I Work For Nothing – Should I Feel Good or What?
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1. Introduction
The role of volunteer service is indispensable in society as a whole. Within the context of sport and recreation volunteering can be described as crucial to the overall success of organizations and events alike.
It is critical that sport organizations understand the importance of recruiting and retaining a volunteer workforce that can perform an ever-growing range of functions and tasks essential to the sustainability of the organization.

2. The Problem
Very little research has been done to understand the relationship between volunteer training programs and the satisfaction and retention of sports volunteers.
This leaves a gap in knowledge, which this qualitative study seeks to explore by analyzing the relationship between volunteer training programs and factors that impact volunteer satisfaction.

3. Methodology
This ethnographic case study was conducted over nine months at a large multi-sport complex in the Midwest USA. Data was collected using field observation, in-depth and informal interviews, and document review. Data was analyzed using an inductive approach employing constant comparison to identify and categorize recurring concepts and themes.

4. Typology of Volunteer Frustration

**Task Frustration**
1. Not Prepared for Task
2. Lack of Autonomy or Power to Complete Task
3. Lack of Authority
4. Task does not Meet Motivation
5. Task does not Match Experience Level

**Social Frustration**
1. Not feeling part of the organization
2. No Clarity in Communication
3. No Feeling of Accomplishment
4. Lack of Recognition
5. No Personal Value Gained from Experience

5. Findings from Interview Content Analysis

6. Findings
Findings and conclusions informed the development of a new two-level typology of frustration for volunteer workers. ‘Social Frustration’ and ‘Task Frustration’. These findings have important implications for unpaid volunteer workers.
Training can be designed to engender feelings of self-worth, accomplishment, and belonging and assist in improving performance and overcoming the frustrations of close identification with task completion and social relevance.

7. Contributions to Knowledge
This research contributes to discussions on training and development for volunteer workers in a sports setting. In particular, the research improves understanding of both volunteer frustration and the role of training.
Volunteer sport organizations will benefit from recognizing that volunteers bring with them different motivations, experiences, and needs.

8. References

One Volunteer’s Journey

“I was so excited to volunteer and be able to give back to the sport I had played my whole life.”

“From the beginning I was frustrated. I was offered no training and was unable to complete the tasks…I felt like the organization did not value my time.”

“I began to question why I was there because they did not give me the support I needed……I felt powerless and stopped volunteering.”