

VOLUNTEERS' RESILIENCE AND MOTIVATION

RESILIÊNCIA E MOTIVAÇÃO DE VOLUNTÁRIOS

RESILIENCIA Y MOTIVACIÓN DE LOS VOLUNTARIOS

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ABSTRACT: The relevance of the problem under study is justified by the fact that in the modern world, it is increasingly necessary to ensure maintaining the stability of human life and activity in the circumstances contributing to its destabilization, in the context of a pandemic, the issue of the resilience of volunteers and the motivation of volunteer activities is exceptionally significant. The article aims to describe the results of resilience components' analysis and their correlation with the volunteers' motivation. The top methods in this study are the questionnaire "Adults' resilience", the questionnaire of causal orientations, the author's method of assessing the motivation of volunteer activity. As a result of the study, it was found that if the resilience of volunteers is at a high level, the predominance of self-efficacy indicates that they can mobilize their motivation, cognitive resources, and actions to influence events. During the pandemic, volunteers have been successfully applying mechanisms for organizing situation management, assessment of the effectiveness and results of their efforts, focusing on the meaning of active problem solving, turning to social support, the ability to transform the situation, achieving socially meaningful goals, and effective interaction with the ambient. The main motives of volunteers are a sense of service, compassion, and empathy; many volunteers note the importance of positive emotions, professional experience, and communication. The analysis of correlations between the indicators of resilience and motivation of volunteer activity showed the presence of significant positive correlations; the higher the motivation and interest in volunteer activities, the more developed such components of resilience as coping and adaptation, perseverance, family and social relationships and resilience as volunteers have. The materials of the article can be helpful in psychological support of individual groups of the population and improve psychological literacy, development of resilience in various groups of the population, volunteers, teachers, and psychologists to improve the adaptability and

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resilience of people who need help. The results can be used in the educational process to train future psychologists and other professionals to increase the motivation for helping activities in students.

KEYWORDS: Volunteers. Motivation. Resilience. Development. Adaptation. Empathy. Coping.

RESUMO: *A relevância do problema em estudo justifica-se pelo fato de, no mundo moderno, ser cada vez mais necessário assegurar a manutenção da estabilidade da vida e da atividade humana nas circunstâncias que contribuem para a sua desestabilização, no contexto de uma pandemia, a questão da resiliência dos voluntários e a motivação das atividades voluntárias é excepcionalmente significativa. O artigo tem como objetivo descrever os resultados da análise dos componentes da resiliência e sua correlação com a motivação dos voluntários. Os métodos de topo neste estudo são o questionário "Resiliência dos adultos", o questionário de orientações causais, método do autor para avaliar a motivação da atividade voluntária. Como resultado do estudo, constatou-se que se a resiliência dos voluntários está em alto nível, a predominância da autoeficácia indica que eles conseguem utilizar sua motivação, recursos cognitivos e ações para influenciar eventos. Durante a pandemia, os voluntários têm aplicado com sucesso mecanismos de organização da gestão da situação, avaliação da eficácia e resultados dos seus esforços, focando-se no significado da resolução ativa de problemas, recorrendo ao apoio social, à capacidade de transformar a situação, alcançando objetivos socialmente significativos e interação efetiva com o ambiente. Os principais motivos dos voluntários são senso de serviço, compaixão e empatia; muitos voluntários notam a importância das emoções positivas, da experiência profissional e da comunicação. A análise das correlações entre os indicadores de resiliência e motivação da atividade voluntária evidenciou a presença de correlações positivas significativas; quanto maior a motivação e interesse em atividades voluntárias, mais desenvolvidos são os componentes de resiliência como mecanismo de enfrentamento e adaptação, perseverança, relações familiares e sociais e resiliência como voluntários. Os materiais do artigo podem ser úteis no apoio psicológico de grupos individuais da população e melhorar a alfabetização psicológica, desenvolvimento de resiliência em vários grupos da população, voluntários, professores e psicólogos para melhorar a adaptabilidade e resiliência de pessoas que precisam de ajuda. Os resultados podem ser usados no processo educacional para formar futuros psicólogos e outros profissionais para aumentar a motivação para atividades de ajuda nos alunos.*

PALAVRAS-CHAVE: Voluntários. Motivação. Resiliência. Desenvolvimento. Adaptação. Empatia. Enfrentamento.

RESUMEN: *La relevancia del problema en estudio se justifica por el hecho de que, en el mundo moderno, es cada vez más necesario asegurar el mantenimiento de la estabilidad de la vida y la actividad humana en las circunstancias que contribuyen a su desestabilización, en el contexto de una pandemia, la cuestión de la resiliencia de los voluntarios y la motivación de las actividades de voluntariado es excepcionalmente importante. El artículo tiene como objetivo describir los resultados del análisis de los componentes de la resiliencia y su correlación con la motivación de los voluntarios. Los principales métodos de este estudio son el cuestionario "Resiliencia de los adultos", el cuestionario de orientaciones causales, el método del autor para evaluar la motivación de la actividad voluntaria. Como resultado del estudio se encontró que si la resiliencia de los voluntarios se encuentra en un nivel alto, el*

predominio de la autoeficacia indica que son capaces de utilizar su motivación, recursos cognitivos y acciones para influir en los acontecimientos. Durante la pandemia, los voluntarios han aplicado con éxito mecanismos organizativos para gestionar la situación, evaluando la eficacia y los resultados de sus esfuerzos, centrándose en el significado de la resolución activa de problemas, utilizando el apoyo social, la capacidad de transformar la situación, logrando objetivos socialmente significativos y efectivos. interacción con el entorno. Los motivos principales de los voluntarios son un sentido de servicio, compasión y empatía; muchos voluntarios notan la importancia de las emociones positivas, la experiencia profesional y la comunicación. El análisis de las correlaciones entre los indicadores de resiliencia y motivación para la actividad voluntaria mostró la presencia de correlaciones positivas significativas; cuanto mayor es la motivación y el interés por las actividades de voluntariado, más desarrollados están los componentes de la resiliencia como mecanismo de afrontamiento y adaptación, la perseverancia, las relaciones familiares y sociales y la resiliencia como voluntarios. Los materiales del artículo pueden ser útiles en el apoyo psicológico de grupos de población individuales y mejorar la alfabetización psicológica, el desarrollo de resiliencia en varios grupos de población, voluntarios, maestros y psicólogos para mejorar la adaptabilidad y la resiliencia de las personas que necesitan ayuda. Los resultados pueden ser utilizados en el proceso educativo para formar futuros psicólogos y otros profesionales para aumentar la motivación de los estudiantes por las actividades de ayuda.

PALABRAS CLAVE: *Voluntarios. Motivación. Resiliência. Desarrollo. Adaptación. Empatía. Afrontamiento.*

Introduction

The relevance of the problem under study is justified by the fact that it is increasingly necessary to maintain the stability of human life and activities in circumstances that contribute to its destabilization in the modern world. A modern person needs to resist negative external factors and influence their resources, developing in the face of difficulties. Resilience is a determinant of human adaptation to unfavorable socio-psychological, economic and epidemiological factors. During the pandemic, the number of registered volunteers has significantly increased globally, and their interests are more focused on social spheres (supporting less protected layers of society in need of help). The motivation of volunteer activity and its connection with the resilience of volunteers active during the pandemic has not yet been studied in the scientific community, which reveals the need to supplement theoretical structures and the need for new facts that will expand the scope of application of theoretical knowledge, for example, to attract young people to volunteer activity. The specifics of volunteer activity depend on the individual characteristics of a person, and therefore, the ability to study the resilience of volunteers is relevant. With low indicators of human resilience, maladaptation phenomena such as anxiety, depression, apathy, stress, burnout syndrome often manifest themselves, negatively affecting human health, leading to psychosomatic, mental disorders, and

physical diseases. There are studies in the psychology of resilience and motivation in modern psychology, but the question of the relationship between resilience and motivation of volunteer activity remains insufficiently studied. The article aims to describe the results of resilience components' analysis and their correlation with the volunteers' motivation (EFIMOVA *et al.*, 2018; SALAKHOVA *et al.*, 2020; SHILOVA *et al.*, 2020; BOGOMOLOVA, 2020). The leading approach to studying this problem is one of the modern psychologists A.V. Makhnach (2016) and his colleagues. In domestic psychology, the problem of resilience has been considered by many authors, such as A.V. Makhnach and L. G. Dikaya (2016b), A. I. Laktionova (2016), E. A. Rylskaya (2016), and others. Resilience is one of the most important human development resources, a prerequisite for the social adaptation of an individual – the inclusion of the individual in interaction with the social environment (MAKHNACH, 2017).

Resilience in this article is considered an individual ability to manage the spheres of will, motivation, and emotional resources in cultural norms, environment, and society. A.V. Makhnach (2017) identified six components of resilience: self-efficacy, perseverance, coping and adaptation, locus of control, spirituality, family, and social relationships. Self-efficacy includes representations and expectations of an individual, the ability to "activate" the cognitive and motivational spheres. Perseverance characterizes the desire and ability of an individual to fight for balance in the face of unfavorable influences, the synonym of this concept is persistence. The internal locus of control is responsible for a person's impact on their own life and the lives of other people; the responsibility for what happens to a person lies with them; no one "external" is the cause of their success or failure. Finally, resilience includes coping (strategies of the behavioral and cognitive spheres of the individual) and adaptation (adjustment) to changing or unfavorable circumstances. The components of resilience are family (social) relationships as a support system for coping with stress (LAZARUS; FOLKMAN, 1991; MASTEN, 2007).

A significant component of resilience is spirituality in an aspect of religion (the appeal of a person to a "supreme power" in challenging life circumstances) (MAKHNACH, 2016a; MAKHNACH, 2017). In many studies, resilience is identified as a determinant of human adaptation to unfavorable socio-psychological, economic and epidemiological factors. In the modern world, maintaining a person's mental and physical health in stressful conditions is acute. In these living conditions, an essential task of a person is to develop an ability to deal with adverse environmental factors. Individual ability to manage one's resources (in volitional, motivational, emotional, and cognitive spheres) in the context of cultural norms, environmental

conditions, and society is determined by a person's resilience. Resilience is the ability of a person to build a normal, full life in hostile conditions, live and develop in the face of challenging and traumatic events. Thus, resilience is one of the most important human development resources, a prerequisite for the social adaptation of an individual – their inclusion in interaction with the social environment. This concept is interpreted as a person's ability for independent development, adaptation to the environment, self-regulation, self-actualization. It should be noted that the components can be tightly interconnected, defined by external conditions and internal experiences. The ability to grow and develop, notwithstanding unfavorable life circumstances, is recognized as a core of the individual's resilience.

Volunteering is a variety of helping behavior. The studies of helping behavior began in the 1970s, mainly social psychologists were interested in why it occurs. E. A. Enns (2012) defines helping professions as those which subjects of activity is culture. Since the helping behavior belongs to the "person-to-person" type, the means for this activity are mainly internal, essentially functional. A social volunteer is a person who provides their services not for a material benefit but because of the need to help and benefit another person or society (ASEEV, 1994). E. S. Azarova and M. S. Yanitsky (2009) concluded that volunteer activity refers to a type of socially approved activity characterized by morals and social creativity, expressed in participation in socially significant and beneficial events. This humanistic approach to life is closely related to personal, intellectual, and activity-related development (LEONTIEV, 1987). In volunteering, it is not compulsory to have professional skills; it is a voluntary and socially beneficial form of activity, the subject of interaction is always another person or a group of people. From the point of view of the subject approach, volunteer activity has worldview, educational, communication, educational, recreational, preventive, and social capital-forming functions (NURKOVA, 2012). Volunteering forms preserves and strengthens human values, increases activity level performs the functions of socialization, and helps solve social problems. Volunteering can be categorized as pro-social behavior, which is associated with the motives of moral duty, compassion, and altruism (ILYIN, 2000).

U. P. Kosova (2012) have studied the motivation of helping behavior, and volunteering and described the whole motivation of volunteer activity. Yu. V. Kovaleva (2012) presented the motives of helping behavior and their connection with personal self-attitude. In the works of A. B. Kupreichenko (2013), the problem of studying the motives and psychological barriers of youth volunteer activity is considered. E. P. Ilyin (2013) considered empathy and altruism in the choice of helping behavior. The motivation of young adults' participation in the volunteer movement in the context of the society and the state was studied by T. G. Nezhina and

colleagues (NEZHINA *et al.*, 2014). Help as a lifestyle and psychological aspects of volunteer activity are considered in the works of O. A. Gulevich, I. A. Sheveleva and A. A. Fomichev, (2013).

According to E. P. Ilyin (2013), the reasons for volunteer behavior can be personal attitude, religious motives, moral motives, sympathy and pity, a sense of guilt, awkwardness or fear, fashion, satisfaction from a benevolent concession, and persistence of a petitioner. The author also considers the motives of value, ideological, material, deprivation, motives of solidarity, and personal fulfillment.

U. P. Kosova (2012) points out that the behavior of volunteers can be motivated by a selfless desire to help a person grounded on empathy for someone who needs help. In addition, the concepts of "meta-needs" and "meta-motivation" of the theory of self-actualization by A. Maslow (1999) are regarded in the view of volunteering, where U. P. Kosova (2012) considers it as work that is a sufficient motive and reward per se.

Materials and Methods

For this study to achieve its goal, the following methods are used: the questionnaire "Adults' resilience" by A.V. Makhnach (2017), the questionnaire of causal orientations – ROKO, adapted by D. A. Leontiev, O. E. Dergacheva and L. Ya. Dorfman (2008) and the author's questionnaire dedicated to the motivation of volunteer activity.

Respondent volunteers in February 2021 remotely filled in the above questionnaires in electronic format through the online service "Google Forms". The study involved 61 volunteers from the city of Sevastopol, 41 women (67%), and 20 men (33%), from 17 to 27 years old (average age 19 years). The study involved 61 volunteers from Sevastopol, 41 women (67%), and 20 men (33%) aged from 17 to 30 years (average age 19 years). Marital status: 5% are married, 28% are in a relationship, 67% are single.

The leading method of the research of this problem in the presented article is the author's methodology - the author's questionnaire of motivation of volunteer activity (NALICHAeva *et al.*, 2020) purpose of the methodology: through direct scaling to identify the manifestation of volunteers' attitudes: to themselves as a volunteer, to the object of help, to the group (volunteer organization), to volunteer activity, to the value of approval of others for this activity. Respondents were also asked to choose or describe the main motive of their volunteer activities. The questionnaire contains five statements; regarding each, the subjects should evaluate themselves against the above attitudes on a scale from 1 to 10. An additional question is also

used to understand volunteer's (egoist or altruistic) motivation. In the proposed options of answering the question "What motive, in your opinion, affects volunteer activity most?" "egoistic" motives were listed:

- 1) professional motivation (I am gaining the experience that I will need in the academic/professional field),
- 2) communication motivation (I find like-minded people and friends),
- 3) motivation to feel useful (I feel useful when I do volunteer work);
- 4) getting positive emotions (volunteering brings me positive emotions, I feel better);

and "altruistic" motives:

- 5) compassion and empathy (I volunteer because I want to help people in need, because my loved ones or I may find themselves in the same situation).

Measures of the central distribution trend (average arithmetic value of the selection), statistical and correlation data processing (two-way Pearson correlation) were calculated to identify and interpret the features and connection of the resilience and motivation of volunteers. A comparative analysis of statistical indicators on the scales of the "Resilience" methodology between volunteer respondents and the research results by S. A. Nalichaeva *et al.* (2020) of the youth of the city of Sevastopol was carried out. The obtained data of the empirical study were subjected to mathematical analysis. The r-Pearson correlation ratio was applied to determine the strength and statistical significance of the correlation of data indicators obtained using the methods.

Results and Discussion

As a result of the study, the following data were obtained: among the proposed areas of interest, volunteers most often encountered such categories as: "older generation" – 67.2%, "children and youth" – 65.6%, "education" – 45.9%, "veterans" – 37.7%, "nature" – 34.4%, "animals" – 8.2% and others. At the same time, 70% of respondents indicate 2020 as the year of maximum volunteer activity in their lives.

Most respondents (70%) participate in the project "WeAreTogether–Sevastopol" aimed at helping elderly people quarantine, 16 people (21%) represent the volunteer center of the Moscow State University branch in the city of Sevastopol, the remaining 9% represent other volunteer organizations.

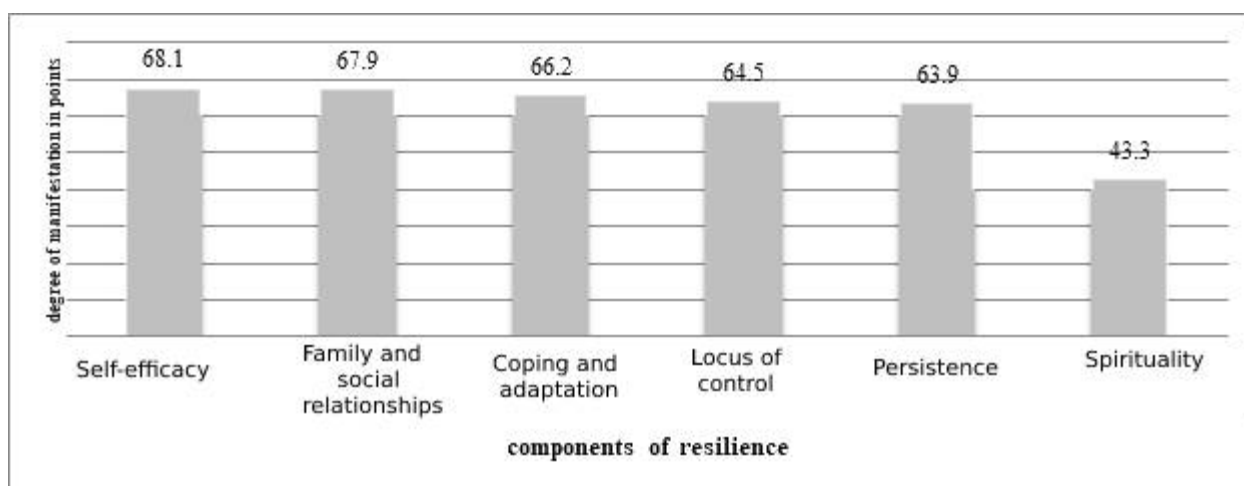
The regional public volunteer movement "WeAreTogether–Sevastopol" is aimed at helping elderly people quarantine. The project was inspired by the measures taken concerning the global sanitary and epidemiological situation and the increased risks of infecting older adults with Covid-19. On average, there are about 100 permanent participants in the movement, of which 17% are students; 42% are self-employed or engaged in business activities as the primary source of income; 14% are civil servants, 9% are unemployed or engaged in housekeeping.

Volunteer Centre of the Moscow State University branch in Sevastopol consists of students of various educational specialties, making up about 40 people. Areas of activity relate to the organization of events held within the University.

Other organizations can be attributed to the Resource Centre for supporting volunteering in Sevastopol "Academy of Good." The goal of which is to support and develop volunteering in Sevastopol. Tasks of the organization: comprehensive support of the local volunteers (involvement, training, coordination); increasing the effectiveness of volunteer associations; increasing the importance and popularization of volunteering in the region. The Resource Centre was created on the basis of GBOU of the city of Sevastopol "SCSSPS" (City Centre for Sports and Social Programs of Sevastopol) and is part of the Association of volunteer centers.

At the first stage, the results of the method "Adults' resilience" by A.V. Makhnach (2016a), describing the components of the resilience of volunteers, were obtained (fig.1).

Figure 1. Diagram of the average values of the components of the resilience of volunteers



Source: Devised by the authors

According to the survey results, the highest average score among volunteers in Sevastopol was obtained on the "Self-efficacy" scale - 68.1 points, which slightly exceeds the average indicator for the methodology. In second place are "Family and social relationships" -

67.9 points, then "Coping and adaptation" – 66.2 points, "Locus of control" – 64.5 points, "Persistence" - 64 points, and in the last place is the scale "Spirituality" - 43.3 points, which is significantly lower than the average for this scale of the A. V. Makhnach (2016b) methodology. So, self-efficacy prevails among volunteers. While it is in fourth place among ordinary young people, this may mean that volunteers are more able to mobilize the motivation, cognitive resources, and actions to influence current events. Such people believe that they can achieve their desired goals in unfavorable situations by being active and overcoming difficulties. In this regard, perhaps, striving to establish social connections – a component in second place - helps volunteers. The relationships built by volunteers and the expansion of the social circle contribute to effective coping with stress due to emotional support from society. In unfavorable external conditions such as the pandemic (and its consequences), cognitive and behavioral strategies to manage needs and adapt to changing circumstances are launched. They evolve through the organization of situation management, positive assessment of the effectiveness and results of their efforts, focus on the meaning of active problem solving, appeal to social support, ability to transform the situation, achieve socially meaningful goals, effective interaction with the environment. Volunteers' indicators on the scale of "Locus of control" showed that they were dominated by internality, which may indicate a positive perception of the possibility of influencing the environment and course of life in the future and the belief that volunteers are initiators and are responsible for what happens in their lives. Average indicators of persistence indicate perseverance, survivability, self-discipline, and the desire to continue the struggle to restore balance after the impact of unfavorable events in life. A low average score on the "Spirituality" scale demonstrates that most volunteers do not have a belief in supreme forces that could be used to reduce stress levels, which correlates to relatively high indicators on the "Locus of control" scale and indicators obtained from young people who do not volunteer. In general, the overall resilience of the youth of Sevastopol engaged in volunteer activity is high (IPRH is higher than that of the youth interviewed in the study by S. A. Nalichaeva *et al.* (2020).

Based on diagnostics results using the ROKO causal orientations questionnaire adapted by D. A. Leontiev, O. E. Dergacheva, and L. Ya. Dorfman (2008) (Table 1).

Table 1. Average values of volunteers on the scales of the ROKO causal orientations survey, in points

Causal orientation scales	Average values of points on scales			
	All volunteers	Alert (N 7)	Normal (N 40)	Tired (N 14)
Autonomy	152.2	154.3	153.2	148.5
Control	97.7	85.1	97.9	103.4
Impersonal	89.1	86.3	86.8	96.9

Source: Devised by the authors

There is a tendency for Sevastopol volunteers to demonstrate autonomous causal orientation to a greater extent; that is, volunteers tend to experience feelings of self-determination and competence. With internal orientation, a degree of awareness of the basic needs and clarity of using information for behavioral decision-making are high; as a result, a sense of competence, self-determination, and will-showing are strong. To a lesser extent, volunteers are inclined to demonstrate the external causal orientation reflected by the "Control" scale; that is, they are less inclined to believe in the dependence of the results obtained on behavior. Volunteers are rarely searching for external indicators of success, but external circumstances sometimes determine their motives. It can be assumed that volunteers will only demonstrate behavior determined by impersonal causal orientation in one out of the four situations. In such situations, "learned helplessness," an amotivational subsystem with some evidence of an external motivator, can manifest itself, as well as behavior can fall into the category of automatic or clichéd. In general, in almost half of cases (45%), volunteers tend to demonstrate behavior determined by internal motivation, and in another share of cases, approximately equal, they can be subject to external control or show impersonal causal orientation. According to the results of the author's questionnaire, the degree of manifestation of the following attitudes was revealed: the perception of those targeted by assistance – 8.1 points, the perception of their activities – 8 points, the perception of a volunteer organization – 7.6 points, the perception of themselves as a volunteer – 7.2 points, the perception of social approval – 6.7 points. Thus, volunteers most positively assess those who are being helped; that is, respondents are more grateful to those being helped. The perception of volunteer activity also has high average scores on the scale; that is, respondents consider their activities essential and effective, as it helps in solving acute social problems. On average, students appreciate the importance of a volunteer organization quite highly, and they often share its ideas. The surveyed volunteers, if they do not feel their calling to volunteer, at least intend to help others in the

future; perhaps some of the subjects do not yet perceive themselves as volunteers; that is, the volunteer identity has not been formed at the level of the main or one of the critical activities. On average, volunteers emphasize the importance of social approval of their activities most rarely. It is less critical for them that others know about their achievements; perhaps this echoes the selected motivation of their activities. Respondents described the main motives of their volunteer activities as follows:

- to feel useful was identified as the primary motive by 32 % of the selection;
- communication motivation - 26%;
- getting positive emotions - 18%;
- professional motives - 16%;
- compassion and empathy – 8%.

Most of the listed motives belong to the egoistic type since they assume personal yet internal benefits, except for compassion and empathy, which belong to the altruistic type of motivation. Based on the data obtained, a third of volunteers are ready to be active in their activities, because at the same time, they may experience a sense of utility. Significantly, a quarter of the survey participants are guided by a desire to help grounded in the sense of compassion and empathy. In addition, many volunteers note the importance of positive emotions and professional experience. A smaller part of respondents, in their volunteer activities, is guided by the search for like-minded people and friends.

Analysis of correlations using the r-Pearson correlation ratio showed that the indicator of self-perception as a volunteer correlate ($r=0.3$, $p<0.05$) with the average obtained on the scales "Perseverance", "Coping and adaptation", "Spirituality" and "IPRH." The volunteer's perception of the organization where they are members has a significant correlation ($r=0.3$, $p<0.01$) with the scales "Persistence", "Family and social relationships", and "IPRH"; and also correlates with the scale "Coping and adaptation" ($r=0.3$, $p<0.05$). The average indicator of perception of their volunteer activity has a significant relationship with the scales "Perseverance", "Coping and adaptation", and "IPRH" ($r=0.3$, $p<0.05$). The perception of social approval has a significant correlation with the "Persistence" scale ($r=0.3$, $p<0.05$).

Social relationships play an essential role in volunteering, performing socially significant work such people can use any external support system, vast interpersonal connections help volunteers effectively cope with stress, using emotional support from the environment. Perhaps, these conditions the correlation of this component of resilience with a positive assessment of their volunteer organization, supporting and receiving support from colleagues and organizers, the volunteer develops their resilience.

Volunteers' high assessment of their activities is related to effective management of their needs in unfavorable conditions and adapting to changing circumstances, reflecting the main motive of volunteering, aimed at socially significant and valuable activities.

Conclusion

According to the modern domestic psychologist A.V. Makhnach (2016a) and his colleagues, resilience in this study is considered an individual ability to manage the spheres of volitional, motivational, emotional resources in the context of cultural norms, environmental conditions, and society. Each resource is conditioned by individual integration into the human resilience system. The importance of the motivational component of any activity is indisputable. Volunteer or volunteer activity is a variety of helping behavior studied in various areas of scientific knowledge. A volunteer is a person who voluntarily and permanently performs socially significant activities without relying on the material or financial benefits. Modern volunteers feel happy and have a volunteer identity. Most of them perceive their activities as effective and socially significant. During the 2020 pandemic, the number of registered volunteers increased several times globally. The interests were more focused on social spheres (children and youth, the older generation, veterans, animals) to support less protected layers of society in need of help. Volunteer activity is pro-social behavior, as it is associated with moral duty, compassion, and altruism. It is socially approved, characterized by the morals and humanistic attitude of its subjects. It is customary to distinguish such socially essential functions of volunteer activity as formation, preservation, and strengthening of world-view values, raising the level of civil activity, helping to solve social problems, educational and training functions, and many others. Such activity is determined not by one but by several motives: egocentric and altruistic motives of helping behavior. The specifics of volunteer activity affect its intensity and depend on the stable individual traits of a person and the specifics of the organization. Helping behavior depends on the internal locus of control; as volunteers in their activities are more guided by internal motivation, they have a reliable attachment style associated with their independence, tendency to show empathy and experience compassion. Volunteers are usually perceived as self-fulfilling and self-actualizing individuals.

Factors affecting the duration and intensity of volunteer activity are the volunteer's perception of their self-concept and those for whom help is directed, colleagues or organization as a whole, how effective the volunteer considers their activity.

An empirical study has shown that the overall resilience of volunteers is at a high level, and the predominance of self-efficacy suggests that they can mobilize the motivation, cognitive resources, and actions to influence events. During the pandemic, volunteers have been successfully applying mechanisms for organizing situation management, assessment of the effectiveness and results of their efforts, focusing on the meaning of active problem solving, turning to social support, the ability to transform the situation, achieving socially meaningful goals, and effective interaction with the ambient. Volunteers tend to have a greater tendency to experience feelings of self-determination and competence, a high degree of awareness of their basic needs, and clarity of use of information to make decisions about how to behave, as a result of which a sense of competence, self-determination, and expression of will are strong. Respondents are less inclined to believe that the results obtained depend on behavior. Volunteers are rarely searching for external indicators of success, but external circumstances sometimes determine their motives. In one out of four situations, volunteers may show learned helplessness, and seldom their behavior may become clichéd. In general, in half of the cases, volunteers tend to demonstrate behavior determined by internal motivation, and in another share of cases, approximately equal, they can show external motivation or impersonal causal orientation. Volunteers of Sevastopol, represented by the surveyed young adults, perceive their volunteer activities very positively in general, which allows speaking about a highly developed volunteer identity of the subjects. The main motives of volunteers are a sense of service, compassion, and empathy; many volunteers note the importance of positive emotions, professional experience, and communication. The analysis of correlations between the indicators of resilience and motivation of volunteer activity showed the presence of significant positive correlations; the higher the motivation and interest in volunteer activities, the more developed such components of resilience as coping and adaptation, perseverance, family and social relationships and resilience as a whole volunteers have.

Recommendations

The materials of the article can be helpful in psychological support of individual groups and improving psychological literacy, development of resilience in various groups, volunteers, teachers, and psychologists to improve the adaptability and resilience of people in need of help. Furthermore, the results can be used in the educational process for training future psychologists and programs of other disciplines and increasing the motivation of helping activities in students.

ACKNOWLEDGEMENTS: The study was conducted with the financial support of the Russian Federation and the Government of the city of Sevastopol. Project "Mentality as a component of the resilience of residents of Sevastopol," No. 20-413-920002 r_a

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How to reference this article

NALICHAEVA, S. A.; TKACHENKO, A. A.; BORISENKO, Z. V.; TERYTYEV, B. I.; LUKINA, E. M. Volunteers' resilience and motivation. **Revista on line de Política e Gestão Educacional**, Araraquara, v. 25, n. esp. 7, p. 4383-4398, Dec. 2021. e-ISSN:1519-9029. DOI: <https://doi.org/10.22633/rpge.v25iesp.7.17391>

Submitted: 13/03/2021

Required revisions: 26/07/2021

Approved: 28/11/2021

Published: 31/12/2021

Processing and editing: Editora Ibero-Americana de Educação.
Correction, formatting, normalization and translation.

