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Project Title: Valuing Volunteers – reconciling volunteer expectations and experiences in emergency services

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PHD PROGRESS REPORT 2015

This research aims to understand the primary motives for volunteering in Australian emergency services, and the main reasons for volunteer turnover. Values are the enduring principles and beliefs that guide and motivate personal and group attitudes and behaviours.

Utilising a well-established values evaluation framework, this study will seek to identify the distinctive and dominant personal and shared values that motivate volunteer participation in emergency services, and to evaluate the importance of individual, group and organisational values alignment for volunteer satisfaction, commitment and retention.

This research will focus on the NSW SES as an agency-specific case study, with the imminent conduct of an organisation-wide anonymous survey of volunteers values in the second half of 2015, followed by active engagement with several volunteer units in the first half of 2016 with the aim of developing unit-specific strategies to address any values conflicts that are identified in the earlier survey.