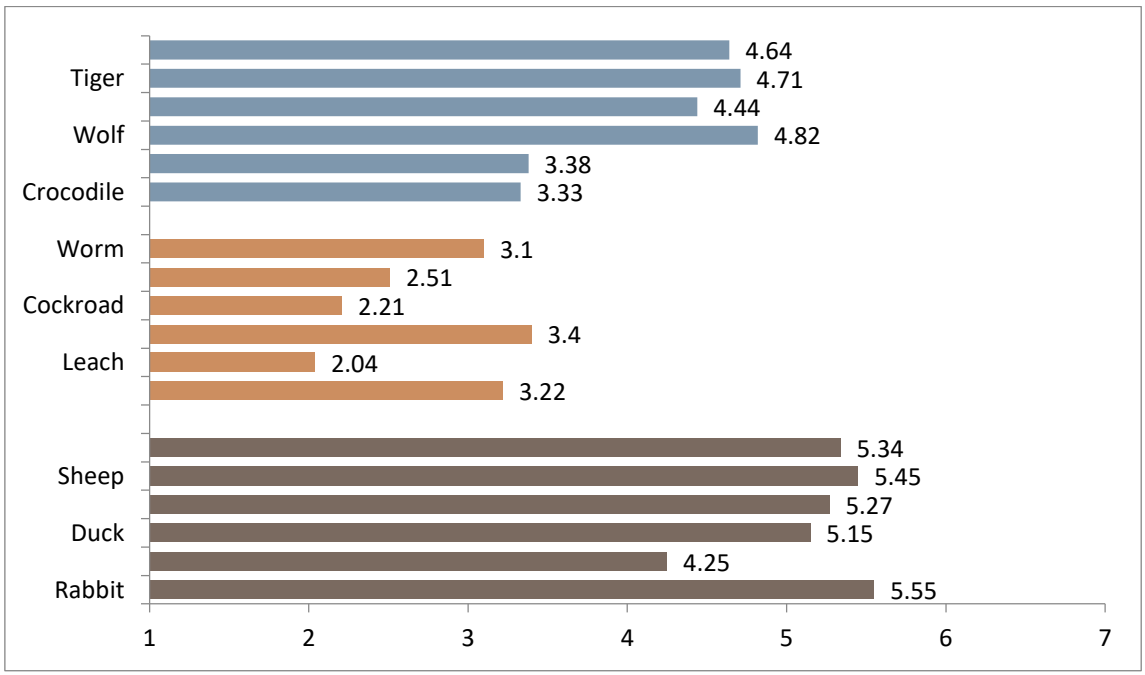


Figure 4.2: Means of valence ratings of various animals.

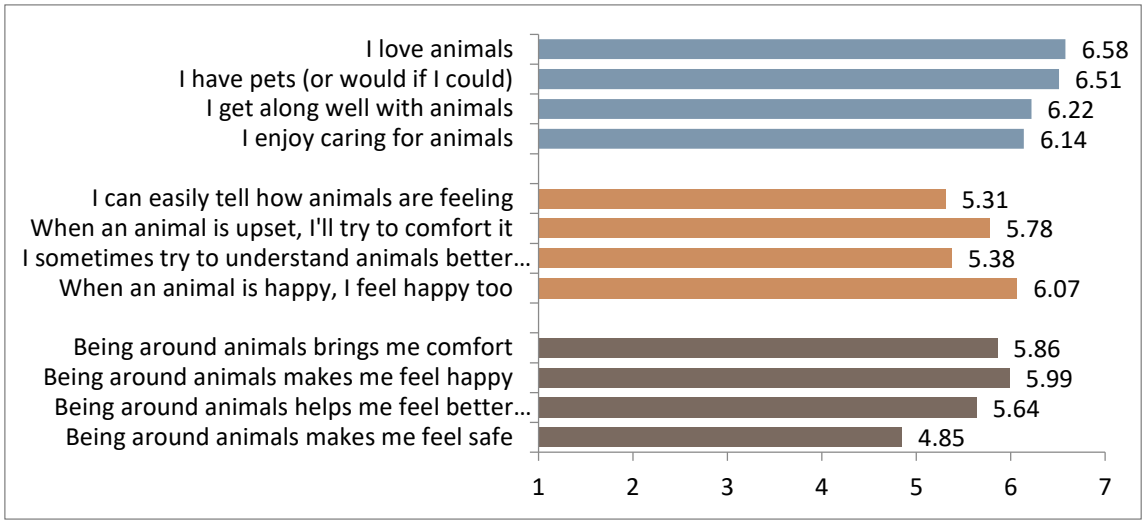


Figure 4.3: Means of items on emotional affinity toward animals scale.

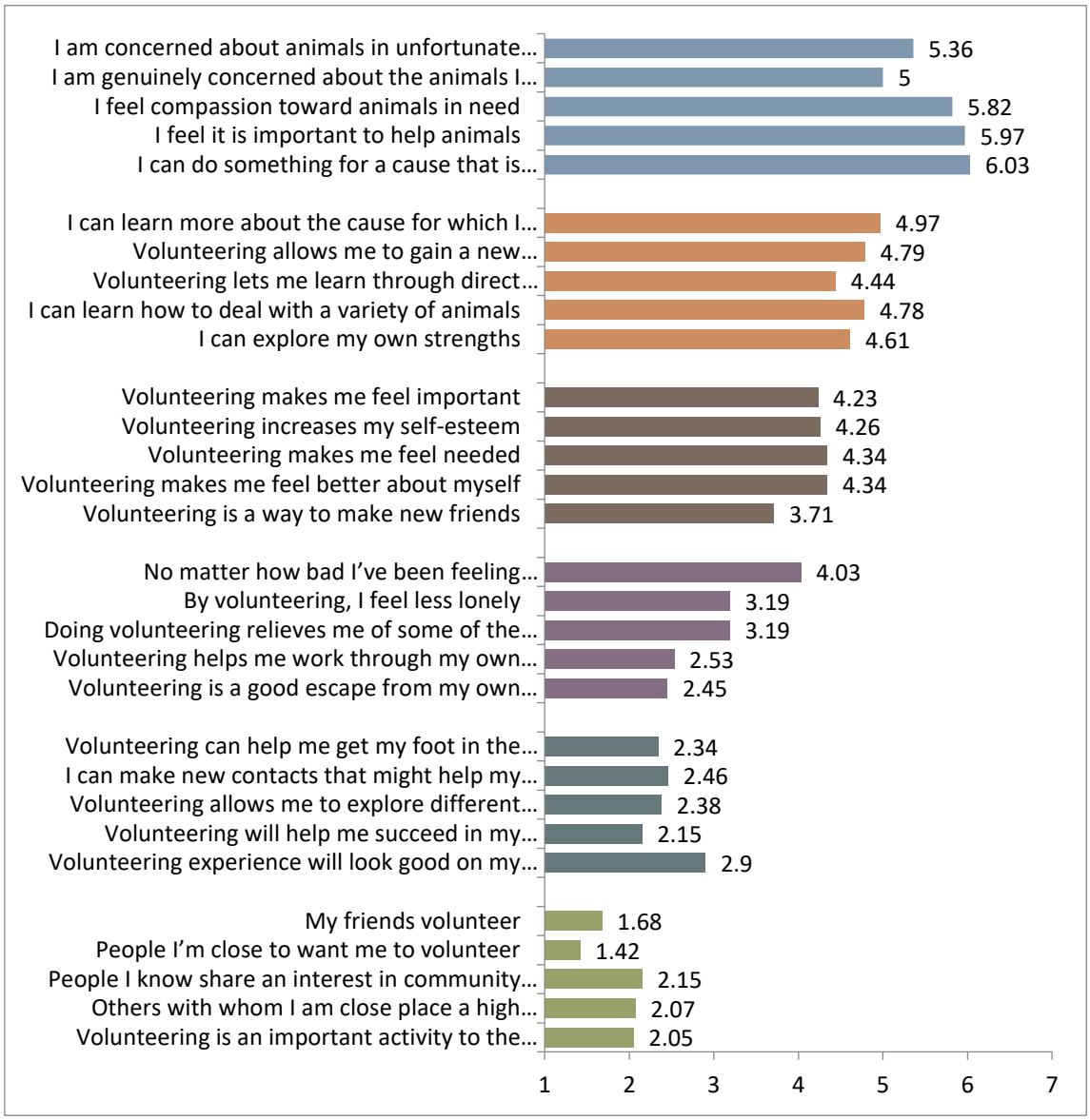


Figure 4.4: Means of items on the Volunteer Functions Inventory.

4.2 FACTOR ANALYSES

4.2.1 VALENCE RATINGS OF VARIOUS ANIMALS

Principal component analysis with Varimax rotation was run on the scale measuring valence rating of various animals and the resulting rotated factor matrix can be found in table 4.3. The KMO measure of sample adequacy and Bartlett's test of sphericity were run to test whether the data is appropriate for exploratory factor analysis. A score of .823 for the KMO measure of sample adequacy can be considered "meritorious" and Bartlett's test of sphericity (χ_2 = 1535, p< .001, df = 135) indicated that the data is appropriate for exploratory factor analysis even though the sample is fairly small (Field, 2013).

	Factor 1	Factor 2	Factor 3
Lion	0.931		
Tiger	0.907		
Bear	0.917		
Wolf	0.823		
Alligator	0.795	0.433	
Crocodile	0.811	0.408	
Worm		0.862	
Maggot		0.904	
Cockroach		0.896	
Beetle		0.76	
Leach		0.816	
Spider		0.662	
Goat			0.845
Sheep			0.869
Hamster			0.868
Duck			0.792
Gerbil			0.518
Rabbit			0.86

Table 4.3: Rotated factor matrix for valence ratings of various animals.

The factor analysis showed 3 factors with an eigenvalue > 1, which is confirmed by the scree plot (see appendix C). Following the study by Jacobs (2017) a 3-factor structure was used, each representing a "functional group" of animal species. These three functional groups represent emotional dispositions toward animals that have developed as adaptive responses that foster survival and well-being: fear-relevant (large carnivores), disgust-relevant (species associated with contamination), and joy-relevant (species serving as food) (Jacobs, 2017).

The factors together explain 78.9% of total variance. Although these functional groups aren't necessarily relevant to this particular study, it reduces the 18 animals to 3 groups that can be used for further analyses. The reliability of these factors, as well as their mean and standard deviation of the factors, can be found in table 4.4. The internal consistency of each group is excellent with all Cronbach Alpha's ≥ 0.915.

Functional groups	Cronbach's Alpha	Mean	Std. Deviation
Fear	0.950	4.24	1.54
Disgust	0.915	2.79	1.41
Joy	0.920	5.20	1.18

Table 4.4: Cronbach's Alpha, mean and standard deviation for the functional groups of animals.

4.2.2 EMOTIONAL AFFINITY TOWARD ANIMALS

Principal component analysis with Oblimin rotation was run on the emotional affinity toward animals scale and the resulting pattern and structure matrices can be found in table 4.5 and table 4.6 respectively. A score of .855 for the KMO measure of sample adequacy can be considered "meritorious" and Bartlett's test of sphericity (χ_2 = 809, p< .001, df = 66) indicated that the data is appropriate for exploratory factor analysis.

	Factor 1	Factor 2	Factor 3
I love animals.		0.737	
I have pets (or would if I could).		0.915	
I get along well with animals.		0.67	
I enjoy caring for animals.			
I can easily tell how animals are feeling.			0.692
When an animal is upset, I'll try to comfort it.			0.816
I sometimes try to understand animals better by imagining how things look from their perspective.			0.988
When an animal is happy, I feel happy too.	0.734		
Being around animals brings me comfort.	0.837		
Being around animals makes me feel happy.	0.943		
Being around animals helps me feel better when I feel sad.	0.945		
Being around animals makes me feel safe.	0.856		

Table 4.5: Pattern matrix for emotional affinity toward animals.

The factor analysis showed 3 factors with an eigenvalue > 1 which would together explain 77.6% of total variance, while the scree plot suggested 2 factors (see appendix D). As the scale was developed around 3 factors, a 3-factor structure will be used. The resulting factors are

however not quite as expected. Both the 'love of animals' and 'empathy toward animals' factors have only 3 items each, while the 'feeling good around animals' factors is comprised of 5 items. The item "I enjoy caring for animals" was not loaded onto any of the factors (see table 4.5). Additionally, looking at the structure matrix in table 4.6 it can be seen that there is a lot of correlation between the factors measuring emotional affinity toward animals. Three variables were created based on the pattern matrix and the reliability of these factors, as well as their mean and standard deviation of the factors, can be found in table 4.7. With Cronbach's Alpha ≥ 0.822 for these factors, the internal consistency of the factors is good.

	Factor 1	Factor 2	Factor 3
I love animals.	0.581	0.873	0.546
I have pets (or would if I could).		0.86	
I get along well with animals.	0.595	0.833	0.562
I enjoy caring for animals.	0.714	0.683	0.713
I can easily tell how animals are feeling.	0.431	0.458	0.757
When an animal is upset, I'll try to comfort it.	0.481	0.533	0.88
I sometimes try to understand animals better by imagining how things look from their perspective.	0.472		0.917
When an animal is happy, I feel happy too.	0.885	0.582	0.593
Being around animals brings me comfort.	0.927	0.514	0.576
Being around animals makes me feel happy.	0.951	0.528	0.453
Being around animals helps me feel better when I feel sad.	0.888		0.435
Being around animals makes me feel safe.	0.818		0.426

Table 4.6: Structure matrix for emotional affinity toward animals.

	Cronbach's Alpha	Mean	Std. Deviation
Love of animals	0.831	6.44	0.95
Empathy toward animals	0.822	5.49	1.21
Feeling good around animals	0.932	5.68	1.33

Table 4.7: Cronbach's Alpha, mean and standard deviation for the emotional affinity toward animals factors.

4.2.3 MODIFIED VOLUNTEER FUNCTIONS INVENTORY (VFI)

As mentioned factor analyses and reliability analyses have been run for all scales that are used, even those that are tried and tested such as the Volunteer Functions Inventory (VFI). Principal component analysis with Varimax rotation was run on VFI and the resulting rotated factor matrix can be found in table 4.8. A score of .822 for the KMO measure of sample adequacy is "meritorious" and Bartlett's test of sphericity ($\chi_2 = 1924$, $p < .001$, $df = 435$) indicated that the data is appropriate for exploratory factor analysis.

	Factor 1	Factor 2	Factor 3	Factor 4	Factor 5	Factor 6
I am concerned about animals in unfortunate positions.				0.789		
I am genuinely concerned about the animals I am serving.				0.717		
I feel compassion toward animals in need.				0.887		
I feel it is important to help animals..				0.88		
I can do something for a cause that is important to me.				0.571		
I can learn more about the cause for which I am working.		0.773				
Volunteering allows me to gain a new perspective on things.		0.718				
Volunteering lets me learn through direct “hands on” experience.		0.76				
I can learn how to deal with a variety of animals.		0.78		0.418		
I can explore my own strengths.		0.801				
Volunteering makes me feel important.	0.816					
Volunteering increases my self-esteem.	0.871					
Volunteering makes me feel needed.	0.795					
Volunteering makes me feel better about myself.	0.889					
Volunteering is a way to make new friends.		0.528				
No matter how bad I’ve been feeling volunteering helps me to forget about it.	0.571	0.462				
By volunteering, I feel less lonely.	0.634					
Doing volunteering relieves me of some of the guilt over the treatment of animals in society.						
Volunteering helps me work through my own personal problems.	0.599		0.443			
Volunteering is a good escape from my own troubles.	0.522		0.537			
Volunteering can help me get my foot in the door at a place where I’d like to work.			0.789			
I can make new contacts that might help my business career.			0.886			
Volunteering allows me to explore different career options.			0.854			
Volunteering will help me succeed in my chosen profession.			0.779			
Volunteering experience will look good on my resume.			0.47			0.462
My friends volunteer.					0.732	
People I’m close to want me to volunteer.					0.685	
People I know share an interest in community service.					0.803	
Others with whom I am close place a high value on community service.					0.736	
Volunteering is an important activity to the people I know best.					0.84	

Table 4.8: Rotated factor matrix for the modified volunteer functions inventory.

As expected the eigenvalues and scree plot suggested 6 factors (see appendix E), which would relate to the 6 functions identified in the VFI. While this is indeed the case for 4 of the functions (values, understanding, career and social), the remaining 2 functions (enhancement and protective) have mostly been loaded onto factor 1 and there is only one item that loaded onto factor 6. The resulting 5-factor structure was found in earlier VFI work (Clary et al., 1998) as well as in the study of animal shelter volunteers by Neumann (2014). However, the standard 6-factor structure of the VFI has been used as these "functions" have tested to be reliable factors as well with Cronbach's Alpha ≥ 0.843 for each of the functions (see table 4.9). Furthermore, using this structure based on the theory allows for comparing the results to other studies that have used the VFI. Having created variables for these functions it can be seen that the values, understanding and enhancement functions are the most important, which is consistent with the findings of other studies (e.g. Clary, et al., 1998; Neumann, 2014).

Volunteer functions	Cronbach's Alpha	Mean	Std. Deviation
Values	0.907	5.65	1.15
Understanding	0.921	4.74	1.47
Enhancement	0.930	4.15	1.59
Protective	0.843	3.06	1.45
Career	0.900	2.46	1.37
Social	0.898	1.88	1.08

Table 4.9: Cronbach's Alpha, mean and standard deviation for the volunteer function factors.

4.3 VALENCE RATINGS OF VARIOUS ANIMALS

In order to test the hypotheses formulated in the theoretical framework regression analyses have been run, starting with hypothesis 1: *Valence ratings of various animals affect an individual's satisfaction with volunteering at an animal shelter*. Firstly, Pearson's correlations between the functional groups of valence ratings and satisfaction of volunteers have been run. As can be seen in table 4.10 Pearson's Correlations are low for each functional group and only disgust has a significant, medium correlation with satisfaction, meaning that the more people like disgust-relevant animals, the less they tend to be satisfied about their animal volunteer work.

	Pearson Correlation	Sig. (1-tailed)
Fear	0.006	0.481
Disgust	-0.293	0.007
Joy	-0.112	0.160

Table 4.10: Correlation statistics for valence groups and satisfaction.

Linear multiple regression analysis was run to test the predictive value of valence ratings of various animals on satisfaction of the volunteers. No significant regression equation was found and the model accounts for only 9.3% of variability in satisfaction (see tables 4.11 and 4.12). Mirroring Pearson Correlations, of all three valence groups only disgust is a negative, significant predictor of satisfaction (see table 4.13). Valence ratings of animals can thus not predict the satisfaction of volunteers at animal shelters, although it seems that the more people like disgust-relevant animals, the less satisfied they are about their volunteer work.

R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
.305a	0.093	0.051	0.699	2.042
a Predictors: (Constant), JOY, DISGUST, FEAR				

Table 4.11: Model summary - Satisfaction

	Sum of Squares	df	Mean Square	F	Sig.
Regression	3.258	3	1.086	2.225	.094
Residual	31.728	65	0.488		
Total	34.986	68			

Table 4.12: ANOVA - Satisfaction

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	4.687	0.399		11.741	0.000
FEAR	0.047	0.064	0.1	0.727	0.47
DISGUST	-0.15	0.066	-0.297	-2.276	0.026
JOY	-0.028	0.092	-0.045	-0.309	0.758

Table 4.13: Coefficients- Satisfaction

In addition to the above regression analysis, regression analyses were run to test whether valence ratings of various animals had an effect on (1) how often the participants volunteer and (2) for how long they have been a volunteer. As can be seen in table 4.14 the only significant correlation is between the joy group and how often participants volunteer, meaning that those who like the joy-relevant animals more, are likely to volunteer more often. As with satisfaction no significant regression equations were found ($F(3,65) = 1.067$, $p = 0.369$ for how often participants volunteer; $F(3,65) = 0.825$, $p = 0.485$ for how long participants have been a

volunteer). How much volunteers like animals can thus not predict how often they volunteer or for how long they have been a volunteer. The corresponding SPSS tables can be found in appendix F.

	Fear		Disgust		Joy	
	Pearson Correlation	Sig.	Pearson Correlation	Sig.	Pearson Correlation	Sig.
How often do you volunteer at the animal shelter?	0.093	0.223	0.061	0.31	0.214	0.039
For how long have you been a volunteer at the animal shelter?	0.127	0.149	0.169	0.082	0.114	0.176

Table 4.14: Correlation statistics for valence groups and volunteer characteristics.

Lastly, as both valence ratings and emotional affinity are measures of emotions toward animals, it was tested whether these two measures are related. As can be seen in the correlation matrix in table 4.15, there are several statistically significant correlations. Firstly, the more people like fear- and joy-relevant animals, the more they tend to love animals and feel good around animals. Furthermore, those who show a higher empathy toward animals, tend to like joy-relevant animals more.

	Fear		Disgust		Joy	
	Pearson Correlation	Sig.	Pearson Correlation	Sig.	Pearson Correlation	Sig.
Love of animals	0.274	0.010	-0.004	0.488	0.431	0.000
Empathy toward animals	0.068	0.284	-0.185	0.063	0.250	0.017
Feeling good around animals	0.230	0.026	-0.174	0.074	0.340	0.002

Table 4.15: Correlation statistics for valence groups and emotional affinity toward animals.

As valence ratings are a more fundamental measure of emotions, it was also tested whether these could predict people's emotional affinity toward animals by running linear regression analyses. A significant regression equation was found between valence ratings and a love for animals, and valence ratings for both fear- and joy-relevant animals were significant predictors for a love of animals (see tables 4.16 to 4.18). In other words, the more someone likes fear- and joy-relevant animals, the more they tend to love animals.

R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
.512a	0.262	0.228	0.77729	1.948

a Predictors: (Constant), JOY, DISGUST, FEAR

Table 4.16: Model summary – A love for animals

	Sum of Squares	df	Mean Square	F	Sig.
Regression	13.946	3	4.649	7.694	.000
Residual	39.271	65	0.604		
Total	53.217	68			

Table 4.17: ANOVA - A love for animals

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	4.594	0.444		10.343	0.000
FEAR	0.044	0.071	0.077	0.62	0.537
DISGUST	-0.151	0.073	-0.242	-2.057	0.044
JOY	0.405	0.103	0.523	3.948	0.000

Table 4.18: Coefficients - A love for animals

A significant regression equation was also found for empathy toward animals, and for this subscale valence ratings for disgust- and joy-relevant animals are statistically significant predictors (see tables 4.19 to 4.21). In this case, the less someone likes disgust-relevant animals and the more they like joy-relevant animals, the higher their empathy toward animals. All the valence ratings together explain 15.9% of the variability in empathy toward animals.

R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
.399a	0.159	0.12	1.13069	2.443

a Predictors: (Constant), JOY, DISGUST, FEAR

Table 4.19: Model summary – Empathy toward animals

	Sum of Squares	df	Mean Square	F	Sig.
Regression	15.714	3	5.238	4.097	.010
Residual	83.1	65	1.278		
Total	98.815	68			

Table 4.20: ANOVA - Empathy toward animals

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	4.312	0.646		6.675	0.000
FEAR	-0.066	0.103	-0.084	-0.634	0.529
DISGUST	-0.292	0.107	-0.344	-2.737	0.008
JOY	0.447	0.149	0.424	2.998	0.004

Table 4.21: Coefficients - Empathy toward animals

Lastly, a significant regression equation was also found for feeling good around animals, and mirroring empathy toward animals the statistically significant predictors are valence ratings toward disgust- and joy-relevant animals (see tables 4.22 to 4.24). This means that the less someone likes disgust-relevant animals and the more they like joy-relevant animals, the better they feel around animals. All the valence ratings together furthermore explain 24.1% of the variability in feeling good around animals.

R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
.491a	0.241	0.206	1.16769	2.151
a Predictors: (Constant), JOY, DISGUST, FEAR				

Table 4.22: Model summary – Feeling good around animals

	Sum of Squares	df	Mean Square	F	Sig.
Regression	28.091	3	9.364	6.867	.000
Residual	88.627	65	1.363		
Total	116.718	68			

Table 4.23: ANOVA – Feeling good around animals

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	3.672	0.667		5.504	0.000
FEAR	0.076	0.107	0.089	0.708	0.481
DISGUST	-0.359	0.11	-0.389	-3.257	0.002
JOY	0.523	0.154	0.456	3.393	0.001

Table 4.24: Coefficients – Feeling good around animals

4.4 EMOTIONAL AFFINITY TOWARD ANIMALS

Tested next is hypothesis 2: *An emotional affinity toward animals affects an individual's satisfaction with volunteering at an animal shelter*. Pearson's correlations between the 3 factors underlying an emotional affinity toward animals and satisfaction of the volunteers were run first (see table 4.25). None of the factors showed a significant correlation with satisfaction, meaning that there is no relationship between volunteer satisfaction and their emotional affinity toward animals.

	Pearson Correlation	Sig. (1-tailed)
A love of animals	-0.092	.218
Empathy toward animals	0.116	.163
Feeling good around animals	0.027	.409

Table 4.25: Correlations between the emotional affinity toward animals factors and satisfaction.

Again, linear multiple regression analysis was run to test the predictive value of an emotional affinity toward animals on satisfaction of the volunteers. No significant regression equation was found and the model accounts for only 5.1% of variability in satisfaction (see tables 4.26 and 4.27). Furthermore, none of the three factors underlying an emotional affinity toward animals was a significant predictor for satisfaction (see table 4.28). An emotional affinity toward animals can thus not predict volunteer satisfaction.

R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
.225a	0.051	0.01	0.701	2.046

a Predictors: (Constant), FEELING GOOD, EMPATHY, LOVE

Table 4.26: Model summary - Satisfaction

	Sum of Squares	df	Mean Square	F	Sig.
Regression	1.831	3	0.610	1.242	.301
Residual	34.385	70	0.491		
Total	36.216	73			

Table 4.27: ANOVA - Satisfaction

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	4.636	0.566		8.193	0.000
LOVE	-0.183	0.114	-0.247	-1.607	0.113
EMPATHY	0.134	0.087	0.231	1.537	0.129
FEELING GOOD	0.023	0.081	0.043	0.278	0.782

Table 4.28: Coefficients – Satisfaction

Again, regression analyses were run to test whether the three factors underlying an emotional affinity toward animals had an effect on (1) how often the participants volunteer and (2) for how long they have been a volunteer. As can be seen in table 4.29 there are no significant correlations between the variables, meaning that there is no relationship between these volunteer characteristics and an emotional affinity toward animals. As with satisfaction no significant regression equations were found ($F(3,70) = 0.246$, $p = 0.864$ for how often participants volunteer; $F(3,70) = 0.537$, $p = 0.659$ for how long participants have been a volunteer). The corresponding SPSS tables can also be found in appendix G. An individual's emotional affinity toward animals thus cannot predict their volunteer satisfaction, how often they volunteer, or for how long they have been a volunteer.

	A love of animals		Empathy toward animals		Feeling good around animals	
	Pearson Correlation	Sig.	Pearson Correlation	Sig.	Pearson Correlation	Sig.
How often do you volunteer at the animal shelter?	0.092	0.218	0.077	0.256	0.039	0.372
For how long have you been a volunteer at the animal shelter?	0.002	0.493	0.004	0.485	-0.111	0.173

Table 4.29: Correlation statistics for emotional affinity toward animals and volunteer characteristics.

4.5 VOLUNTEER FUNCTIONS INVENTORY

Lastly hypothesis 3 is tested: *The rewards from/functions served by volunteering affect an individual's satisfaction with volunteering at an animal shelter*. Pearson's correlations between volunteer functions and satisfaction of the volunteers were run. Of the 6 functions identified in the VFI, 4 showed a significant correlation with satisfaction (see table 4.30). Specifically, the more important the enhancement, protective, career and/or social functions are to a volunteer, the more satisfied they tend to be with their volunteer work. However with Pearson's Correlations between 0.221 and 0.272 these only have a weak to medium relationship with satisfaction.

	Pearson Correlation	Sig. (1-tailed)
Values	0.141	0.129
Understanding	0.13	0.150
Enhancement	0.272	0.014
Protective	0.243	0.024
Career	0.25	0.021
Social	0.221	0.037

Table 4.30: Correlations between volunteer functions and satisfaction.

Linear multiple regression analysis was run to test the predictive value of volunteer functions on satisfaction of the volunteers. No significant regression equation was found and the model accounts for only 9.5% of variability in satisfaction (see tables 4.31 and 4.32). Additionally, none of the 6 volunteer functions was a significant predictor of satisfaction of the volunteers (see table 4.33), meaning that while there is a relationship between satisfaction and several functions, there is no linear relationship where the importance of these functions can help predict satisfaction.

R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
.308a	0.095	0.003	0.712	1.63

a Predictors: (Constant), SOCIAL, VALUES, CAREER, ENHANCEMENT, UNDERSTANDING, PROTECTIVE

Table 4.31: Model summary – Satisfaction

	Sum of Squares	df	Mean Square	F	Sig.
Regression	3.145	6	0.524	1.033	.413
Residual	29.946	59	0.508		
Total	33.091	65			

Table 4.32: ANOVA – Satisfaction

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	3.737	0.436		8.566	0.000
VALUES	0.023	0.099	0.037	0.228	0.820
UNDERSTANDING	-0.045	0.088	-0.093	-0.512	0.611
ENHANCEMENT	0.089	0.097	0.197	0.919	0.362
PROTECTIVE	0.007	0.115	0.015	0.064	0.950
CAREER	0.067	0.09	0.128	0.746	0.459
SOCIAL	0.038	0.111	0.058	0.342	0.733

Table 4.33: Coefficients – Satisfaction

Regression analyses were run to test whether volunteer functions had an effect on (1) how often the participants volunteer and (2) for how long they have been a volunteer as well. Several of the volunteer functions were significantly related to these two volunteer characteristics (see table 4.34). The enhancement and protective functions were significantly correlated with how often participants volunteer, whereas the enhancement and career functions were significantly correlated with for how long participants have been a volunteer. All these significant correlations were negative correlations, meaning that the less important the enhancement and protective functions are to a volunteer, the more often they tend to volunteer, and the less important the enhancement and career functions are, the longer they tend to have been a volunteer.

The regression analyses showed significant regression equations for both volunteer characteristics ($F(6,59) = 2.408$, $p < 0.05$; $R^2 = 0.197$ for how often participants volunteer; $F(6,59) = 2.840$, $p < 0.05$; $R^2 = 0.224$ for how long participants have been a volunteer). However, as can be seen in table 4.35 and table 4.36 most of the coefficients in the models do not make a significant contribution in predicting either how often participants volunteer or for how long participants have been a volunteer. Full SPSS tables can be found in appendix H.

	Values		Understanding		Enhancement		Protective		Career		Social	
	Pearson Correlation	Sig.	Pearson Correlation	Sig.	Pearson Correlation	Sig.	Pearson Correlation	Sig.	Pearson Correlation	Sig.	Pearson Correlation	Sig.
How often do you volunteer at the animal shelter?	0.048	0.351	-0.042	0.368	-0.274	0.013	-0.251	0.021	0.057	0.326	-0.127	0.154
For how long have you been a volunteer at the animal shelter?	0.005	0.484	0.083	0.254	-0.295	0.008	-0.135	0.141	-.0224	0.035	-0.201	0.052

Table 4.15: Correlation statistics for volunteer functions and volunteer characteristics.

	B	t	Sig.
(Constant)	1.706	4.39	0.000
Values	0.081	0.92	0.361
Understanding	0.055	0.707	0.482
Enhancement	-0.129	-1.494	0.141
Protective	-0.145	-1.423	0.16
Career	0.183	2.296	0.025
Social	-0.065	-0.652	0.517

Table 4.16: VFI model parameters for how often people volunteer.

	B	t	Sig.
(Constant)	3.859	5.237	0.000
Values	0.066	0.393	0.696
Understanding	0.295	1.988	0.051
Enhancement	-0.479	-2.917	0.005
Protective	0.252	1.302	0.198
Career	-0.181	-1.199	0.235
Social	-0.124	-0.658	0.513

Table 4.17: VFI model parameters for how long people have been a volunteer.

4.6 THE FULL MODEL

In addition to the regression analyses for each scale individually, regression analyses were also run to test the predictive effect of all scales put together. These analyses were run using two models, the first with only the VFI functions and the second including both scales on emotions. This was done as the VFI is a very common way of measuring volunteer motivations, and running the 2 models allows for comparison and seeing more clearly if these emotion-based scales help explain volunteer satisfaction. No significant regression equations were found and the models account for only 10.7% and 22.8% of variability in satisfaction respectively (see tables 4.37 to 4.39). This means that neither the VFI alone, nor the VFI in combination with the emotion measures can predict volunteer satisfaction. Although the model that includes the emotion-based measures is better at predicting the satisfaction of volunteers, the increase is due to an increase in variables and not significant (p = 0.282).

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.327a	0.107	0.01	0.725	0.107	1.099	6	55	0.375	
2	.478b	0.228	0.039	0.714	0.121	1.283	6	49	0.282	1.873

a Predictors: (Constant), SOCIAL, VALUES, CAREER, ENHANCEMENT, UNDERSTANDING, PROTECTIVE

b Predictors: (Constant), SOCIAL, VALUES, CAREER, ENHANCEMENT, UNDERSTANDING, PROTECTIVE, DISGUST, FEAR, EMPATHY, LOVE, FEELING_GOOD, JOY

Table 4.37: Model summary – Satisfaction

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3.462	6	0.577	1.099	.375
	Residual	28.876	55	0.525		
	Total	32.339	61			
2	Regression	7.384	12	0.615	1.208	.304
	Residual	24.955	49	0.509		
	Total	32.339	61			

Table 4.38: ANOVA – Satisfaction

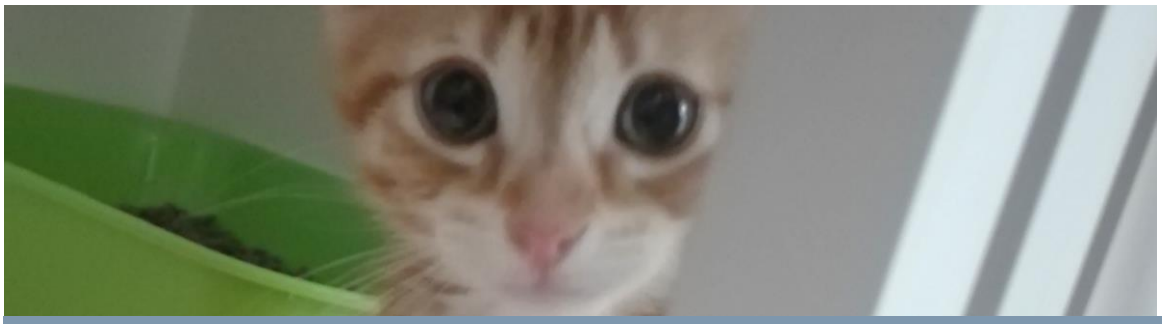
	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
Model 1					
(Constant)	3.668	0.451		8.123	0.000
VALUES	0.028	0.101	0.046	0.28	0.781
UNDERSTANDING	-0.04	0.091	-0.08	-0.439	0.662
ENHANCEMENT	0.098	0.099	0.214	0.987	0.328
PROTECTIVE	-0.014	0.119	-0.028	-0.119	0.906
CAREER	0.087	0.094	0.162	0.926	0.358
SOCIAL	0.039	0.118	0.058	0.33	0.743
Model 2					
(Constant)	4.649	0.722		6.44	0
VALUES	0.02	0.126	0.032	0.156	0.876
UNDERSTANDING	-0.02	0.092	-0.04	-0.215	0.831
ENHANCEMENT	0.099	0.104	0.216	0.956	0.344
PROTECTIVE	0.045	0.123	0.091	0.37	0.713
CAREER	0.073	0.098	0.136	0.741	0.462
SOCIAL	0.039	0.127	0.057	0.304	0.762
FEAR	0.037	0.073	0.081	0.506	0.615
DISGUST	-0.173	0.091	-0.336	-1.906	0.063
JOY	0.049	0.13	0.077	0.378	0.707
LOVE	-0.138	0.139	-0.172	-0.992	0.326
EMPATHY	0.093	0.103	0.151	0.901	0.372
FEELING_GOOD	-0.127	0.102	-0.237	-1.252	0.217

Table 4.39: Coefficients – Satisfaction

As with each individual scale, regression analyses were also run to test the predictive effect of all scales together on (1) how often the participants volunteer and (2) for how long they have been a volunteer. For how often the participants volunteer, using the same two models as for satisfaction, a significant regression equation was found for the first model which includes only the VFI predictors ($F(6,55) = 2.454$, $p < 0.05$), whereas the equation for the second model was not statistically significant ($F(12,49) = 1.639$, $p = 0.112$). The second model did account for more of the variability in how often participants volunteer, however it was again due to an increase in variables and not significant ($p = 0.530$). This means that only the importance of volunteer functions can help predict how often participants volunteer, and that adding the emotion-based variables does not improve this prediction. Furthermore, all variables are insignificant in both models (see appendix I).

Turning to the second question, for how long participants have been a volunteer, significant regression equations were found for both models ($F(6,55) = 3.107$, $p < 0.05$ for model 1;

$F(12,49) = 2.050$, $p < 0.05$ for model 2). The models account for 25.3% and 33.4% of variability in for how long participants have been a volunteer respectively, but the change is again not statistically significant ($p = 0.440$). Furthermore, in both models only the importance of the enhancement function is a statistically significant predictor for how long someone has been a volunteer. The coefficient for this is negative in both models as well, meaning that the less important the enhancement function is for a volunteer, the more likely they have been a volunteer for a longer time. The full SPSS tables for these regression analyses can also be found in appendix I.



5. DISCUSSION

In this chapter, the research questions formulated in the introduction and the hypotheses created based on the theoretical framework are answered with the help of the results of the online survey. The findings are furthermore discussed in relation to the literature and compared to findings of other studies.

5.1 VOLUNTEER FUNCTIONS INVENTORY

In this thesis the Volunteer Functions Inventory (VFI) developed by Clary, Snyder, Ridge, Copeland, Stukas, Haugen and Miene (1998) was used as an existing, prevalent measurement of volunteer motivations. The importance of the 6 identified volunteer functions mirrors those found in other studies (see table 5.1) with the values, understanding and enhancement functions being the most important. This means that it is important for volunteers, including those that volunteer with animals, to (1) express or act on values important to them, (2) develop or exercise skills that are often unused, and (3) grow and develop psychologically.

What is important to note is that a modified version of the VFI, developed by Neumann (2014), was used in this study so that it would better fit the volunteers that work with animals. There are only 5 out of 30 items of the traditional VFI that have been modified, 4 of which are in the values function, which is the most important function across samples. For example, “I am concerned about those less fortunate than myself” has been changed to “I am concerned about animals in unfortunate positions”, and “I feel compassion toward people in need” has been changed to “I feel compassion toward animals in need”. I do not believe it is a coincidence that these items that reflect working with animals instead of people are the most important to animal shelter volunteers. Instead it seems likely that these volunteers are more compassionate towards animals than people, or that, as Neumann (2014) put it, “animal shelter volunteers are typically not known as “people” people” (p.361).

	Current study	Neumann (2014)	Clary, et al. (1998): Study 1	Clary, et al. (1998): Study 2	Clary, et al. (1998): Study 5
Values	5.65 (1.15)	6.68 (0.82)	5.82 (1.00)	5.37 (1.17)	6.04 (0.86)
Understanding	4.74 (1.47)	4.76 (1.45)	4.91 (1.32)	5.13 (1.20)	4.36 (1.46)
Enhancement	4.15 (1.59)	3.69 (1.63)	4.27 (1.43)	4.64 (1.36)	4.98 (1.22)
Protective	3.06 (1.45)	3.34 (1.45)	2.61 (1.37)	3.25 (1.36)	3.92 (1.66)
Social	2.46 (1.37)	2.42 (1.39)	2.59 (1.30)	2.95 (1.28)	3.90 (1.78)
Career	1.88 (1.08)	2.25 (1.53)	2.10 (1.64)	4.54 (1.50)	1.42 (0.98)

Table 5.1: Mean (and standard deviation) importance of volunteer functions in current and other studies.

Furthermore, as mentioned in the literature review, while the VFI cannot identify why volunteers choose a specific volunteer activity, there might be differences in the importance of the functions for various volunteer activities. To more easily be able to see possible differences between those that volunteer with animals (current study and Neumann's study) and those that volunteer with people (Clary et al.'s studies) figure 5.1 was created. What should be noted however, is that without the data it cannot be tested if these differences are statistically significant. Firstly, with the exception of Clary et al.'s second study, in all studies the importance of the functions follow the same order. In Clary et al.'s second study the career function is far more important than it is in other studies, and more important than the protective and social functions. This is likely due to the sample consisting solely of students from introductory psychology courses, who are more likely to consider their future careers and resumes when deciding whether to volunteer or not.

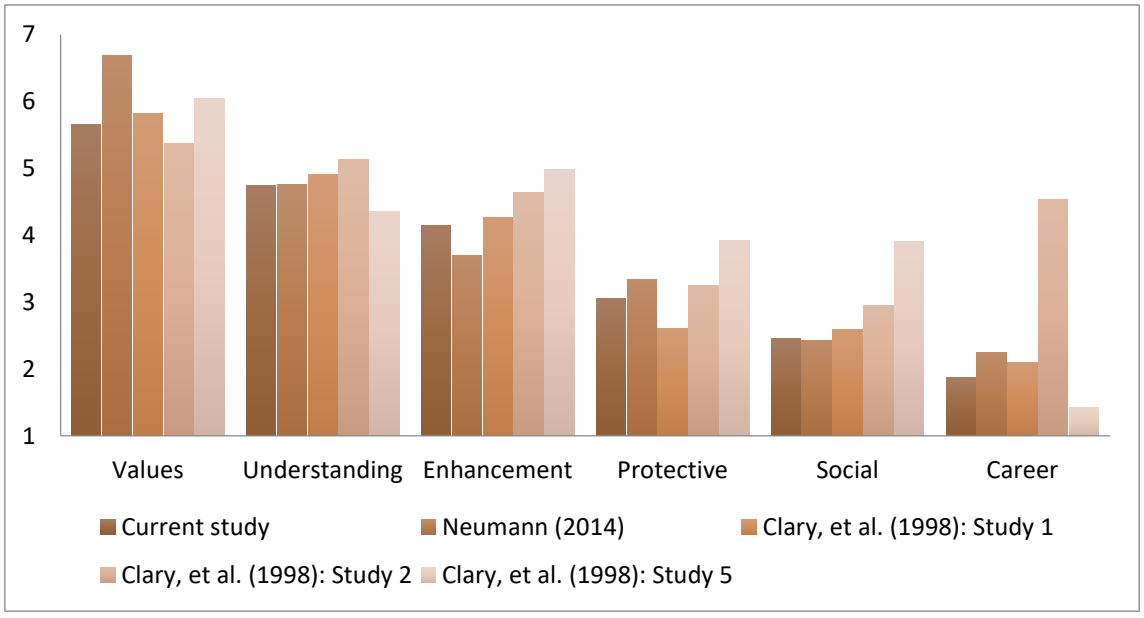


Figure 5.1: Mean importance of volunteer functions in current and other studies.

Turning to each function individually, it is quite obvious that the values function was more important to the animal shelter volunteers in Neumann's study. This was however not reflected in the current study, and it can therefore not be said that this function is more important for those that volunteer with animals rather than people. Furthermore, it seems the enhancement function might be slightly less important to the volunteers that volunteer with animals, meaning it could be less important to these volunteers that they can grow and develop psychologically as a result of volunteering than it is to those that volunteer with people. Likewise, it seems the social function might also be slightly less important to the volunteers that volunteer with animals, which could reflect that they are more likely to be "animal" people rather than "people" people. Lastly, Clary et al.'s fifth study showed a much higher importance of the social function that the other studies. The most likely cause is that the sample consisted of older volunteers (on average 70 years) who might not have as many social contacts since they will no longer be working or studying.

It is furthermore important to know whether the needs underlying the functions specified in the VFI are met, which was studied by looking for a relationship between the volunteer functions and the volunteers' satisfaction. Clary et al. (1998) argue that "individuals whose motivational concerns are served by a particular activity should derive greater satisfaction from that activity than those whose concerns are not met" (p.1524). They studied this relationship, and the results of their study showed a significant relationship between satisfaction and the values, enhancement, understanding and social functions. In the current study on the other hand, no significant correlation could be found between values/understanding and satisfaction, whereas the other four functions did show a statistically significant correlation with satisfaction. In addition no significant regression equation could be found, and none of the VFI functions were a significant predictor of satisfaction. This is however likely the result of the participants in this study being generally satisfied with their volunteer position, meaning there is little variability in satisfaction that could be explained. This furthermore means that the needs underlying the functions specified in the VFI are probably being met for the participants of the current study.

In addition it was interesting to test whether the importance of the volunteer functions can help explain (1) how often people volunteer and (2) for how long they have been a volunteer. Several statistically significant correlations and statistically significant regression equations were found, meaning that the volunteer functions can help explain some of the variability in

how often people volunteer and for how long people have been a volunteer. Only the enhancement and protective volunteer functions were significantly correlated to how often people volunteer and these correlations are negative, meaning that these functions are less important to those volunteers who volunteer more often. Furthermore, the only significant (and positive) predictor in the regression equation was the career function, meaning that those volunteers who seek to gain career-related experience through volunteering are more likely to volunteer more often. Turning to for how long people have been a volunteer, the enhancement and career functions were the only significant correlations and the enhancement function is the only significant predictor in the regression equation. Again these were negative correlations, meaning that those who attach less importance to growing and developing psychologically, and gaining career-related experience are more likely to continue volunteering over time. The explanation for this might be that these functions have a sort of limit to them; after a while the volunteer will have gained the career-related experience or they might feel they have reached the limit of how much they can develop psychologically by volunteering.

5.2 EMOTIONS TOWARD ANIMALS

As suggested by the modifications to the Volunteer Functions Inventory it seems likely that people's emotions toward animals play a part in their choice to volunteer at an animal shelter. This study therefore turns to valence ratings of various animals and an emotional affinity toward animals to try and help to explain why people volunteer at an animal shelter, each of these reflecting one of the ways to study emotions. The results for participants' emotions toward animals were as expected (see table 5.2).

	Mean (SD)
Valence ratings	*4.10 (1.05)*
Fear	4.24 (1.54)
Disgust	2.79 (1.41)
Joy	5.20 (1.18)
Emotional affinity toward animals	*5.86 (1.03)*
A love of animals	6.44 (0.95)
Empathy toward animals	5.49 (1.21)
Feeling good around animals	5.68 (1.33)

Table 5.2: Mean (and standard deviation) for emotions towards animals measures

Participants of the survey rated animals in general as neither pleasant nor unpleasant; they indicated that the animals in the joy group were pleasant, while those in the disgust group were rated as slightly unpleasant. With valence being the pleasure-displeasure dimension of emotion, it can be said that the higher the valence ratings toward animals, people's emotions toward animals will be more positive in general as well. In addition, keeping in mind that the pleasure/displeasure aspect of emotion indicates whether or not an action is beneficial and it supports individuals in choosing between different motivations (Cabanac, 2002), it can be argued that finding animals, or a specific group of animals, pleasant would make it more likely for people to seek out contact with animals. This contact can take many forms, such as having pets, visiting a zoo or even volunteering with animals. Unsurprisingly, the only group of animals that was considered pleasant by the volunteers was the joy group which includes animals such as goats, sheep and rabbits. This group however has an average valence rating of only 5.20 which I do not believe it is high enough to help explain people's decision to volunteer at an animal shelter over other possible volunteer activities.

Turning to participants' emotional affinity toward animals, it can be said that on average the participants have a strong emotional affinity toward animals for each of the three underlying factors. As all participants are current volunteers at an animal shelter it cannot be said for sure that this is (part of) their motivation for choosing their particular volunteer activity. This is however suggested by the underlying theories: the empathy-altruism hypothesis argues that empathic emotions are the main source of altruistic motivation (Batson, Duncan, Ackerman, Buckley & Birch, 1981; Batson, 1990) and it has been shown that an emotional affinity toward nature is a motivational basis for people to protect nature (Kals, et al., 1999). It is not unlikely that volunteers have a stronger emotional affinity toward animals than people, and that they for this reason choose to volunteer with animals instead of people.

As it is likely that volunteers who are unsatisfied with their volunteer work would stop volunteering, it was interesting to test for a relationship between satisfaction and people's emotions toward animals. Looking at both measures used in this study, the only statistically significant correlation with satisfaction was for the disgust group of the valence ratings, and this was also the only significant predictor of satisfaction. The relationship between the valence ratings of the disgust group and satisfaction of the volunteers is a negative one, meaning that those participants that found the animals in the disgust group (e.g. worms and

spiders) less pleasant were more satisfied. However, as these animals are not the ones that will generally be worked with in animal shelters, this relationship might just be coincidental.

As with the volunteer functions, it was tested whether volunteers' emotions toward animals can help explain (1) how often people volunteer and (2) for how long they have been a volunteer. The only significant correlation however was between the joy group of valence ratings and how often people volunteer. As argued by Cabanac (2002) pleasure indicates whether an activity is beneficial, and as the animals in the joy group are most likely to be at an animal shelter, finding these animals more pleasant might push volunteers to spend much of their leisure time volunteering at an animal shelter. However, while there was a significant correlation, it is not a significant predictor of how often people volunteer. I expect this is because how often people volunteer is mostly determined by how much free time they have. As mentioned in the results, a major part of those that volunteer more than once a week (76.9%) are either looking for work, retired or unable to work, who they are likely to have more leisure time than those that are (self-)employed or still a student.

Turning to the results overall, the volunteer functions identified by Clary, et al. (1998) help explain why people volunteer, but do not seem to be able to explain why people choose a specific volunteer activity. Based on the results of this study and the study by Kals, et al. (1999) I believe there is strong evidence to believe an emotional affinity toward animals plays a big part in people's decision to volunteer with animals instead of people. Volunteers' emotions toward animals however do not seem to be able to explain how satisfied volunteers are, how often they volunteer, or for how long they volunteer. As mentioned above, how often people volunteer is most likely dependent on how much leisure time they have. Volunteers' satisfaction and for how long they volunteer on the other hand, can at least partially be explained by the volunteer functions and whether or not the underlying needs of these functions are met by volunteering.

6. CONCLUSION

The main research objective of this thesis was to understand what motivates people to volunteer at an animal shelter, and what role emotions, in particular an emotional affinity toward animals, play in choosing to volunteer with animals rather than other people. The result of the study show that the volunteer functions identified by Clary, et al. (1998) help explain why people volunteer, but do not seem to be able to explain why people choose a specific volunteer activity. Based on the results of this study and the study by Kals, et al. (1999) I believe there is strong evidence to believe an emotional affinity toward animals plays a big part in people's decision to volunteer with animals instead of people. Volunteers' emotions toward animals however do not seem to be able to explain how satisfied volunteers are, how often they volunteer, or for how long they volunteer. Volunteers' satisfaction and for how long they volunteer can at least partially be explained by the volunteer functions and whether or not the underlying needs of these functions are met by volunteering. How often people volunteer however is most likely dependent on how much leisure time they have, meaning that those who do not have a full-time occupation are likely to volunteer more often than those who do.

6.1 PRACTICAL APPLICATIONS

The findings of this study can help with the recruitment of volunteers for animal shelters. First of all, knowing that an emotional affinity toward animals is the most likely reason for individuals to choose to volunteer with animals rather than humans, it would be wise to look in places where people with an emotional affinity toward animals would be when recruiting new volunteers. This could be in real-life spaces, such as dog-walking parks, but also on the internet, for example in Facebook groups or pages. Furthermore, the results show that a large part of new volunteers are unemployed but looking for work. For individuals in this situation there are typically (governmental) organisations that help them in various ways, and it might

be fruitful to see if they could forward potential volunteers, even if they might only be temporary. Volunteering is generally seen as work experience, which might help them get back into the labour market. It would furthermore be something to do for unemployed individuals other than sitting at home looking for work and might help them overcome feelings of uselessness by giving back to the community.

In the addition to helping with the recruitment of volunteers the findings also offer some suggestions for trying to keep volunteers from quitting. While there are many reasons that volunteers quit that are out of the organisations' control, it is indicated by the results that the volunteer functions identified by Clary, et al. (1998) can help retain volunteers by meeting the underlying needs of these functions. Keeping in mind that the values, understanding and enhancement functions are most important, it might be fruitful to ask the volunteers what they want specifically: 1) what values they want to express or act on, 2) what skills they want to exercise (e.g. what is it that they want to do) and 3) in what way they want to grow and/or develop psychologically.

6.2 LIMITATIONS AND RECOMMENDATIONS FOR FUTURE RESEARCH

As with any study, there are several limitations to this research. Firstly, there were only 74 respondents for the survey, which is quite a small sample, meaning that statistic tests are often not significant. While that does not make the results of the survey useless, it does mean that it is nearly impossible to prove any of the formulated hypotheses. It would therefore be useful to replicate the study with a larger sample, so that the hypothesis can be tested properly. Furthermore, the study only included participants that are currently volunteers at an animal shelter. As a result, volunteers that work with people and volunteers that work with animals could not be compared directly, meaning that it could not be tested whether the importance of volunteer functions and people's emotions toward animals are different between these groups of volunteers. A suggestion for future research would thus be to include both volunteers that work with animals and volunteers that work with people, so that comparisons can be made and tested. Another limitation of this study is that there is limited variability in the satisfaction of participants, probably because they are all current volunteers. As a result it is very difficult to find a relationship between satisfaction and the other variables in this study; it might therefore be fruitful to include people who have stopped volunteering in future studies.

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APPENDICES

A. SURVEY IN DUTCH

Beste meneer/mevrouw,

Bedankt voor uw deelname aan dit onderzoek over de motivaties van mensen om vrijwilligerswerk te doen op een dierenasiel. Als een vrijwilliger vind ik het erg interessant waarom wij doen wat we doen en heb daarom besloten mijn afstudeerscriptie hierover te schrijven. Het onderzoek neemt ongeveer 10 tot 15 minuten in beslag. Al uw gegevens zijn anoniem en worden vertrouwelijk behandeld.

Hartelijk dank voor uw hulp, en voel u vrij om contact op te nemen bij vragen over het onderzoek.

Ilonka Jonkers

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VRAGEN OVER VRIJWILLIGERSWERK

1. Wat is/zijn uw vrijwilligers positie(s) op het dierenasiel? (Selecteer alles wat van toepassing is)

a. Hondenuitlater
b. Katten socialisatie
c. Katten bemiddeling
d. Werkgroep zwerfkatten
e. Knaagdieren verzorger
f. Schoonmaker
g. Telefonist(e) of receptionist(e)
h. Dierenambulance/meldkamer
i. Anders ...

2. Hoe vaak doet u vrijwilligerswerk op het dierenasiel?

- Meer dan 1 keer per week
- 1 keer per week
- Meer dan 1 keer per maand, maar niet elke week
- 1 keer per maand
- Minder dan 1 keer per maand

3. Hoe lang bent u al een vrijwilliger op het dierenasiel?

- Minder dan 3 maanden
- 3 tot 6 maanden
- 6 maanden tot 1 jaar
- 1 tot 3 jaar
- Langer dan 3 jaar

4. Hoe tevreden bent u over uw vrijwilligerswerk op het dierenasiel?

- Zeer tevreden
- Tevreden
- Neutraal
- Ontevreden
- Zeer ontevreden

5. Doet u ook nog ander vrijwilligerswerk?

- Ja
- Nee

6. Hoe belangrijk is elk van de onderstaande redenen voor u om vrijwilligerswerk te doen op het dierenasiel?

	Totaal niet belangrijk (1)	(2)	(3)	(4)	(5)	(6)	Extreem belangrijk (7)
1. Ik maak me zorgen om dieren in slechte situaties.	○	○	○	○	○	○	○
2. Ik maak me oprecht zorgen over de dieren die ik van dienst ben.	○	○	○	○	○	○	○
3. Ik voel medeleven voor dieren in nood.	○	○	○	○	○	○	○
4. Ik vind het belangrijk om dieren te helpen.	○	○	○	○	○	○	○
5. Ik kan iets doen voor een doel dat ik belangrijk vindt.	○	○	○	○	○	○	○
6. Ik kan meer leren over het doel waarvoor ik werk.	○	○	○	○	○	○	○
7. Vrijwilligerswerk laat me toe om een nieuw perspectief op dingen te krijgen.	○	○	○	○	○	○	○
8. Vrijwilligerswerk laat mij leren door middel van “hands on” ervaring.	○	○	○	○	○	○	○
9. Ik kan leren hoe ik met verschillende dieren kan omgaan.	○	○	○	○	○	○	○
10. Ik kan mijn eigen sterke punten verkennen.	○	○	○	○	○	○	○
11. Door vrijwilligerswerk te doen voel ik mij belangrijk.	○	○	○	○	○	○	○
12. Vrijwilligerswerk vergroot mijn gevoel van eigenwaarde.	○	○	○	○	○	○	○
13. Vrijwilligerswerk geeft me het gevoel dat ik nodig ben.	○	○	○	○	○	○	○
14. Door vrijwilligerswerk te doen voel ik mij beter over	○	○	○	○	○	○	○

mijzelf.							
15. Vrijwilligerswerk is een manier om nieuwe vrienden te maken.	◯	◯	◯	◯	◯	◯	◯
16. Het maakt niet uit hoe slecht ik mij voel, vrijwilligerswerk helpt mij om het te vergeten.	◯	◯	◯	◯	◯	◯	◯
17. Door vrijwilligerswerk te doen, voel ik minder eenzaam.	◯	◯	◯	◯	◯	◯	◯
18. Vrijwilligerswerk verlicht me van een deel van de schuld over de behandeling van dieren in de maatschappij.	◯	◯	◯	◯	◯	◯	◯
19. Vrijwilligerswerk helpt me aan mijn eigen problemen te werken.	◯	◯	◯	◯	◯	◯	◯
20. Vrijwilligerswerk is een goede ontsnapping van mijn eigen problemen.	◯	◯	◯	◯	◯	◯	◯
21. Vrijwilligerswerk kan mij helpen om een voet tussen de deur te krijgen op de plek waar ik wil werken.	◯	◯	◯	◯	◯	◯	◯
22. Ik kan nieuwe contacten leggen die mij kunnen helpen bij mijn carrière.	◯	◯	◯	◯	◯	◯	◯
23. Vrijwilligerswerk helpt mij om verschillende carrière mogelijkheden te verkennen.	◯	◯	◯	◯	◯	◯	◯
24. Vrijwilligerswerk zal mij helpen om succesvol te zijn in mijn gekozen beroep.	◯	◯	◯	◯	◯	◯	◯
25. Ervaring als vrijwilliger zal er goed uitzien op mijn CV.	◯	◯	◯	◯	◯	◯	◯
26. Mijn vrienden doen vrijwilligerswerk.	◯	◯	◯	◯	◯	◯	◯
27. Mensen die dicht bij mij staan willen dat ik vrijwilligerswerk doe.	◯	◯	◯	◯	◯	◯	◯
28. Mensen die ik ken delen	◯	◯	◯	◯	◯	◯	◯

een interesse in gemeenschapsdienst.							
29. Mensen die dicht bij mij staan plaatsen een hoge waarde op gemeenschapsdienst.	◯	◯	◯	◯	◯	◯	◯
30. Vrijwilligerswerk is een belangrijke activiteit voor de mensen die ik het beste ken.	◯	◯	◯	◯	◯	◯	◯

EMOTIONELE AFFINITEIT VOOR DIEREN

7. Hoe goed beschrijven de volgende stellingen u?

	Helemaal niet (1)	(2)	(3)	(4)	(5)	(6)	Perfect (7)
1. Ik hou van dieren.	◯	◯	◯	◯	◯	◯	◯
2. Ik heb huisdieren (als ik zou kunnen).	◯	◯	◯	◯	◯	◯	◯
3. Ik kan goed overweg met dieren.	◯	◯	◯	◯	◯	◯	◯
4. Ik geniet van het verzorgen van dieren.	◯	◯	◯	◯	◯	◯	◯
5. Ik kan gemakkelijk vertellen hoe dieren zich voelen.	◯	◯	◯	◯	◯	◯	◯
6. Als een dier van streek is, probeer ik het te troosten.	◯	◯	◯	◯	◯	◯	◯
7. Ik probeer soms dieren beter te begrijpen door me voor te stellen hoe het uit hun perspectief is.	◯	◯	◯	◯	◯	◯	◯
8. Als een dier gelukkig is, voel ik mij ook gelukkig.	◯	◯	◯	◯	◯	◯	◯
9. In het bijzijn van dieren zijn brengt mij comfort.	◯	◯	◯	◯	◯	◯	◯
10. In het bijzijn van dieren voel ik me	◯	◯	◯	◯	◯	◯	◯

gelukkig.							
11. Als ik verdrietig ben, voel ik me beter in het bijzijn van dieren.	◯	◯	◯	◯	◯	◯	◯
12. In het bijzijn van dieren voel ik me veilig.	◯	◯	◯	◯	◯	◯	◯

VALENCE RATINGS

8. Geef aan voor elk dier in de onderstaande lijst hoe aangenaam of onaangenaam u het vind.

	Zeer onaangenaam (1)	(2)	(3)	Neutraal (4)	(5)	(6)	Zeer aangenaam (7)
1. Leeuw	◯	◯	◯	◯	◯	◯	◯
2. Tijger	◯	◯	◯	◯	◯	◯	◯
3. Beer	◯	◯	◯	◯	◯	◯	◯
4. Wolf	◯	◯	◯	◯	◯	◯	◯
5. Alligator	◯	◯	◯	◯	◯	◯	◯
6. Krokodil	◯	◯	◯	◯	◯	◯	◯
7. Worm	◯	◯	◯	◯	◯	◯	◯
8. Made	◯	◯	◯	◯	◯	◯	◯
9. Kakkerlak	◯	◯	◯	◯	◯	◯	◯
10. Kever	◯	◯	◯	◯	◯	◯	◯
11. Bloedzuiger	◯	◯	◯	◯	◯	◯	◯
12. Spin	◯	◯	◯	◯	◯	◯	◯
13. Geit	◯	◯	◯	◯	◯	◯	◯
14. Schaap	◯	◯	◯	◯	◯	◯	◯
15. Hamster	◯	◯	◯	◯	◯	◯	◯
16. Eend	◯	◯	◯	◯	◯	◯	◯
17. Woestijnrat	◯	◯	◯	◯	◯	◯	◯
18. Konijn	◯	◯	◯	◯	◯	◯	◯

SOCIO-DEMOGRAFISCHE VRAGEN

9. What is uw geslacht:

- Man
- Vrouw

10. Tot welke van de volgende leeftijdscategorieën behoord u?

- 18-25
- 25-35
- 35-45
- 45-55
- 55-65
- 65+

11. Wat is uw burgerlijke staat?

- Alleenstaand
- Getrouwd
- In een relatie (niet getrouwd)
- Nabestaande (weduwnaar/ weduwe)
- Gescheiden

12. Wat is uw hoogst behaalde opleidingsniveau?

- Geen opleiding voltooid
- Basisschool
- Middelbare school
- MBO
- HBO bachelor
- Universitaire bachelor
- Universitaire master
- Universitair gespecialiseerd diploma (Doctoraal, Juridisch)

13. Bent u momenteel...?

- In loondienst
- Ondernemer/Bedrijfseigenaar
- Werkzoekend
- Student
- Gepensioneerd
- Niet mogelijk om te werken

B. SURVEY IN ENGLISH

Dear Sir/Madam/Miss,

Thank you for agreeing to take part in this survey about the motivations of people to volunteer at an animal shelter. As a volunteer myself I am very interested in why we do what we do and I decided to write my thesis about it. This survey should only take 10 to 15 minutes. All information supplied is anonymous and will be treated confidentially.

Thank you for your help, and feel free to contact me if you have any questions about the survey.

Ilonka Jonkers

E-mail: ilonka.jonkers@wur.nl

DETAILS REGARDING VOLUNTEER WORK

1. **What is your volunteer position within the animal shelter? (Select all that apply)**

- o Dog walker/trainer
- o Cat socialisation
- o Cat intermediary
- o Workgroup feral cats
- o Rodent caregiver
- o Cleaner
- o Telephone operator/Receptionist
- o Animal ambulance/reporting room
- o Other …

2. **How often do you volunteer at the animal shelter?**

- o More than once a week
- o Once a week
- o More than once a month but not every week
- o Once a month
- o Less than once a month

3. **For how long have you been a volunteer at the animal shelter?**

- Less than 3 months
- 3 to 6 months
- 6 months to 1 year
- 1 to 3 years
- More than 3 years

4. **How satisfied are you with your volunteer work at the animal shelter?**

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

5. **Do you do any other volunteer work?**

- Yes
- No

6. How important is each of the 30 possible reasons for you to volunteer at the animal shelter?

	Not at all important (1)	(2)	(3)	(4)	(5)	(6)	Extremely important (7)
1. I am concerned about animals in unfortunate positions.	◯	◯	◯	◯	◯	◯	◯
2. I am genuinely concerned about the animals I am serving.	◯	◯	◯	◯	◯	◯	◯
3. I feel compassion toward animals in need.	◯	◯	◯	◯	◯	◯	◯
4. I feel it is important to help animals..	◯	◯	◯	◯	◯	◯	◯
5. I can do something for a cause that is important to me.	◯	◯	◯	◯	◯	◯	◯
6. I can learn more about the cause for which I am working.	◯	◯	◯	◯	◯	◯	◯
7. Volunteering allows me to gain a new perspective on things.	◯	◯	◯	◯	◯	◯	◯
8. Volunteering lets me learn through direct “hands on” experience.	◯	◯	◯	◯	◯	◯	◯
9. I can learn how to deal with a variety of animals.	◯	◯	◯	◯	◯	◯	◯
10. I can explore my own strengths.	◯	◯	◯	◯	◯	◯	◯
11. Volunteering makes me feel important.	◯	◯	◯	◯	◯	◯	◯
12. Volunteering increases my self-esteem.	◯	◯	◯	◯	◯	◯	◯
13. Volunteering makes me feel	◯	◯	◯	◯	◯	◯	◯

needed.							
14. Volunteering makes me feel better about myself.	○	○	○	○	○	○	○
15. Volunteering is a way to make new friends.	○	○	○	○	○	○	○
16. No matter how bad I've been feeling volunteering helps me to forget about it.	○	○	○	○	○	○	○
17. By volunteering, I feel less lonely.	○	○	○	○	○	○	○
18. Doing volunteering relieves me of some of the guilt over the treatment of animals in society.	○	○	○	○	○	○	○
19. Volunteering helps me work through my own personal problems.	○	○	○	○	○	○	○
20. Volunteering is a good escape from my own troubles.	○	○	○	○	○	○	○
21. Volunteering can help me get my foot in the door at a place where I'd like to work.	○	○	○	○	○	○	○
22. I can make new contacts that might help my business career.	○	○	○	○	○	○	○
23. Volunteering allows me to explore different career options.	○	○	○	○	○	○	○
24. Volunteering will help me succeed in my chosen profession.	○	○	○	○	○	○	○
25. Volunteering experience will look good on my resume.	○	○	○	○	○	○	○
26. My friends volunteer.	○	○	○	○	○	○	○

27. People I'm close to want me to volunteer.	◯	◯	◯	◯	◯	◯	◯
28. People I know share an interest in community service.	◯	◯	◯	◯	◯	◯	◯
29. Others with whom I am close place a high value on community service.	◯	◯	◯	◯	◯	◯	◯
30. Volunteering is an important activity to the people I know best.	◯	◯	◯	◯	◯	◯	◯

EMOTIONAL AFFINITY TOWARD ANIMALS

7. How well do the following statements describe you?

	Not at all (1)	(2)	(3)	(4)	(5)	(6)	Perfectly (7)
1. I love animals.	◯	◯	◯	◯	◯	◯	◯
2. I have pets (or would if I could).	◯	◯	◯	◯	◯	◯	◯
3. I get along well with animals.	◯	◯	◯	◯	◯	◯	◯
4. I enjoy caring for animals.	◯	◯	◯	◯	◯	◯	◯
5. I can easily tell how animals are feeling.	◯	◯	◯	◯	◯	◯	◯
6. When an animal is upset, I'll try to comfort it.	◯	◯	◯	◯	◯	◯	◯
7. I sometimes try to understand animals better by imagining how things look from their perspective.	◯	◯	◯	◯	◯	◯	◯
8. When an animal is happy, I feel happy too.	◯	◯	◯	◯	◯	◯	◯
9. Being around animals brings me comfort.	◯	◯	◯	◯	◯	◯	◯

10. Being around animals makes me feel happy.	◯	◯	◯	◯	◯	◯	◯
11. Being around animals helps me feel better when I feel sad.	◯	◯	◯	◯	◯	◯	◯
12. Being around animals makes me feel safe.	◯	◯	◯	◯	◯	◯	◯

VALENCE RATINGS

8. Please indicate for each animal in the list below how pleasant or unpleasant you find it.

	Very unpleasant (1)	(2)	(3)	Neutral (4)	(5)	(6)	Very pleasant (7)
1. Lion	◯	◯	◯	◯	◯	◯	◯
2. Tiger	◯	◯	◯	◯	◯	◯	◯
3. Bear	◯	◯	◯	◯	◯	◯	◯
4. Wolf	◯	◯	◯	◯	◯	◯	◯
5. Alligator	◯	◯	◯	◯	◯	◯	◯
6. Crocodile	◯	◯	◯	◯	◯	◯	◯
7. Worm	◯	◯	◯	◯	◯	◯	◯
8. Maggot	◯	◯	◯	◯	◯	◯	◯
9. Cockroach	◯	◯	◯	◯	◯	◯	◯
10. Beetle	◯	◯	◯	◯	◯	◯	◯
11. Leach	◯	◯	◯	◯	◯	◯	◯
12. Spider	◯	◯	◯	◯	◯	◯	◯
13. Goat	◯	◯	◯	◯	◯	◯	◯
14. Sheep	◯	◯	◯	◯	◯	◯	◯
15. Hamster	◯	◯	◯	◯	◯	◯	◯
16. Duck	◯	◯	◯	◯	◯	◯	◯
17. Gerbil	◯	◯	◯	◯	◯	◯	◯
18. Rabbit	◯	◯	◯	◯	◯	◯	◯

SOCIO-DEMOGRAPHIC QUESTIONS

9. Sex:

- Male
- Female

10. What is your age?

- 18-25
- 25-35
- 35-45
- 45-55
- 55-65
- 65+

11. What is your marital status?

- Single, never married
- Married
- In a relationship, but not married
- Widowed
- Divorced

12. What is the highest degree or level of school you have completed?

- No schooling completed
- Primary school
- High school
- MBO
- HBO
- University Bachelor
- University Master
- PHD

13. Are you currently…?

- Employed for wages
- Self-employed
- Looking for work
- A student
- Retired
- Unable to work

C. FACTOR ANALYSIS: VALENCE RATINGS OF VARIOUS ANIMALS

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.823
Bartlett's Test of Sphericity	Approx. Chi-Square	1534.855
	df	153
	Sig.	.000

Table C.1: KMO and Bartlett's Test for valence ratings

Component	**Initial Eigenvalues**			**Rotation Sums of Squared Loadings**		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	8.011	44.508	44.508	4.926	27.369	27.369
2	3.767	20.926	65.434	4.638	25.767	53.136
3	2.194	12.188	77.622	4.408	24.486	77.622
4	0.876	4.865	82.487			
5	0.626	3.478	85.965			
6	0.497	2.762	88.727			
7	0.416	2.309	91.036			
8	0.357	1.985	93.022			
9	0.351	1.952	94.973			
10	0.215	1.194	96.167			
11	0.182	1.011	97.179			
12	0.157	0.872	98.05			
13	0.136	0.756	98.806			
14	0.093	0.518	99.324			
15	0.076	0.424	99.748			
16	0.027	0.15	99.898			
17	0.01	0.054	99.953			
18	0.009	0.047	100			

Extraction Method: Principal Component Analysis.

Table C.2: Eigenvalues and variance explained by factors of valence ratings

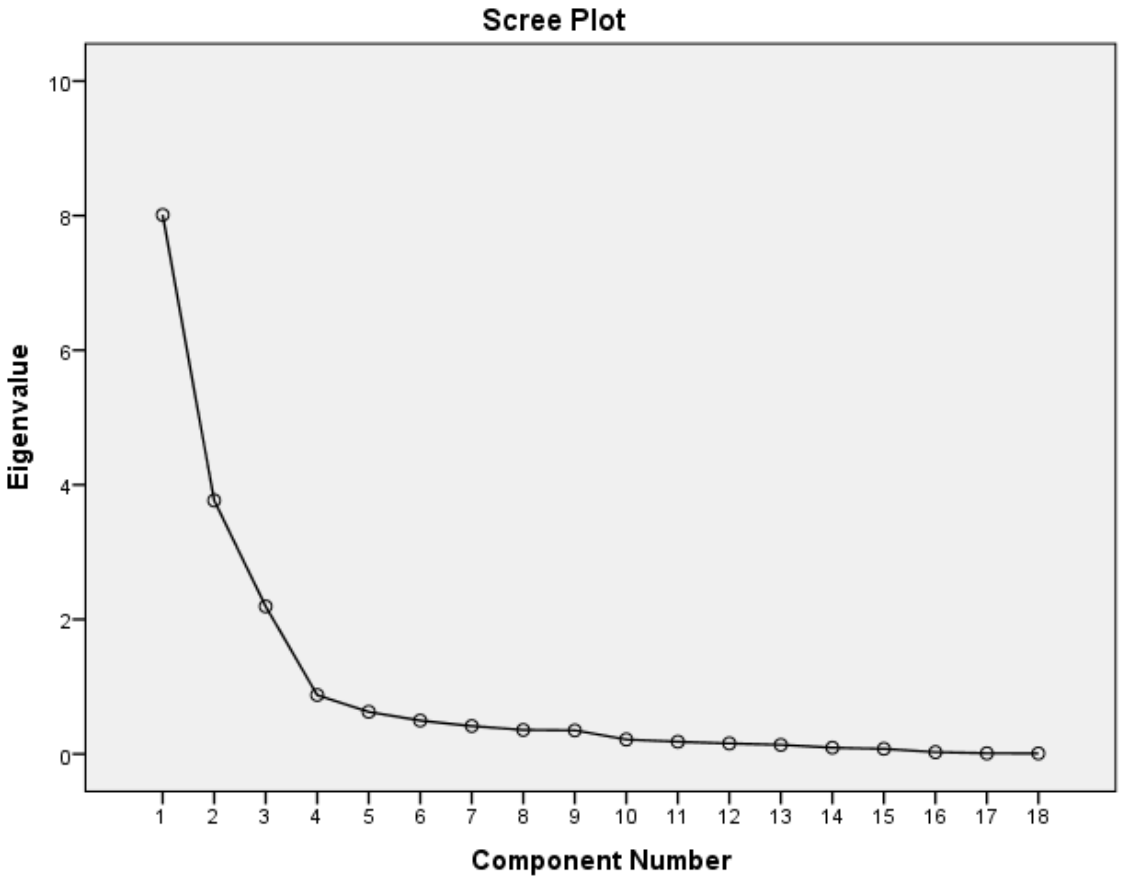

Figure C.1: Scree plot of initial factor solution of valence ratings

D. FACTOR ANALYSIS: EMOTIONAL AFFINITY TOWARD ANIMALS

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.855
Bartlett's Test of Sphericity	808.74	1534.855
	66	153
	0	.000

Table D.1: KMO and Bartlett's Test for emotional affinity toward animals

Component	**Initial Eigenvalues**			**Rotation Sums of Squared Loadings**[1]
	Total	% of Variance	Cumulative %	Total
1	7.077	58.971	58.971	5.945
2	1.344	11.2	70.171	4.292
3	1.042	8.68	78.851	4.677
4	0.706	5.886	84.737	
5	0.497	4.142	88.879	
6	0.326	2.721	91.6	
7	0.311	2.589	94.189	
8	0.256	2.135	96.324	
9	0.178	1.482	97.806	
10	0.144	1.196	99.002	
11	0.083	0.691	99.693	

Extraction Method: Principal Component Analysis.

[1] When components are correlated, sums of squared loadings cannot be added to obtain a total variance.

Table D.2: Eigenvalues and variance explained by factors of emotional affinity toward animals

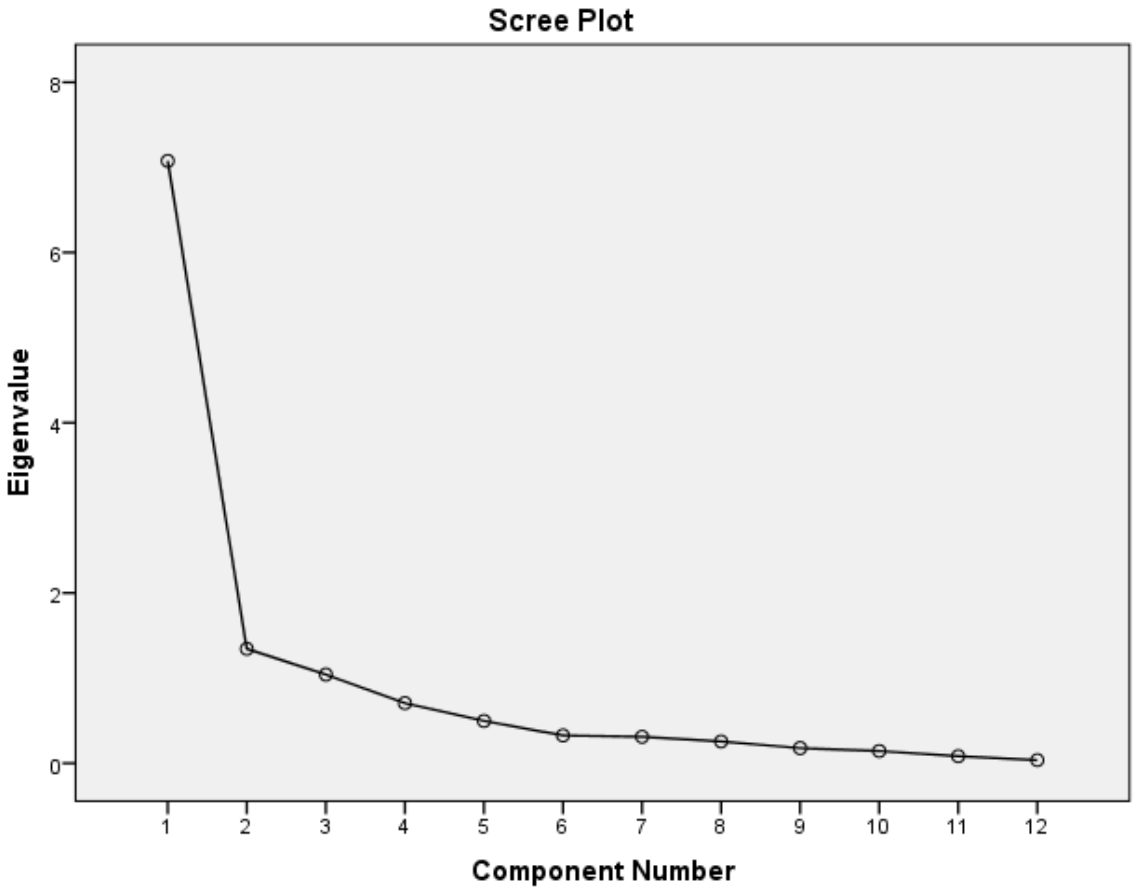

Figure D.1: Scree plot of initial factor solution of emotional affinity toward animals

E. FACTOR ANALYSIS: VOLUNTEER FUNCTIONS INVENTORY

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.822
Bartlett's Test of Sphericity	1923.616	1534.855
	435	153
	0	.000

Table E.1: KMO and Bartlett's Test for the Volunteer Functions Inventory

Component	**Initial Eigenvalues**			**Rotation Sums of Squared Loadings**		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	13.198	43.994	44.508	5.293	17.643	17.643
2	3.678	12.259	65.434	4.414	14.713	32.357
3	2.119	7.062	77.622	4.413	14.711	47.068
4	1.763	5.877	82.487	4.152	13.839	60.907
5	1.551	5.172	85.965	3.999	13.329	74.236
6	1.082	3.606	88.727	1.12	3.734	77.97
7	0.925	3.084	91.036			
8	0.78	2.599	93.022			
9	0.642	2.14	94.973			
10	0.562	1.874	96.167			
11	0.467	1.555	97.179			
12	0.407	1.357	98.05			
13	0.364	1.214	98.806			
14	0.317	1.058	99.324			
15	0.293	0.978	99.748			
16	0.272	0.907	99.898			
17	0.239	0.795	99.953			
18	0.219	0.729	100			
19	0.181	0.603				
20	0.164	0.547				
21	0.15	0.501				
22	0.132	0.44				
23	0.101	0.336				
24	0.089	0.296				
25	0.081	0.271				
26	0.068	0.225				
27	0.054	0.181				
28	0.046	0.153				
29	0.036	0.119				
30	0.02	0.067				

Extraction Method: Principal Component Analysis.

Table E.2: Eigenvalues and variance explained by factors of the Volunteer Functions Inventory

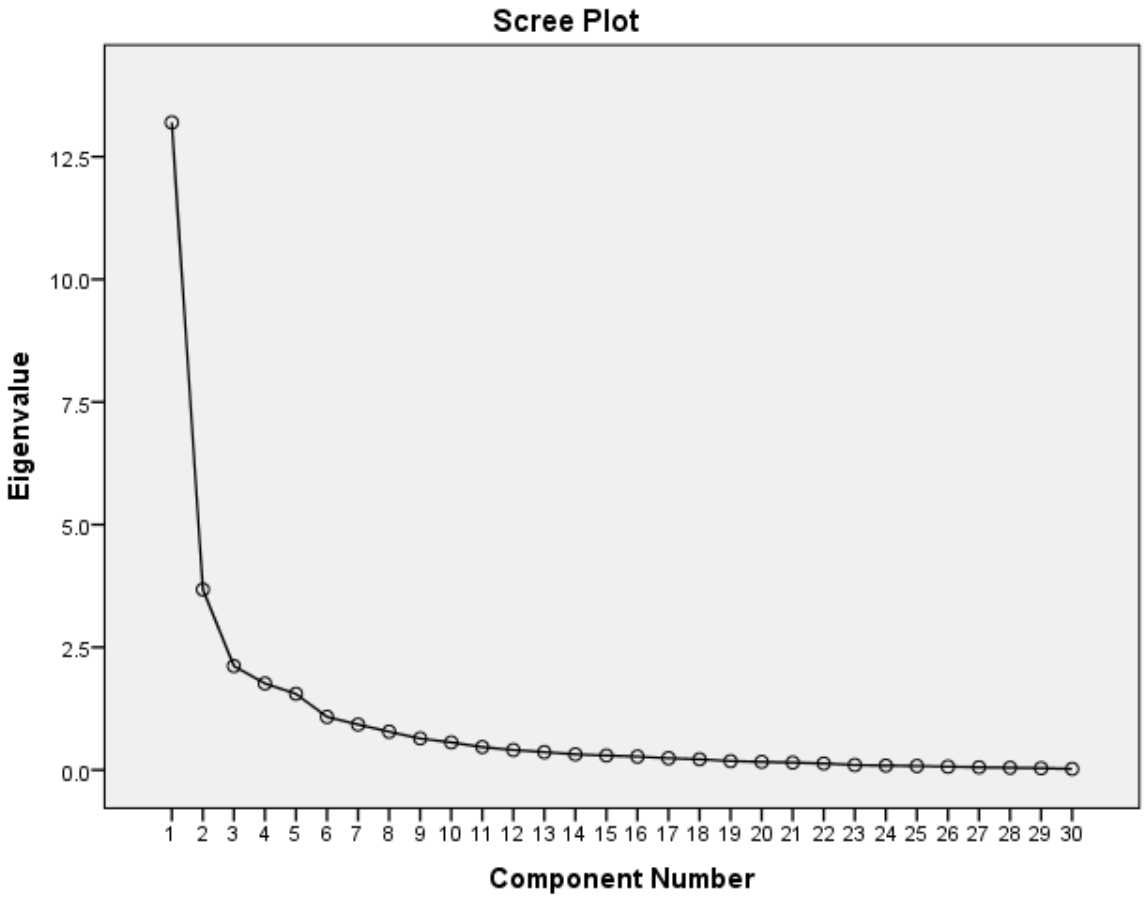

Figure E.1: Scree plot of initial factor solution of the Volunteer Functions Inventory

F. REGRESSION TABLES: VALENCE RATINGS OF VARIOUS ANIMALS

R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
.217a	0.047	0.003	0.638	2.06

a Predictors: (Constant), JOY, DISGUST, FEAR

Table F.1: Model summary – How often do you volunteer at the animal shelter?

	Sum of Squares	df	Mean Square	F	Sig.
Regression	1.304	3	0.435	1.067	.369
Residual	26.465	65	0.407		
Total	27.768	68			

Table F.2: ANOVA – How often do you volunteer at the animal shelter?

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.107	0.365		3.035	0.003
FEAR	-0.008	0.058	-0.018	-0.129	0.898
DISGUST	-0.016	0.06	-0.036	-0.27	0.788
JOY	0.133	0.084	0.238	1.581	0.119

Table F.3: Coefficients – How often do you volunteer at the animal shelter?

R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
.191a	0.037	-0.008	1.324	2.499

a Predictors: (Constant), JOY, DISGUST, FEAR

Table F.4: Model summary – For how long have you been a volunteer at the animal shelter?

	Sum of Squares	df	Mean Square	F	Sig.
Regression	4.335	3	1.445	0.825	.485
Residual	113.868	65	1.752		
Total	118.203	68			

Table F.5: ANOVA – For how long have you been a volunteer at the animal shelter?

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	2.965	0.756		3.92	0.000
FEAR	0.076	0.121	0.089	0.631	0.53
DISGUST	0.135	0.125	0.145	1.077	0.285
JOY	0.008	0.175	0.007	0.048	0.962

Table F6: Coefficients – For how long have you been a volunteer at the animal shelter?

G. REGRESSION TABLES: EMOTIONAL AFFINITY TOWARD ANIMALS

R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
.102a	0.01	-0.032	0.669	2.15

a Predictors: (Constant), FEELING GOOD, EMPATHY, LOVE

Table G.1: Model summary – How often do you volunteer at the animal shelter?

	Sum of Squares	df	Mean Square	F	Sig.
Regression	0.33	3	0.11	0.246	.864
Residual	31.292	70	0.447		
Total	31.622	73			

Table G.2: ANOVA – How often do you volunteer at the animal shelter?

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.331	0.54		2.465	0.016
LOVE	0.061	0.109	0.088	0.558	0.578
EMPATHY	0.028	0.083	0.052	0.338	0.737
FEELING_GOOD	-0.021	0.078	-0.042	-0.269	0.789

Table G.3: Coefficients – How often do you volunteer at the animal shelter?

R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
.150a	0.022	-0.019	1.303	2.394

a Predictors: (Constant), FEELING GOOD, EMPATHY, LOVE

Table G.4: Model summary – For how long have you been a volunteer at the animal shelter?

	Sum of Squares	df	Mean Square	F	Sig.
Regression	2.735	3	0.912	0.537	.659
Residual	118.886	70	1.698		
Total	121.622	73			

Table G.5: ANOVA – For how long have you been a volunteer at the animal shelter?

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	3.744	1.052		3.559	0.001
LOVE	0.106	0.212	0.078	0.503	0.617
EMPATHY	0.076	0.162	0.071	0.469	0.64
FEELING_GOOD	-0.192	0.151	-0.198	-1.269	0.209

Table G.6: Coefficients – For how long have you been a volunteer at the animal shelter?

H. REGRESSION TABLES: VOLUNTEER FUNCTIONS INVENTORY

R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
.444a	0.197	0.115	0.635	2.094

a Predictors: (Constant), SOCIAL, VALUES, CAREER, ENHANCEMENT, UNDERSTANDING, PROTECTIVE

Table H.1: Model summary – How often do you volunteer at the animal shelter?

	Sum of Squares	df	Mean Square	F	Sig.
Regression	5.82	6	0.97	2.408	.038
Residual	23.77	59	0.403		
Total	29.591	65			

Table H.2: ANOVA – How often do you volunteer at the animal shelter?

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.706	0.389		4.39	0.000
VALUES	0.081	0.088	0.141	0.92	0.361
UNDERSTANDING	0.055	0.078	0.121	0.707	0.482
ENHANCEMENT	-0.129	0.087	-0.301	-1.494	0.141
PROTECTIVE	-0.145	0.102	-0.311	-1.423	0.16
CAREER	0.183	0.08	0.372	2.296	0.025
SOCIAL	-0.065	0.099	-0.103	-0.652	0.517

Table H.3: Coefficients – How often do you volunteer at the animal shelter?

R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
.473a	0.224	0.145	1.203	2.297

a Predictors: (Constant), SOCIAL, VALUES, CAREER, ENHANCEMENT, UNDERSTANDING, PROTECTIVE

Table H.4: Model summary – For how long have you been a volunteer at the animal shelter?

	Sum of Squares	df	Mean Square	F	Sig.
Regression	24.679	6	4.113	2.84	.017
Residual	85.443	59	1.448		
Total	110.121	65			

Table H.5: ANOVA – For how long have you been a volunteer at the animal shelter?

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	3.859	0.737		5.237	0.000
VALUES	0.066	0.167	0.059	0.393	0.696
UNDERSTANDING	0.295	0.148	0.334	1.988	0.051
ENHANCEMENT	-0.479	0.164	-0.578	-2.917	0.005
PROTECTIVE	0.252	0.193	0.28	1.302	0.198
CAREER	-0.181	0.151	-0.191	-1.199	0.235
SOCIAL	-0.124	0.188	-0.102	-0.658	0.513

Table H.6: Coefficients – For how long have you been a volunteer at the animal shelter?

I. REGRESSION TABLES: THE FULL MODEL

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.460a	0.211	0.125	0.615	0.211	2.454	6	55	0.036	
2	.535b	0.286	0.112	0.619	0.075	0.861	6	49	0.53	2.231

a Predictors: (Constant), SOCIAL, VALUES, CAREER, ENHANCEMENT, UNDERSTANDING, PROTECTIVE

b Predictors: (Constant), SOCIAL, VALUES, CAREER, ENHANCEMENT, UNDERSTANDING, PROTECTIVE, DISGUST, FEAR, EMPATHY, LOVE, FEELING_GOOD, JOY

Table I.1: Model summary – How often do you volunteer at the animal shelter?

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5.562	6	0.927	2.454	.036
	Residual	20.777	55	0.378		
	Total	26.339	61			
2	Regression	7.544	12	0.629	1.639	.112
	Residual	18.795	49	0.384		
	Total	26.339	61			

Table I.2: ANOVA – How often do you volunteer at the animal shelter?

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
Model 1					
(Constant)	1.788	0.383		4.669	0
VALUES	0.091	0.086	0.164	1.057	0.295
UNDERSTANDING	0.032	0.077	0.072	0.418	0.678
ENHANCEMENT	-0.151	0.084	-0.364	-1.789	0.079
PROTECTIVE	-0.126	0.101	-0.279	-1.244	0.219
CAREER	0.13	0.08	0.268	1.63	0.109
SOCIAL	-0.021	0.1	-0.034	-0.206	0.838
Model 2					
(Constant)	1.095	0.627		1.748	0.087
VALUES	0.023	0.109	0.042	0.213	0.832
UNDERSTANDING	0.008	0.08	0.017	0.095	0.925
ENHANCEMENT	-0.131	0.09	-0.316	-1.454	0.152
PROTECTIVE	-0.168	0.107	-0.372	-1.571	0.123
CAREER	0.124	0.085	0.256	1.456	0.152
SOCIAL	0.004	0.111	0.007	0.039	0.969
FEAR	-0.042	0.063	-0.1	-0.656	0.515
DISGUST	0.069	0.079	0.15	0.883	0.382
JOY	0.112	0.113	0.195	0.995	0.325

LOVE	-0.021	0.121	-0.029	-0.176	0.861
EMPATHY	0.071	0.089	0.128	0.795	0.431
FEELING_GOOD	0.059	0.088	0.122	0.67	0.506

Table I.3: Coefficients – How often do you volunteer at the animal shelter?

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.503a	0.253	0.172	1.204	0.253	3.107	6	55	0.011	
2	.578b	0.334	0.171	1.205	0.081	0.994	6	49	0.44	2.231

a Predictors: (Constant), SOCIAL, VALUES, CAREER, ENHANCEMENT, UNDERSTANDING, PROTECTIVE

b Predictors: (Constant), SOCIAL, VALUES, CAREER, ENHANCEMENT, UNDERSTANDING, PROTECTIVE, DISGUST, FEAR, EMPATHY, LOVE, FEELING_GOOD, JOY

Table I.4: Model summary – For how long have you been a volunteer at the animal shelter?

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	27.027	6	4.504	3.107	.011
	Residual	79.747	55	1.45		
	Total	106.774	61			
2	Regression	35.683	12	2.974	2.05	.039
	Residual	71.091	49	1.451		
	Total	106.774	61			

Table I.5: ANOVA – For how long have you been a volunteer at the animal shelter?

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
Model 1					
(Constant)	3.915	0.75		5.218	0
VALUES	0.067	0.168	0.06	0.401	0.69
UNDERSTANDING	0.28	0.151	0.31	1.856	0.069
ENHANCEMENT	-0.512	0.165	-0.614	-3.099	0.003
PROTECTIVE	0.312	0.198	0.344	1.578	0.12
CAREER	-0.222	0.156	-0.227	-1.417	0.162
SOCIAL	-0.13	0.197	-0.106	-0.662	0.511
Model 2					
(Constant)	3.575	1.218		2.934	0.005
VALUES	0.209	0.212	0.188	0.985	0.329
UNDERSTANDING	0.267	0.155	0.296	1.719	0.092
ENHANCEMENT	-0.472	0.175	-0.566	-2.697	0.01
PROTECTIVE	0.336	0.207	0.371	1.621	0.111
CAREER	-0.192	0.166	-0.197	-1.157	0.253
SOCIAL	-0.305	0.215	-0.249	-1.418	0.162

FEAR	0.229	0.123	0.274	1.856	0.069
DISGUST	0.144	0.153	0.154	0.939	0.352
JOY	-0.318	0.219	-0.275	-1.451	0.153
LOVE	0.015	0.235	0.01	0.062	0.951
EMPATHY	0.151	0.173	0.136	0.872	0.387
FEELING_GOOD	-0.18	0.171	-0.185	-1.051	0.299

Table I.6: Coefficients – For how long have you been a volunteer at the animal shelter?