

VOLUNTEERISM IN JORDAN: STUDY OF  
GROWTH AND FACTORS AFFECTING  
WOMEN PARTICIPATION

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## CHAPTER I

### INTRODUCTION

Volunteerism is one of the major means of providing human services that go beyond the economic potential for government funded services. Human services have become especially important in today's complex and ever changing societal needs (Schindler-Rainman and Lippitt, 1977). The United States, since its early inception, has had a history of marked achievements in the field of volunteerism. The establishment of some of the United States' greatest institutions e.g. universities, hospitals, libraries, endowments, and the creation of national and international programs for the betterment of mankind, are attributed to volunteerism (Smith & Freedman, 1977). The late Howard K. Smith, one of America's best known contemporary TV anchormen narrated a recent United States Information Agency documentary on volunteerism entitled "What Made America Great" (USIA video cassette shown in Amman, Jordan, 1985).

In many ways, Jordan today is like the United States. It is actively seeking the involvement of volunteers in its development (Hassan Bin Talal, 1985). Statistics released by the General Union of Voluntary

Organizations indicate that close to 30 per cent of the volunteers in Jordan are women (General Union of Voluntary Organizations, 1980). While this is a sizeable expansion (Khoreiss, 1985), a study identifying the important demographic characteristics of those involved in volunteerism and in voluntary service organizations in Jordan, particularly women, would be of a significant value in any future action seeking to increase the level of participation of women in volunteer service.

#### Background of the Study

The literature on volunteerism in Jordan has for years concentrated mainly on the organization, administration, and regulation of voluntary organizations. The Charter of the General Union of Voluntary Organizations was drawn up in 1959 expressly to organize and consolidate the work of the various organizations and volunteer societies in Jordan. Since then the Union has been working in close cooperation with the Ministry of National Development in developing and coordinating the activities and services of voluntary organizations in the country.

A more recent development has been the Queen Alia Jordan Social Welfare Fund which was established by Royal Decree in 1977. The purpose of this fund is to extend organized social services to communities in the Kingdom

on the basis of scientific assessment of need (Abu Jaber, no date).

Historical documentation indicates that prior to 1948, the year of the Palestine Question and the creation of Israel (Lenczowski, 1980), acts of volunteerism in Jordan, then known as the Emirate of Transjordan until 1945, and the Hashemite Kingdom of Transjordan from 1945, were different in both scope and style from what they are now. They were mostly activities, sporadic in nature, and motivated by the religious requirements of the Holy Books. This was coupled by an inborn feeling of good will towards the needy as is prescribed in the Koran and the Bible (Khoreiss, 1985).

Palestine before 1948 (its total land area now falls within the boundaries of Israel), differed from Transjordan in that organized voluntary social work existed in the Arab cities of Acre and Jaffa as early as 1903 and 1910, and in Jerusalem and Nablus areas as early as 1918 and 1921 respectively. The work of these organizations however, was limited to the education of women and the welfare of mothers and children. (Rimawi, 1985).

In November 1947 the United Nations General Assembly recommended the partition of Palestine into a Jewish and an Arab state and the internationalization of the Jerusalem region. The State of Israel was proclaimed in May 1948 on a part of the land that was Palestine. This

came about upon the termination of the thirty-year old British Mandate. A million or more Palestinian Arabs fled east, north and south to neighboring Transjordan, now Jordan and to Syria, Lebanon, and Egypt (Lenczowski, 1980). The occupying forces of the newly created state were determined to replace the Arab population by Jewish settlers, brought first from Germany and East Europe, and later from the Arab countries and from all over the world. These developments made so many Palestinians homeless almost overnight (Lenczowski, 1980). The subsequent 1967 Arab-Israeli war caused another one million to flee in the face of the invading Israeli forces.

This displacement of such large numbers of people caused an immediate and extreme need for additional services and for action by a variety of groups. Members of the voluntary organizations which had existed in Palestine and moved to the East and West Banks of Jordan carried with them their ideals and their organizations. They soon reorganized themselves and joined forces with the newly formed organizations in Amman to meet the needs of the displaced refugees. They also cooperated with the Government of Jordan and with international relief organizations. By their quick and dedicated action they were able to meet the physical, mental, and emotional needs of the hundreds of thousands of Palestinians who as refugees were housed in camps set up by the United

Nations Relief and Works Agency (UNRWA), and the Government of Jordan (Khoreiss, 1985).

The above mentioned volunteer service action, which lasted more than three decades helped the country contain the prevailing crisis situation. The next stage was a shift from emergency service actions based on the developmental approach to volunteerism (Hassan Bin Talal, 1985) which requires the extensive planning of future work and blueprints for new areas of action aiming at newer services and wider involvement of citizens in this type of service. This is why needs assessments are now so common, and academic conventions are regularly being held with the express aim of increasing citizen involvement in voluntary organizations (Queen Alia Jordan Fund, 1985). Volunteers are as such publicly recognized and encouraged (Al-Rai, April 6, 1985, 2).

#### Purpose and Objectives

The purpose of this study was to explore selected factors which have influenced the growth of volunteerism in Jordan. The study identified specific individual characteristics which might be related to volunteerism on the part of Jordanian women. The list of specific characteristics to be examined included marital status, family size, age, level of education, occupation, and the presence or absence of domestic help. For the purposes

of this study these characteristics are treated as independent variables. The dependent variable, namely volunteerism, was measured by the number of hours reported by the respondents as having been their contribution to community service organizations.

Another purpose of the study was to explore what influences women to volunteer and their motives for participating in voluntary community service organizations.

#### Statement of the Hypotheses

Volunteer service is normally associated with a developed country. There was an attempt in this study to show that Jordan has developed both socially and economically from 1948 to 1985, the year of this study, and that this development made volunteerism in Jordan a viable study. The measure used to show this development is the one used by D. Lerner in his famous study The Passing of Traditional Societies. (Lerner, 1958).

The study tested six variables which were hypothesized to correlate with the amount of time devoted to volunteer activities. The six null hypotheses were:

1. There is no relationship between marital status and number of hours spent in voluntary community service organizations.
2. There is no relationship between family size and



number of hours spent in voluntary community service organizations.

3. There is no relationship between age and number of hours spent in voluntary community service organizations.
4. There is no relationship between level of education and number of hours spent in voluntary community service organizations.
5. There is no relationship between occupation and number of hours spent in voluntary community service organizations.
6. There is no relationship between having domestic help in the home and number of hours spent in voluntary service organizations.

#### Definitions

A definition of volunteer service which is commonly used is that it is those activities undertaken by a person of his own free will. Another definition is the one used in the 1981 Gallup Poll Survey (Voluntary Action Leadership, 1982, 21) which conveyed the notion that it stands for "helping others" through organizations like hospitals, schools, churches, and various other systems of social service. Other definitions included those informal kinds of activities such as helping an elderly neighbor or baking for church, and similar other group

activities. Manser and Case (1976) defined volunteer service as:

... those activities of individuals and agencies arising out of a spontaneous private as contrasted with government effort to promote or advance some aspect of common good, as this good is perceived by the persons participating.

The term volunteerism is used to refer to:

Anything related to volunteers or volunteer programs, regardless of setting, funding source, etc. ... this includes all government-related volunteers. (The Journal of Volunteer Administration, p.51).

The Arabic term, *Mohafazat*, and the English term governorate, were used interchangeably. They are the provinces of the state commonly used in Jordan and in many other Arab countries.

The terms family size and number of children were used interchangeably to refer to families by size regardless of the number of relatives living with the family.

#### Limitations and Assumptions

For the purpose of this study, the term volunteerism, is limited to those voluntary service activities carried out through voluntary service organizations. The scope of the study is limited to Amman, the capital of Jordan and its surrounding areas, and the *Mohafazat* (governorate) of Irbid which contains the second largest town and is situated in the agricultural north.

It was the assumption of this investigation that

women in Jordan have adequate awareness and possess the necessary qualifications to participate in community service organizations. It was also assumed that they understood the questionnaire administered to them, so that their answers could be accepted as reliable.

### Summary

Chapter I has outlined the problem and purpose of this study; the objectives, hypotheses, assumptions, limitations, and definition of terms which were formulated to guide this study. Chapter II presents the review of literature to gain an understanding of the development of volunteerism in the Kingdom of Jordan and the participation of women. Chapter III includes the methodology used to collect the data. Chapter IV presents an analysis of the data, while Chapter V presents a summary of the study and findings, conclusions and final recommendations.

## CHAPTER II

### REVIEW OF THE LITERATURE

#### Introduction

The development and growth of voluntary service organizations and the part played by women in the field of volunteerism is the subject of a growing volume of studies and research, as the subject assumes a broader level of significance in the United States and abroad. The following review of the literature is organized into three sections. The first section deals with volunteering in general and in particular its growth in the United States. It will also give a description of the characteristics of volunteers in the United States. It also gives a description of who volunteers in the United States. The second section is a discussion of the general development of volunteerism in Jordan with particular emphasis on the subject of social change in as far as it relates to this development. Section two will in addition give a brief history of the growth and development of social service organizations in both the East and West Banks of Jordan with special focus on women organizations. The third section is a discussion of

Lerner's general theory of modernization in as far as he used literacy and media participation as indices of modernization. The same indices are to be applied to Jordan to establish that a change to modernization has taken place in that country. Time tables will present the progress of this development and the change to modernization based on these indices.

#### Volunteerism in the U.S.A.

There is a marked growth in volunteerism in the U.S.A., and President Reagan is advocating the system as a means of maintaining essential services with minimum government expenditure. It is with this in mind that George Romney, former Chairman of the Board of American Motors, former U.S. Cabinet Secretary and Governor of Michigan, a one time presidential hopeful, and now Chairman of Volunteer - The National Center, stated in the "Chairman's Message" appearing in (Volunteering Sept./Oct. 1985, 3) the following:

-[volunteering is] "the most basic element of our country's heritage of private sector involvement, VOLUNTEER fills a unique role of support, education and advocacy".

Romney's message is not a new concept considering that Alexis de Tocqueville, the famous French philosopher, upon visiting the United States of America in the nineteenth century observed:

Americans of all ages, all conditions, and all

dispositions constantly form associations. They have not only commercial and manufacturing companies, in which all take part, but associations of a thousand other kinds, religious, moral, serious, futile, general or restricted, enormous or diminutive. The Americans make associations to give entertainments, to found seminaries, to build inns, to construct churches, to diffuse books, to send missionaries to anti-podes; in this manner they found hospitals, prisons, and schools. If it is proposed to inculcate some truth or to foster some feeling by the encouragement of a great example, they form a society. Wherever at the head of some new undertaking you see the government of France, or a man of rank in England, in the United States you will be sure to find an association. (Tocqueville, Democracy in America, II:1945, 106).

While this attitude towards volunteering still prevails, there is on the other hand, a growing trend in the United States to increase the level of giving and volunteering and to explore new and innovative ways of reaching out to new groups of people to encourage and assist them in volunteering in order to better serve the different volunteer communities.

In furtherance of this purpose, the Chairman of Volunteer - the National Center announced, inter alia, in The Annual Report of Volunteer - The National Center for the Fiscal Year Ending June 30, 1985 (Volunteering, Sept./Oct. 1985, 3) the following:

1. The existence of 380 nation-wide local volunteer centers.
2. The establishment of a "President's Volunteer Action Award" program in cooperation with the White House.

3. The development of volunteer programs for employees and corporations.

The rapid changes in societal trends towards volunteerism have affected the growth and development of volunteerism in the United States. These changes and trends as well as their implications were outlined by Schindler-Rainman and Lippit in The Volunteer Community (1977), some of which can be found in Jordan. She outlined the following changes.

1. An increase in the rate and complexity of social and technological change. This requires organizations and individual volunteers to develop the mechanism for self-renewal and the use of all human resources.

2. A growth in the level of mistrust and conflict resulting from the competition in progress between the different social, economic, and political segments of the society. Service organizations and individual volunteers should as such assume new roles for conflict resolution and be in a position to initiate and integrate new interests.

3. A transformation of the economy to a post-industrial and technological one making it more human service oriented. This produces an increase in the numbers of volunteers in the fields of education, medicine, and counselling as well as in the systems of recruitment of volunteers. Jordan too at present is

undergoing a process of transformation from an agricultural society to an industrial one.

Professionals in the field of volunteerism have outlined to us what they consider to be research needs. Susan Ellis, Editor of the Journal of Volunteer Administration, calls for a study of a wide range of organizations and an analysis of the economic and educational characteristics of volunteers to show what types of organizations can benefit from the widest diversity of volunteers. She particularly calls for research in other countries. She states that:

Israel and England are the only two [foreign] countries about which more than a few lines have been written regarding volunteer involvement. This leaves the rest of the world [an open field of research].

She also says that such studies are not only of academic interest, but also of immediate usefulness to practitioners in voluntary programs (Conference on Research on Volunteerism and Non-profit Organizations and The 1984 Annual Meeting of the Association of Voluntary Action Scholars, Sept. 1984, 5).

Scholars like Virginia Ann Hodgkinson have done pioneer work in stressing the importance of the value of volunteer time (Conference on Research on Volunteerism and Non-profit Organizations, and the 1984 Annual Meeting of the Association of Voluntary Action Scholars, Sept. 1984, 7):



We found that one of the elements not terribly important for the other sectors is volunteering time. If we don't count it, we are eliminating one of the most unique features of our sector ... contributed time through work without pay.

In 1981 The Gallup Organization conducted a national survey (Voluntary Action Leadership, 1982, 21-32) on the nature and scope of volunteering in the United States. Their findings portrayed that volunteers participated mostly in activities involving religion, health, education and unorganized, informal services. They also found that full-time employed women who were not the chief wage-earners, were more likely to volunteer. While the study did not deal exclusively with women, the findings showed that college educated adults, in upper income bracket with children living at home, and residing in rural areas contributed most hours to volunteer activities. They also found that volunteers participated in activities through personal contact and that they volunteered because they enjoyed doing so.

With this in mind this study will examine volunteer time Jordanian women devote to social service organizations in Jordan. It will also examine the influences and motives for volunteering by women in Jordan.

#### Growth of Volunteerism in Jordan

In the development of its volunteer programs, Jordan seems to be determined to increase the level of

volunteering and to explore new and innovative ways of reaching out to the largest number of citizens. (Abu Jaber, no date, 6). It also seems to be responding to the same needs as those prevailing in the United States, and to other needs peculiar to its own ecosystem; environment, and special situation (The General Union of Voluntary Organizations in Jordan, 1959, 6). To understand the Jordanian ecosystem with its special needs and situations, it is necessary to provide a brief description of the country and its history. Jordan is a developing Arab country, lying astride the East and West Banks of the River Jordan. The East Bank was formerly known as the Emirate of Transjordan, a country established by Britain in 1921. It was renamed The Hashemite Kingdom of Jordan after it achieved its independence in 1946 and was joined in 1949 with the West Bank, that part of Palestine which remained in Arab hands following the Arab-Israeli war of 1948. The West Bank comprises the Governorates of Hebron, Nablus, and the Arab sector of Jerusalem. The East Bank comprises the Governorates of Amman, Balqa, Irbid, Zarka, Salt, Karak, and Ma'an. Since 1967 the West Bank has been under Israeli occupation (The Ministry of Information, 1978).

Jordan, situated off the southeastern shores of the Mediterranean Sea, is bound by Syria to the north, Iraq to the east, Israel to the west (the western border

bisects Jerusalem), and Saudi Arabia to the south. The total area is 96,188 sq. km. or 36,832 square miles, of which the West Bank forms an enclave of 6,633 sq. kms. Amman is the capital. Jordan has limited natural resources with only 6.7 per cent being arable land which is dependent on irregular intermittent rainfall, although recently more land is irrigated. It has no oil or other worthwhile resources other than its historical and tourist attractions as well as its human resources (The Ministry of Information, 1978).

The Jordanian people are part of the Arab nation. Islam is the official state religion, and Arabic is the official language. The population was estimated in 1976 at 2,900,00 of whom 62 per cent were urban, 35 per cent rural, and three per cent nomads. Over 800,000 live on the West Bank. Population growth is 3.2 per cent annually (The Ministry of Information, no date). The 1983 population estimate was placed at 3,247,000 (UNESCO Statistical Yearbook, 1984).

Jordan has suffered repeatedly from the conflicts and upheavals which have beset the Middle East since World War II, followed by the three wars with Israel in 1948, 1967, and 1973. (Lenczowski, 1980). This precipitated the need for extensive voluntary work. The need was felt at every level. The severe disruption of normal life and the drastic changes in societal norms prompted

the call for major action to meet the needs arising from the different problems the nation faced. Child care, displaced families, sickness, and disease called for social, economic and political awareness of the problem. United Nations organizations were created to offer the needed immediate relief, namely the United Nations Relief and Works Agency for Palestine Refugees (UNRWA/PR). Other United Nations agencies like the World Health Organization, the United Nations International Children's Emergency Fund (UNICEF) to mention a few, have since been very active. Private foreign organizations also came to the rescue. Some of these foreign organizations which came from Sweden, Germany, Switzerland, Austria, Cyprus, and the United States also lent a helping hand and are operating until the present time. Among the United States organizations that are still active in Jordan is the Baptist Mission (Ministry of Social Development, 1983, 85). This resulted in a substantial increase in the number of voluntary societies devoted to serving children, orphans, and the physically handicapped or retarded. They put into effect several rehabilitation projects and programs (Khoreiss, 1985).

This expanded need necessitated the enactment in 1951 of a law establishing the Ministry of Social Affairs, which was assigned the task of supervising and consolidating all the operations of the voluntary

movement in Jordan (The Queen Alia Jordan Social Welfare Fund, 1981). Among the important organizations established in 1951 was the YWCA which ran a children's hospital, held leadership training sessions, and carried out literacy campaigns, introduced sewing and domestic science, looked after conditions in prisons, mental hospitals, and founded the first women's hostel for working women. The Red Crescent Society was established soon after in 1952. It built a hospital and adopted a prison visitation program. An organization for the Protection of Women's Rights was also established in the same year. This organization was in 1967 renamed the Arab Women Organization. The year 1954 also saw the birth of the Union of Arab Women. Among its objectives were the eradication of illiteracy, preparation of women to assume their full rights, and effective participation in developmental programs at all levels. It has since campaigned for and secured special legislation for the protection of the rights of women and children in the fields of pay and hours of work, and succeeded in obtaining for literate women their right to vote (Khoreiss, 1985).

The consolidation and classification of the work of voluntary organizations into three groups in each of the *mohafazats* soon became a necessity (Abu Jaber, no date). This was achieved during the period of 1957 - 1960. The

three classifications were: those caring for children, orphans and the aged; those working under religious auspices; and those dealing with sports clubs. In 1966 the supervision of clubs came under the authority of the Ministry of Youth thus leaving the supervision of the social organizations to the Ministry of Social Affairs. The 1967 war brought more refugees and more problems to solve. Amongst these there appeared a pressing need for initiating family planning clinics and leadership training centers as well as organizations of women friends of hospitals, and special rural women organizations. More and more organizations were deemed necessary and 1969 saw the registration of twenty additional organizations, and 1970 saw the registration of twenty six more. The total number of volunteers in 1970 peaked at 20,000 serving about 80,000 people and rendering the following different services at separate centers (Table 1).

The sudden change in population demographics brought about by the forced migration of Palestinian Arabs from Israel in the aftermath of the three wars stressed the need to focus on modernization. This meant transforming the country from an agricultural to an industrial state, not withstanding the country's limited natural resources (Hammouda and Sara, no date). Jordan then adopted a policy aiming at the full utilization of its human and natural resources to achieve the full development of its

Table 1

Number and Type of Service Centers in Jordan


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Service	Number of Centers
Financial support	17
Non-material support	60
Child care	70
Vocational training	65
Medical Service	33
Service to the aged	3
Education	40
Cultural activities	20
Religious activities	40
Youth activities	2
Handicapped	4
Mother and childcare	20
Feeding centers	136
Service organizations	4

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Source: The Queen Alia Jordan Social Fund, 1981

economic and social growth programs.

The Three Year Plan 1973-1975 focused on increasing the job opportunities, raising the annual rate of economic growth to eight per cent, reducing dependence on foreign resources, reducing the balance of trade deficit, and improving the balance of payments. The Five Year Plan 1981-1985 aimed at increasing per capita income, improving the standard of living of the people, an equitable distribution of the benefits of development, and a wider extension of services (Abu Jaber, 1983).

This required first and foremost the general development of education. Table 2 illustrates the growth attained in the field of education based on budget amounts and percentages for the years 1975 to 1984.

To fully implement all the development plans, a Ministry of Social Development was created in 1971 to replace the Ministry of Social Affairs. Eight specialized directorates were organized within the Ministry of Development to deal with (1) local councils, (2) women affairs, (3) family and child care, (4) social defense, (5) special education, (6) social and cultural consciousness, (7) finance and administration, and (8) administrative affairs. Special offices were also established and placed in charge of external relations and voluntary organizations. A female minister, Ina'am Mufti was appointed to head the Ministry of Development,



Table 2

Growth in Jordan's Education Budget 1975 - 1984

Fiscal Year	State Bduget	Education Budget	% of State Budget
1975	218,250,000	14,873,800	6.8
1976	263,000,000	18,610,500	7.1
1977	332,600,000	22,315,000	6.7
1978	317,813,000	26,357,000	7.1
1979	513,683,000	35,766,000	7.0
1980	529,233,000	39,668,000	7.5
1981	638,250,000	50,781,000	8.0
1982	765,600,000	61,563,000	8.0
1983	775,370,000	63,950,000	8.2
1984	720,200,000	65,540,000	8.5

Source: Ministry of Education Yearbook 1983-84

clearly signalling the importance of the role of women in the development undertaking (Khoreiss, 1985).

To further strengthen the effectiveness of the social development plans and the work of the voluntary social organizations, a national private philanthropic organization, the Queen Alia Jordan Social Fund was created by Royal Decree in 1977 and placed under the direct patronage of His Majesty King Hussein as Honorary Chairman and Founder. The Fund was further strengthened when in 1979 special legislation was passed to regulate its activities. It is presently headed by Princess Basma, the King's sister. The aim of the Fund is to catalyze the efforts of the various sectors involved in voluntary social work so as to meet the basic social needs of the country and to contribute effectively to Jordan's social development. The Fund seeks to achieve its objectives through the following actions:

1. Conduct surveys to identify social needs and determine the order of priorities.
2. Provide the necessary financial and technical support required by private voluntary organizations.
3. Plan and implement pioneer social projects.

The Fund also aspires to accomplish the following:

- a) Conduct detailed scientific studies on the social problems of Jordan.
- b) Provide technical and financial support to the

programs and activities of private voluntary organizations.

c) Implement new projects for the handicapped and new community development projects.

d) Conduct fund raising campaigns to obtain the funds needed to implement new social projects as the Fund has acquired lots of land for 22 future projects, and has completed the architectural plans for these projects which will be situated in different parts of the country. These are local community development projects and projects for the handicapped.

Samples of the statistical studies conducted by the Queen Alia Fund in 1978 show the various aspects of the voluntary organizations which can be utilized to operate these new projects. Table 3 shows the distribution of the number of social service programs according to the type of service in five *mohafazats* or governorates in the East Bank of Jordan according to number of beneficiaries. Table 4 shows the distribution of institutions or establishments sponsored by voluntary societies according to governorates, number of beneficiaries, and number of employees.

The determination of the government to pursue developmental policies and lay out developmental plans had an impact on voluntary organizations as the focus of attention of these organizations soon shifted to

Table 3

Social Service in Jordan According to Beneficiaries 1978

Services	Governorates					Total	%
	Amman	Irbid	Balqa	Karak	Ma'an		
Vocational	1680	792	215	101	8	2796	2.7
Mental retard.	365	-	-	204	-	569	.6
Health	15127	7766	1206	470	-	24569	24.2
Illiteracy	560	154	-	-	16	730	.7
Child care	3151	4584	1169	195	541	9640	9.5
Old people	34	-	30	-	-	64	.1
Guidance	2631	400	576	-	-	3607	3.5
Feeding centres	5036	5013	915	4466	1310	16740	16.5
Education	8268	211	117	25	1610	10231	10.1
Financial help	4296	772	327	440	560	6395	6.3
Cultural	8044	424	600	80	-	9148	9.0
Sports	11450	414	150	60	-	12074	11.9
Social	3975	275	70	-	-	4320	4.2
Technical	464	106	100	-	-	670	.7
<b>Total</b>	<b>65801</b>	<b>20911</b>	<b>5475</b>	<b>6051</b>	<b>4045</b>	<b>101553</b>	<b>100.0</b>

Source: The Queen Alia Jordan Social Welfare Fund, 1981

Table 4

Voluntary Organizations in Jordan by Governorates,  
Beneficiaries, and Employees, 1981

Governorates	Organizations		Beneficiaries		Employees	
	No.	%	No.	%	No.	%
Amman	112	33.9	40679	19.8	797	62.6
Irbid	161	48.8	155073	75.5	257	20.2
Balqa	18	5.5	1404	.7	119	9.3
Karak	26	7.9	5665	2.8	29	2.3
Ma'an	13	3.9	2579	1.2	72	5.6
Total	330	100	205400	100	1274	100

Source: The Queen Alia Jordan Social Welfare Fund, 1981

developmental projects. In so doing the government reduced its assistance in kind and cash as a means of encouraging citizen involvement and with the aim of producing operational independence. The Ministry also gave support and guidance to organizations in both the cities and rural areas on the condition that "development" formed part of their name and so long as their plans spelled out an increased role for women to participate in development plans.

In pursuance of these plans special organizations for homemakers were established in each of the *mohafazat* of Amman, Zarka, Ma'an, Irbid, and Karak, and rural organizations in Arda, Arrahmeen, Mahes, and Ein Jenmal. Training programs were developed to train specialists who can assume the responsibilities of child care in the child care centers which had been opened by Royal Decree in 1971. In 1975 some 16 such centers were opened and 28 new organizations were started with 1786 participants, all focusing their work on literacy programs, medical care, family planning, secretarial work, and child care training (Khoreiss, 1985).

The number of women's service organizations is still far below the number of men's service organizations. Table 5 shows the proportion of women organizations in each of the governorates. On the other hand the women's organizations now in existence are marked by quality and

Table 5

Distribution of Regional and Women Societies in Jordan,  
1982

Region	Number of Societies			Women Societies
	Towns	Villages	Total	
Amman	131	5	136	30
Irbid	7	69	76	7
Balqa'	6	13	19	5
Karak	3	14	17	4
Ma'an	5	16	21	1
Zarka	20	6	26	5
Mafrak	1	7	8	2
Jarash	2	11	13	4
Madaba	3	5	8	4
Tufaila	1	5	6	1
Aqaba	6	-	6	1
Total	185	151	336	64

Source: 1983 Annual Report, Ministry of Social  
Development (Arabic), p. 83.

specialization, and have made a substantial contribution to the quality of life in Jordan. Amongst their achievements (Khoreiss, 1985), are the establishment of:

- A women's hostel and a rehabilitation center for the mentally retarded by the Young Moslem Women Association.

- A nursing home for the aged by the White Beds Organization.

- A children's library and a preschool in Bakaa Camp for 220 preschoolers, a women's hostel, and scholarships for university students by the YWCA.

- An orphanage for girls which has housed hundreds of girls, by the Women Renaissance Organization.

- A demonstration center for the care of the paralytics, by the Hussein Organization.

- A clothes factory by the Arab Women Organization, to provide women with work.

- A rehabilitation and vocational training center for 180 orphan children by the Um Hussein Rehabilitation Center.

- The administration of an old 1952 hospital by the Red Crescent Society.

- Hundreds of cultural and social programs by the Home and Garden Club and the University Women's Organizations.

- University scholarships sponsored by the Arab



University Graduates.

- A counselling and guidance center for women by the Professional Women Club.

- Sewing and secretarial centers for hundreds of girls in Karak by the Muab Girls Association, Jarash Ladies Association, Aqaba Ladies Association, and Naour Ladies Association.

- A preschool and nursery for children of working mothers in Karak by the Homemakers Organization, and a kindergarten, preschool, and nursery by the Wadi Sier Ladies and Moslem Anwar-al-Huda Organizations.

- Special vocational training programs for women in predominantly men's vocations like the repair of electric appliances, by the Homemakers Organization of Amman, and a toys and dolls making shop, as well as a kitchen for the preparation of quick meals for working mothers.

- Marketing of handicraft items produced in the West Bank by many organizations there in order to provide the West Bankers with moral and political support.

At the First 1985 Social Work Day Celebration (Jordan Times, April 6, 1985), the Minister of Social Development announced that the social development plan for 1985 - 1990 aims at:

- coordinating and encouraging private social welfare institutions to harmonize them with governmental efforts.

- preventing any duplication or repetition of government and private goals.

- coordinating with the General Union of Voluntary Organizations and the Queen Alia Jordan Social Welfare Fund plan for the establishment of a Jordanian National Social Welfare Fund through which public and private financial donations could be distributed.

The continued growth in volunteerism in Jordan, and the special interest given to it by Queen Noor, the American born Queen, who is no doubt influenced by her American background, has prompted the government by Royal Decree in August 1985 to set up the Noor Al Hussein Foundation to oversee all the Queen's projects, to conduct research aiming at developing new methods for action, and to tailor all the new projects to fit within the national development requirements (Special Royal letter dated March 20, 1986 - see Appendix A). In addition to a variety of cultural and educational activities and projects, the Foundation gives special attention to those social services which focus on child care and women, and community development. Some of its major projects include the Institute of Child Health and Welfare, the SOS Children's Village in Amman, a model village designed to provide an atmosphere for orphans and abandoned children, resembling as closely as possible life with a natural biological family, the Child

Development Center, and the Arab Children's Congress, an annual cultural program for children from all over the Arab world, which emphasizes their common Arab heritage and enhances their appreciation of the cultural life and heritage of Jordan. Furthermore the Foundation promotes the special interests of women and patrons of the National Federation of Jordanian Women and the Professional and Business Women's Club.

#### Modernization and Participation in Jordan

This study deals with the development and growth of voluntary service organizations in Jordan with special emphasis on the participation of women. Development and growth have been equated with modernization in Jordan. It is essential therefore for the purposes of this study to prove that national development had taken place in Jordan between the years 1948 and the present. Several researchers have given us models which can be used to determine this development. While any of these models can be used, the author expresses a personal preference to the pioneering study of national development in the Middle East which Daniel Lerner presented in his book The Passing of Traditional Society, Modernizing of the Middle East (1958). He advanced the theory that the modernization process which transforms a traditional society, first into a transitional society, and then into

a modern society, develops in the process the quality of empathy, and that empathy produces a higher level of citizen participation. This seems to be exactly what has happened in Jordan. Jordan, during the period in question, was transformed from a traditional society into a transitional society, and is now progressing on the road to full modernization. This produced the quality of empathy which has resulted in a higher level of citizen participation in voluntary service work.

Lerner (1958) in his study used four indices of societal growth, and showed that growth in these indicators positively correlates with modernization. He used the indices of urbanization, literacy, media participation, and political participation, and he resorted to the United Nations figures in these areas.

Since this study hypothesizes that modernization has come to Jordan and the growth in Voluntary service is one of its products, this study will present indicators of development starting from the year 1950 and ending with the year 1983. The indicators of development will be presented in five year intervals whenever available, based on UNESCO published statistics. Since parliamentary life in Jordan was suspended following the 1967 war, and no elections have been held there since that date, the political participation index which Lerner used will not be used in this study. Likewise the

urbanization index will not be used as the change from rural to urban life in Jordan did not follow the UNESCO standards because of the large influx of refugees to that country.

This study will therefore substantiate the process of modernization in Jordan by presenting in both tables and bar graphs the UNESCO figures of growth for the period in question, in the fields of literacy, media participation (newspapers, radio, and television), and population. A line graph will compare literacy figures for the population in general and the male and female populations separately.

Tables 6, 7, present the indicators used, namely population, and media participation from the years 1950 to 1983 in five year intervals. Figures 1-10 (appendix B) illustrate these indicators. Figure 1 presents the growth in population in bar graph form. Figures 2 and 3 present in line and bar graph forms the dramatic drop in illiteracy in Jordan based on persons 15 years and older. The illiteracy figures do not cover the whole period in question because population censuses were not collected regularly. Figure 4 presents the figures of newspaper readership per 1000 population in bar graph form for the period in question. Figures 5, 6, and 7 present in bar graph form the growth in total radio ownership, and ownership per 1000 inhabitants, and a comparison of both.

Table 6

Population and Illiteracy in Jordan

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Year	Population	Illiteracy Persons Above 15 years old
1950	1,695,000	80 - 85 %
1955	1,437,000	--
1960	1,695,000	67.6%
1965	1,898,000	--
1970	2,299,000	--
1975	2,702,000	21.4%
1980	2,920,000	
1983	3,247,000	30 %

---

Source: UNESCO Yearbooks, 1950-1983

Table 7

Media Participation in Jordan

Year	Daily papers		T.V. Receivers		Radio Receivers	
	No.	Readers per/1000	in thousands	per 1000	in thousands	per 1000
1950	6	18	--	--	--	--
1955	--	--	--	--	--	--
1960	--	--	--	--	--	--
1965	--	--	--	--	269	141
1970	5	24	46	20	370	161
1975	--	--	120	44	450	167
1980	4	--	171	59	536	184
1983	4	--	220	68	620	191

Source: UNESCO Yearboks, 1950-1983

Figures 8, 9, and 10 present in bar graph form the increase in television ownership in the period in question (Jordan developed its own television station in the early seventies), and ownership per 1000 inhabitants, and a graph comparing both. The UNESCO Statistical Yearbooks including 1985, the last year of publication were the source of the information contained in the above tables and graphs.

#### Summary

A survey of the volunteerism movement in general, and its development in the United States was presented. This was followed by a general history of volunteerism, and the voluntary social service organizations in Jordan within the context of the country's peculiar ecosystem, and within the scope of the planned developmental projects which followed. The development of women's voluntary social service organizations was also discussed in detail. Since growth and development of volunteerism takes place in a developed society, the growth in literacy and media participation were used as indicators of the transition of Jordanian society as a whole, from a traditional society to a modern one. The review of literature provided in this chapter indicates that factors affecting the participation of women in voluntary service organizations in Jordan, and the time they devote



to these activities have not been the subject of any previous study. The need for this study is thus established.

## CHAPTER III

### METHODOLOGY

#### Introduction

The methodology used in this study is presented in this chapter. Descriptions are given regarding the population of the study and how the instrument was constructed. Methods used for collecting and analyzing the data are also be presented.

#### Objectives

This study is designed to achieve the following objectives: (1) examine selected factors which have influenced the growth and development of volunteerism in the Hashemite Kingdom of Jordan, (2) identify specific individual characteristics which are related to volunteerism on the part of women in Jordan.

#### Hypotheses

Six null hypotheses were formulated to test the variables of this study. They are:

1. There is no relationship between marital status and number of hours spent in voluntary community

- service organizations.
2. There is no relationship between family size and number of hours spent in voluntary community service organizations.
  3. There is no relationship between age and number of hours spent in voluntary service organizations.
  4. There is no relationship between level of education and number of hours spent in voluntary service organizations.
  5. There is no relationship between occupation and number of hours spent in voluntary service organizations.
  6. There is no relationship between having domestic help in the home and number of hours spent in voluntary service organizations.

#### Study Population

The population of this study was the female volunteers in Jordanian voluntary service organizations. The sample was selected as follows: The list of 163 voluntary service organizations operating in the two largest *mohafazats* (governorates) of Amman and Irbid in the Hashemite Kingdom of Jordan was used. The list was obtained from The Directory of the General Union of Voluntary Organizations (The Directory of the General

Union of Voluntary Organizations, 1980). The two governorates were selected to the exclusion of all the others as more than half of the volunteer organizations are found in them. They are also the most urban and westernized.

Twenty five organizations were randomly picked from the 163 organizations. This represents 15 percent of the voluntary organizations operating in those two areas. The female membership lists of the selected voluntary service organizations were obtained and three members were randomly picked from each list. This yielded a sample of 75 possible respondents.

The level of significance for reaching the hypothesis will be  $\alpha = .05$ , power = .80. This is based on Cohen's Power Tables (Cohen, 1971) for a sample equal in size to the one used in this study. Because the study is a preliminary one, the evidence will be suspect until the study is replicated.

The results of this study were limited in the ability to produce generalizations since volunteer women in only two out of a total of nine *mohafazats* were involved. Also since there is a great variation in the standard of living and in the lifestyle of citizens in the different *mohafazats*, the sample cannot be considered as fully representative of all women in the same level of education, or same family size, or same age, and the same

level of utilization of domestic help, in all the *mohafazats* of Jordan.

#### Instrument

Six different sources were used in the construction of the instruments of this study.

1. United Nations Yearbooks were used as sources for figures on population, literacy, and media participation for specific years, and to determine the shift of lifestyles in Jordan, and the shift towards development in accordance with the Lerner model.

2. Documents published by the Union of Voluntary Organizations, which included the 1980 Directory of Voluntary Organizations, the 1983 Annual Report as well as Annual Reports of four organizations: The Queen Alia Fund, The Arab Orphan, Young Women Association, and the White Beds Society.

3. Interviews with three prominent pioneers in volunteering since the mid 1940s who provided the information included in the questionnaire:

Fortune Sukkar, the first recipient of the Royal decoration at the First Social Work Recognition Day held in April, 1985.

Isaaf Shoucair, President of the White Beds Society, owner of the first homes for the aged.

H. E. Dr. Amin Majaj, a medical doctor, a former

cabinet minister, and a current member of the Jordanian Parliament representing the Jerusalem District of the West Bank of Jordan.

4. Jordanian daily newspapers from September 1984 to June 1985. Papers used were in particular the English language Jordan Times and the Arabic Al-Rai.

5. A section of the instrument on volunteerism used in The American Home Economics Association Membership Survey Data Book: 1979 by Fanslow, Andrews, Scruggs, and Vaughn (1980) were used as a basis for developing the instrument for the acquisition of data.

In the above study, hours per week devoted to voluntary activities were used as the indicator of volunteerism. Education and occupation were used as the indicator of socio-economic status. In this study of Jordan, volunteerism was measured by the number of hours per month devoted by the respondents to voluntary work. The indicators used to measure socio-economic status were education, and the employment by the family of one or more domestic helpers. Occupation and income, normally used in the United States to measure socio-economic status were not considered suitable for use in the case of Jordan. Chronological age and family size used by the authors of The American Home Economics Association study were considered acceptable and were used in the Jordan study as factors contributing to the level of volunteerism.

6. Adaptation of the instrument of The Gallup Organization (The Gallup Organization, Inc., 1981) was used to develop a profile of the volunteer among Jordanian women.

#### Validity and Reliability

The validity of the questionnaire was developed by pretesting the questions on the three authoritative persons interviewed and identified in page 42. Their suggestions, and responses were sought to determine the content and clarity of the questions and the ease of response.

Reliability was developed by following criteria outlined by Isaac and Michael (1981) particularly as it applies to content, time, and mode of the instrument under question with regard to difficulty level, ability of respondents to read and comprehend, their attitude towards the questionnaire, and towards participation in the study, the length of the questionnaire and response time, the time of day and season of the year for the questionnaire to be administered, and how the instrument was administered.

Three young Jordanian women, with bachelors degrees from the University of Jordan, were trained to administer the questionnaire to volunteer women. In addition, those Jordanian women had experience in volunteer work.

## Research Design

The type of information desired for this study was gained through correlational research methodologies. The technique of self-reporting questionnaire has been chosen for gathering the information for the correlational design. The questionnaire was used to collect data to show the relationship among factors of marital status, family size, age, level of education, occupation, and the utilization of domestic help with hours of participation per month by Jordanian women in voluntary service organizations.

This method was selected because the purpose of this study was to (1) examine selected factors which have influenced the growth of volunteerism, and to identify specific individual characteristics which might correlate statistically with volunteerism on the part of Jordanian women. (2) to explore for what reasons women volunteer and how they got involved in voluntary community service organizations.

This study could lack the capacity to produce strong generalizations. While cause and effect might not be possible, the study can delineate the variables that may be important in any future research.

## Procedure

A questionnaire was administered to 75 randomly



selected Jordanian women, who were members in 25 randomly selected voluntary service organizations operating in two *mohafazats*. A 39 item questionnaire designed by the researcher in Arabic, was administered to them during the month of April, 1985 by the researcher and three of her assistants in Amman, the capital of Jordan and its suburbs, and in Irbid and the rest of the *mohafaza* of Irbid.

Questions 1, 2, and 3 identified sex, marital status and age. Questions 4, 5, and 6 identified family size, while questions 7, and 8 identified place of residence and occupation. Questions 9, 10, 11, and 12 identified education. Question 13 identified the utilization of one or more full-time domestic helpers (servant, driver or gardener). Questions 15 - 27 identified the nature of involvement in volunteer activities. Questions 28 - 30 identified the dependent variable - participation in voluntary service organizations. A copy of the survey instrument may be found in Appendix C.

The collected data were coded and transferred to the computer for the purpose of correlating the variables of interest relating to women, namely marital status, family size, age, education level, occupation, and the presence of domestic help with the number of hours spent in volunteer community service.

### Collection of Data

The research instrument with a cover letter, written in Arabic, stating the purpose and importance of the study (Appendix C), were given to the three Jordanian assistants in April, 1985. Each assistant was given 25 self-report type questionnaires and asked to administer them to any three members in each of the 25 organizations in April, 1985. A total of 57 instruments were returned, giving a total of 76 per cent response. Of the 57 questionnaires returned, five were eliminated because they were incomplete. The remaining 52 responses (69.3 per cent) were accepted as usable for the purpose of this study.

Since the fast month of Ramadan in the Hijra Islamic year fell at the end of the month of April, followed by the week long Bairam holiday and the approach of the summer vacation in June, no follow-up attempt to collect more data was made.

### Analysis of Data

The data collected for the study were coded and transferred to a statistical computer program, ABC (University of Michigan), and its supporting program ABCENTRY. The computed results were analyzed according to the objectives formulated for this study. The data from the selected variables were analyzed by means of

frequency distributions. These distributions were obtained in terms of numbers and percentages for each category of a variable. Tables were constructed to illustrate the information gained from the questionnaire. Additional information on why respondents engage in activities of voluntary service organizations and how they get involved were obtained by means of bivariate analysis. Contingency correlation coefficients were also computed to test the hypotheses stated in pages 6 and 7. This test was selected because of the smallness of the sample and because of the non-parametric nature of much of the information collected which consisted of either nominal or unordered series of frequencies. (Siegel, 1956, 196). The .05 significance level was accepted as the correlation level of significance to be used in the statistical analysis.

#### Summary

Chapter III presented the methodology used in the study. It also described the sample, instrument, research design, procedure, collection of data, and the analysis of the data. Chapter IV will present and analyze the data.

## CHAPTER IV

### PRESENTATION AND ANALYSIS OF DATA

#### Introduction

The purpose of this study was to identify individual specific characteristics which were related to volunteerism on the part of Jordanian women. These characteristics were marital status, family size, age, level of education, occupation and the presence or absence of domestic help.

It is hypothesized that these variables will correlate with the level of participation in volunteer activities.

This chapter presents an analysis of the data in accordance with the hypotheses of the study, and gives the results obtained from the response portion of the research instrument.

#### Description of Population

In this study the population consisted of Jordanian women involved in voluntary service organizations in two of Jordan's largest mohafazats; Amman and Irbid. The Mohafazat of Amman, includes the capital and is the

largest metropolitan area in terms of size and population. Irbid, is the second largest mahafazat, and lies in the center of the northern agricultural region of Jordan.

A detailed description of the 52 usable responses is summarized in Table 8. Items 2-5, 8-9 and 13 of the questionnaire were designed to obtain background information.

On the marital status variable, 22 (42.3 percent) were married, 20 (38.5 percent) were single, nine (17.3 percent) were widowed and one (1.9 percent) was divorced. The family size variable showed that 32 (61.5 percent) had children; one child or more, 20 (38.5 percent) had no children. The age variable revealed that 25 (48.1 percent) fell in the 31-40 age bracket, 15 (28.8 percent) were in the 41-50 age bracket, eight (15.4 percent) in the 21-30 age bracket and four (7.7 percent) in the 51-60 age bracket.

The distribution of the respondents according to level of education showed that 27 (51.9 percent) were university and community college graduates, 18 (34.6 percent) had secondary and institute level of education, and seven (13.5 percent) had elementary education. The occupation variable revealed that 20 (39.2 percent) were housewives, while the rest were either government employees, technicians or self employed, and three (5.9

Table 8  
Distribution of Women Respondents According to  
Personal Characterisitcs. N = 52

Variable	number	Percent
<u>Marital Status</u>		
single	20	38.5
married	22	42.3
widowed	9	17.3
divorced	1	1.9
<u>Family Size</u>		
no children	20	38.5
one child	7	13.5
two children	7	13.5
three children	8	15.4
four children	6	11.5
five children	1	1.9
six or more	3	5.8
<u>Age</u>		
21-30	8	15.4
31-40	25	48.1
41-50	15	28.8
51-60	4	7.7

Level of Education

elementary	7	13.5
secondary	14	26.9
institute	4	7.7
community college	6	11.5
university	21	40.4

Occupation

civil servant	14	27.5
self-employed	8	15.7
technical	6	11.8
housewife	20	39.2
other	3	5.9

Domestic Help

no help	27	52.9
one helper	13	25.5
two helpers	9	17.6
three helpers	1	2.0
no response	1	2.0

percent) reported "other". Twenty seven (52.9 percent) women volunteers reported that they had no domestic help while the remainder said they had one or more helpers at home, a driver or a gardener.

#### Volunteer Hours

Items were used to gather information about the extent of respondents' involvement in volunteer service organizations. Item 29 asked how many hours were devoted by the respondents to voluntary service organizations per month. Table 9 shows the number of volunteer hours contributed. Nineteen women (36.5 percent) indicated that they devoted from one to five hours a month to voluntary work. Fifteen women (28.8 percent) indicated that they devoted 16 hours and over in voluntary work. Nine women (17.3 percent) indicated they spent from six to ten hours per month and nine (17.3 percent) indicated they spent from 11-15 hours a month in voluntary work.

Tables 10-15 show relationships between voluntary hours of women and each of the six variables; marital status, family size, age, level of education, occupation and domestic help.

Marital status of women seems to influence their level of participation in volunteer social work. Table 10 shows that the highest level of participation of 16



Table 9

Hours Volunteered by Respondents

Hours per month	Women	
	n	%
1 - 5	19	36.5
6 - 10	9	17.3
11 - 15	9	17.3
16 & over	15	28.8
Total	52	100.0

Table 10

Volunteer Hours in Relation to Marital status

Hours per month	Marital Status								
	single		married		widowed		divorced		Total
	n	%	n	%	n	%	n	%	
1 -5	9	45	8	36.4	1	11.2	1	100	19
6 -10	5	25	3	13.6	1	11.1	0	0	9
11 -15	2	10	4	18.2	3	33.3	0	0	9
16 & over	4	20	7	31.8	4	44.4	0	0	15
Total	20	100	22	100	9	100	1	100	52

hours and more, as well as of 11-15 hours came from widowed women who represent 44.4 and 33 percent of the respondents. Thirty-six percent of the married women and 45 percent of the single women gave only one to five hours. Single women seem to prefer fewer hours of participation a month than married or widowed women but the differences are small.

It was hypothesized that family size and the number of children at home affect the level of participation. Table 11 shows that 62.5 percent of the women with three children seem to have the highest level of participation contributing 16 hours and above a month. Women with one child at home have the next highest participation contributing 11-15 hours a month. Single women and women with no children contribute the least hours in voluntary work of one to five hours a month. On the whole, women volunteers with one, two or three children seem to contribute the most hours.

Most of the volunteers seem to come from the 31-40 age group and the 41-50 age group. Table 12 indicates that thirty-three percent of those who are in the 41-50 age group contribute 11-15 hours a month and 33.3 percent contribute 16 hours and over. Participation seems to increase with age.

In studying Table 13, it appears that 42.9 percent of the volunteers with secondary education spend 16

Table 11

Volunteer Hours in Relation to Family Size

Hours per month	Number of Children														Total
	none		one		two		three		four		five		six +		
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	
1- 5	10	50.0	2	28.6	2	28.6	3	37.5	2	33.3	0	0	0	0	19
6-10	4	20.0	0	.0	1	14.2	0	.0	1	16.7	0	0	3	100	9
11-15	2	10.0	4	57.1	2	28.6	0	.0	1	16.7	0	0	0	0	9
16 over	4	20.0	1	14.3	2	28.6	5	62.5	2	33.3	1	100	0	0	15
Total	20	100	7	100	7	100	8	100	6	100	1	100	3	100	52

Table 12

Volunteer Hours in Relation to the Age

Hours per month	Ages								Total
	20 - 30		31 - 40		41 - 50		51 - 60		
	n	%	n	%	n	%	n	%	
1 - 5	7	87.5	9	36.0	3	20.0	0	0	19
6 - 10	0	0	6	24.0	2	13.3	1	25.0	9
11 - 15	0	0	3	12.0	5	33.3	1	25.0	9
16 & over	1	12.5	7	28.0	5	33.3	2	50.0	15
Total	8	100	25	100	15	100	4	100	52

Table 13

Volunteer Hours in Relation to Level of Education

Hours per month	Education										Total
	elemen- tary		second- ary		instit- ute		community college		univer- sity		
	n	%	n	%	n	%	n	%	n	%	
1 - 5	1	14.3	2	14.3	2	50.0	3	50.0	11	52.4	19
6 - 10	3	42.9	3	21.4	0	0	1	16.7	2	9.5	9
11 - 15	1	14.3	3	21.4	1	25.0	0	0	4	19.0	9
16 over	2	28.6	6	42.9	1	25.0	2	33.3	4	19.0	15
Total	7	100	14	100	4	100	6	100	21	100	52

hours and over a month in voluntary activities and 42.9 percent of the women with elementary education contribute from 6-12 hours a month. University Education does not seem to be strongly related to volunteerism although the university graduates contributed somewhat fewer hours.

Occupation seems to affect volunteerism in Jordan. Table 14 shows that although the majority of the respondents were housewives, they do not have the highest participation as might be expected; 30 percent of them contributed 6-10 hours and 30 percent 16 hours and over. Government employees had the lowest participation of 1-5 hours a month. The greatest number of participants were the self employed women, who ran their own business and contributed 16 hours and over a month.

The concept that domestic help is an indication of income and a major factor in freeing Jordanian women to volunteer their time seems likely. Table 15 shows that although the majority of those who volunteer their time do not have domestic help at all, the level of participation does seem to increase to 16 hours and above with those who have one or two helpers. Those who have no help at all (55.6 percent) contribute the least, from 1-5 hours per month. The level of participation seems to increase with the assistance of domestic help.

To summarize the findings, the analysis of the data

Table 14

Volunteer Hours in Relation to Occupation

Hours per month	Occupation										Total
	govern- ment		self employed		tech- nical		house wife		others		
	n	%	n	%	n	%	n	%	n	%	
1 - 5	8	57.1	1	12.5	3	50.0	4	20.0	2	66.7	18
6 - 10	2	14.3	0	0	1	16.7	6	30.0	0	0	9
11 - 15	1	7.1	2	25.0	1	16.7	4	20.0	1	33.3	9
16 over	3	21.4	5	62.5	1	16.7	6	30.0	0	0	15
Total	14	100	8	100	6	100	20	100	3	100	51



Table 15

Volunteer Hours in Relation to the Domestic Help

Hours per month	Domestic Help								Total
	no help		one		two		three		
	n	%	n	%	n	%	n	%	
1 - 5	15	55.6	2	15.3	1	11.1	1	100	18
6 - 10	5	18.5	3	23.1	0	0	0	0	9
11 - 15	2	7.4	4	30.8	3	33.3	0	0	9
16 plus	5	18.5	4	30.8	5	55.6	0	0	14
Total	27	100	13	100	9	100	1	100	50

showed that:

1. Single women devote fewer hours of participation a month than married or widowed women.
2. Women volunteers with larger families contribute more hours than those with small families.
3. Participation seems to increase with age.
4. University education does not seem to be strongly related to volunteerism.
5. Self-employed women have the highest level of participation.
6. The level of participation seems to increase with the utilization of domestic help.

Influences and Reasons for Participation  
in Voluntary Service Organizations  
by Jordanian Women

Questionnaire items 20 and 21 were constructed to gather information on why and how respondents involved themselves in voluntary service organizations (Table 16). Thirty-one (59.6 percent) said they were influenced by relatives, 14 (26.9 percent) indicated they were influenced by colleagues, 10 (19.2 percent) by friends, and only four (three percent) by school, college or university, and three (1.7 percent) by media. Forty three (82.7 percent) said they got involved because they loved serving others. Forty three (82.7 per

Table 16

Influences and Reasons for Participation  
in Voluntary Organizations

Influence variables	Women in percent
<b>How:</b>	
Relatives	62.0
Friends	19.2
Colleagues	26.9
Education system	0.0
Media	5.8
<b>Why:</b>	
Social mobility	19.2
Professional mobility	7.7
Serve others	82.7
Free time	17.3
Love of country	40.4

cent) indicated that they volunteered to fill their free time. Twenty one (40.38 percent) said they volunteered for patriotic reasons. Ten (19.2 percent) volunteered for social mobility, four (7.7 percent) volunteered for professional mobility.

The influence of the family seems to be the strongest factor in influencing women to participate in voluntary service organizations. Serving others seems to be the strongest reason why Jordanian women volunteer time.

#### Statistical Analysis of the Hypotheses

The formulated hypotheses were tested through statistical procedures provided by the ABC package. Contingency correlational coefficients provided the statistical means for analyzing the data in accordance with the formulated hypotheses. This procedure was used because it is one of the commonly used procedures for frequency data to indicate the degree of relation when other measures of association are not applicable. (Siegel, 1956, 196-202). Significance levels were determined for the statistical procedure at the .05 alpha level.

The study showed no statistical significance for two reasons: (1) The smallness of the size of the sample. (2) The chi-square significance test for frequency data is more sensitive to larger samples.

The following tables (17-22) show the statistical analysis for the relationship between each of the independent variables and number of hours spent in voluntary service organizations. Chi-square data are questionable due to the number in each cell.

Hypothesis one stated that there is no relationship between marital status and number of hours spent in voluntary community service organizations. Table 17 shows the statistical analysis.

Table 17

Contingency Coefficient: Volunteer

Hours and Marital Status

---

N Total	52
N Included	52
Row	Volunteer Hours
Column	Educational Level
Number of rows	4
Number of columns	5
Chi-squared	12.091 >10% expected freqs <5.0; Chi-sq questionable
Contingency coefficient	0.434 >10% expected freqs <5.0; CC questionable
Degrees of freedom	12

---

The hypothesis was not rejected since no relationship of significance was found.

Hypothesis two stated that there is no relationship between family size and number of hours spent in voluntary service organizations. Table 18 shows the statistical analysis.

Table 18

Contingency Co-efficient: Volunteer

Hours and Family Size

---

N Total	52
N included	52
Row	Volunteer Hours
Column	Number of Children
Number of rows	4
Number of columns	7
Chi-squared	33.947 >10% expected freqs <5.0; Chi-Sq. questionable
Contingency co-efficient	0.628 >10% expected freqs <5.0; CC questionable
Degrees of freedom	18

---

The hypothesis was not rejected since no relationship of significance was found.

Hypothesis three stated that there is no relationship between age and the number of hours spent in voluntary community service organizations. Table 19 shows the statistical analysis.

Table 19

Contingency Co-efficient: Volunteer  
Hours and Age

---

N total:	52
N included:	52
Row:	Volunteer Hours
Column:	Age
Number of rows:	4
Number of columns:	4
Chi-squared:	16.204 >10% expected freqs <5.0; Chi-sq questionable
Contingency Coefficient:	0.487 >10% expected freqs <5.0; CC questionable
Degrees of Freedom:	9

---

The hypothesis was not rejected since no relationship of significance was found.

Hypothesis four stated that there is no relationship between the level of education and the number of hours spent in voluntary community service organizations. Table 20 shows the statistical analysis.

Table 20

Contingency Co-efficient: Volunteer  
Hours and Educational Level

---

N Total:	52
N included	52
Row:	Volunteer Hours
Column:	Educational Level
Number of Rows:	4
Number of Columns:	5
Chi-squared:	12.091 >10% expected freqs <5.0; Chi-sq questionable
Contingency Coefficient:	0.434 >10% expected freqs <5.0; CC questionable
Degrees of Freedom	12

---



The hypothesis was not rejected since no relationship of significance was found.

Hypothesis five stated that there is no relationship between occupation and the number of hours spent in voluntary service organizations. Table 21 shows the statistical analysis.

Table 21

Contingency Co-efficient: Volunteer  
Hours and Occupation

---

N total:	52
N included:	52
Row:	Volunteer Hours
Column:	Occupation
Number of Rows:	4
Number of Columns:	7
Chi-squared:	33.947 >10% expected freqs <5.0; Chi-sq questionable
Contingency Coefficient:	0.628 >10% expected freqs <5.0; CC questionable
Degrees of Freedom:	18

---

The hypothesis was not rejected since no relationship of significance was found.

Hypothesis six stated that there is no relationship between domestic help and the number of hours spent in voluntary community service organizations. Table 22 shows the statistical analysis.

Table 22

Contingency Co-efficient: Volunteer  
Hours and Domestic Help

---

N Total:	52
N included:	52
Row:	Volunteer Hours
Column:	Domestic Help
Number of Rows:	4
Number of Columns:	4
Chi-squared:	16.204 >10% expected freqs <5.0 Chi-sq questionable
Contingency Coefficient:	0.487 >10% expected freqs <5.0 CC questionable
Degrees of Freedom:	9

---

The hypothesis was not rejected since no relationship of significance was found.

Table 23 gives a summary of contingency coefficient values for the performance level of participation of Jordanian women in community voluntary service organizations. It also indicates an association in the hypothesized direction between each of the variables and the level of participation of Jordanian women. However, none of the variables examined achieved the significance level at the .05 level.

Table 23

Contingency Coefficient Values of Hours Volunteered in Relationship to Variables

Variables	Coefficient
Number of children	.63
Domestic help	.52
Age	.49
Occupation	.48
Educational level	.43
Marital status	.37

Family size seems to be the strongest factor for participation in voluntary service organizations by Jordanian women, showing a contingency coefficient of  $C = .63$ . Marital status seems to be the weakest factor.

The question of what are the influences and motives that prompt Jordanian women to volunteer their time was not tested statistically as it does not lend itself to variability.

#### Summary

This chapter presented the results of the study. The chapter contained a description of the respondents, a discussion of volunteer responses to the research instrument items, and an analysis of the data in accordance with the hypotheses of the study. The influences and reasons for participation in voluntary service organizations were also discussed. Correlational statistical procedures produced the data used in the analysis.

## CHAPTER V

### SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS

#### Summary

This study was designed to gather information on factors influencing the participation of Jordanian women in voluntary service organizations. It was also designed to identify selected factors which influence the level of participation. Six null hypotheses were developed to test the data in this research study. The hypotheses were as follows:

1. There is no relationship between marital status of and number of hours spent in voluntary community service organizations.

2. There is no relationship between family size and number of hours spent in voluntary community service organizations.

3. There is no relationship between age and number of hours spent in voluntary community service organizations.

4. There is no relationship between level of education and number of hours spent in voluntary community service organizations.

5. There is no relationship between occupation and number of hours spent in voluntary community service organizations.

6. There is no relationship between domestic help and number of hours spent in voluntary community service organizations.

The population for this study was the female volunteers in Jordanian voluntary organizations in two provinces (mohafazats), during the spring of 1985. The listing of the population was obtained from the Union of Voluntary Organizations in Jordan.

A questionnaire to identify selected variables was constructed by the researcher. The completed questionnaire included a section on how and why the respondents got involved in volunteer service.

The research instrument was administered to a sample of 75 Jordanian women who were members of 25 voluntary organizations randomly selected by the researcher and three of her helpers during the month of May 1985. The number of usable returns was 52 which represents 69.3 percent of the study sample.

The data were analyzed through correlational statistical procedures utilizing the ABC Statistical Package produced by the University of Michigan. Relationships detailed in the hypotheses were tested. The statistical analysis indicated an association in

the hypothesized direction between each of the variables and the level of participation of Jordanian women, with family size showing the strongest association. However, no significant statistical relationship was found and the null hypotheses were therefore not rejected.

The analyses of influences and motives for participation in voluntary service organizations reveal that the family has the strongest influence, and that the primary motive for volunteering is serving others. This finding was expected in a country like Jordan where the family still enjoys a dominant place in the social structure.

This also confirms the findings of the survey conducted by the Gallup Organization in 1981 in the United States (Voluntary Action Leadership, 1982, 28) where the strongest motive to volunteer was found to be the desire to do something useful. The same survey found the family influence to volunteer was as strong as having been asked by someone.

### Conclusions

If one is to use this study to produce a profile of the Jordanian woman most actively engaged in volunteer service, one would find that she is married, 41-50 years old with one to three children. She has secondary education and is self-employed running her own business.

She also has the benefit of domestic help at home. She devotes 16 hours or more of her time a month to volunteer service. She is mostly motivated by a feeling that she needs to serve others. She got involved in community service organizations through the influence of a family member. It seems the needs of humans and the way humans meet the challenges of life are the same as this profile agrees somewhat with the profile produced by the Gallup Organization in the United States in their 1981 survey (The Gallup Organization, 1982).

#### Recommendations

If the Jordanian Government feels that more Jordanians should be involved in volunteer service, and this seems to be the case, then the above profile can help in determining the targets of government action. The media seems to be the least important in convincing women to volunteer. This is the case, unless the media have served as a factor in conjunction with other factors, in particular it could have been a factor in the two step flow of information suggested by Katz and Lazerfeld (1955). The media may as such have helped to influence other members of the family, and they in turn, acting as opinion leaders, did influence the social volunteer in question.

The weak role of the mass media in recruitment



of volunteers seems to agree with the findings of the survey conducted by the Gallup Organization in 1981 (Volunteer Action Leadership, 1982, 25). The results of the survey show that the mass media are not a critical resource in the United States also.

As to recommendations for future research, it is suggested that:

(1) The variables which approached significance should be tested further, particularly in the other provinces (governorates) of Jordan, since different samples could produce significant correlations and in this way help the researchers to arrive at generalizations.

(2) Other variables should be tested to find out if they are more significant than the variables tested in this study. It is suggested that variables like ethnic origin, tribal affiliation, religious and regional backgrounds be also tested.

(3) This study should also be followed by a scientific comparative study of all the variables for both men and women in Jordan, preferably using a larger sample.

(4) Finally, a study should be conducted to include non-volunteers to determine what the Government and service organizations in Jordan should do to produce more social service participation and volunteers.

Finally the information obtained from this study may have implications for international organizations, for the Union of Voluntary Organizations in Jordan and other national agencies and organizations. This information should be of special significance to them so long as they are trying to develop their operations and to increase the level of involvement of women.

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**APPENDIXES**



APPENDIX A  
SPECIAL ROYAL LETTER



*Office of Her Majesty the Queen*

March 20, 1986  
The Royal Palaces  
Amman, Jordan  
Ref. 2.6/ **85**

Miss Margō Habiby  
25 Summit Circle  
Stillwater, OK 74075

Dear Miss Habiby,

Her Majesty was interested to read of your plans to participate in the National History Day and wishes you success in this important contest.

We have enclosed for your information Her Majesty's biography, a number of articles on Her Majesty's life, and photos of Her Majesty and the Royal Family.

We hope that the above material will be of assistance to you in your research, and that the project proves to be both rewarding and enjoyable.

With best regards to you and your family.

Sincerely,

  
Samir Khalifeh

Director, Office of Her Majesty

Enclosures

**APPENDIX B**  
**FIGURES 1 - 10**

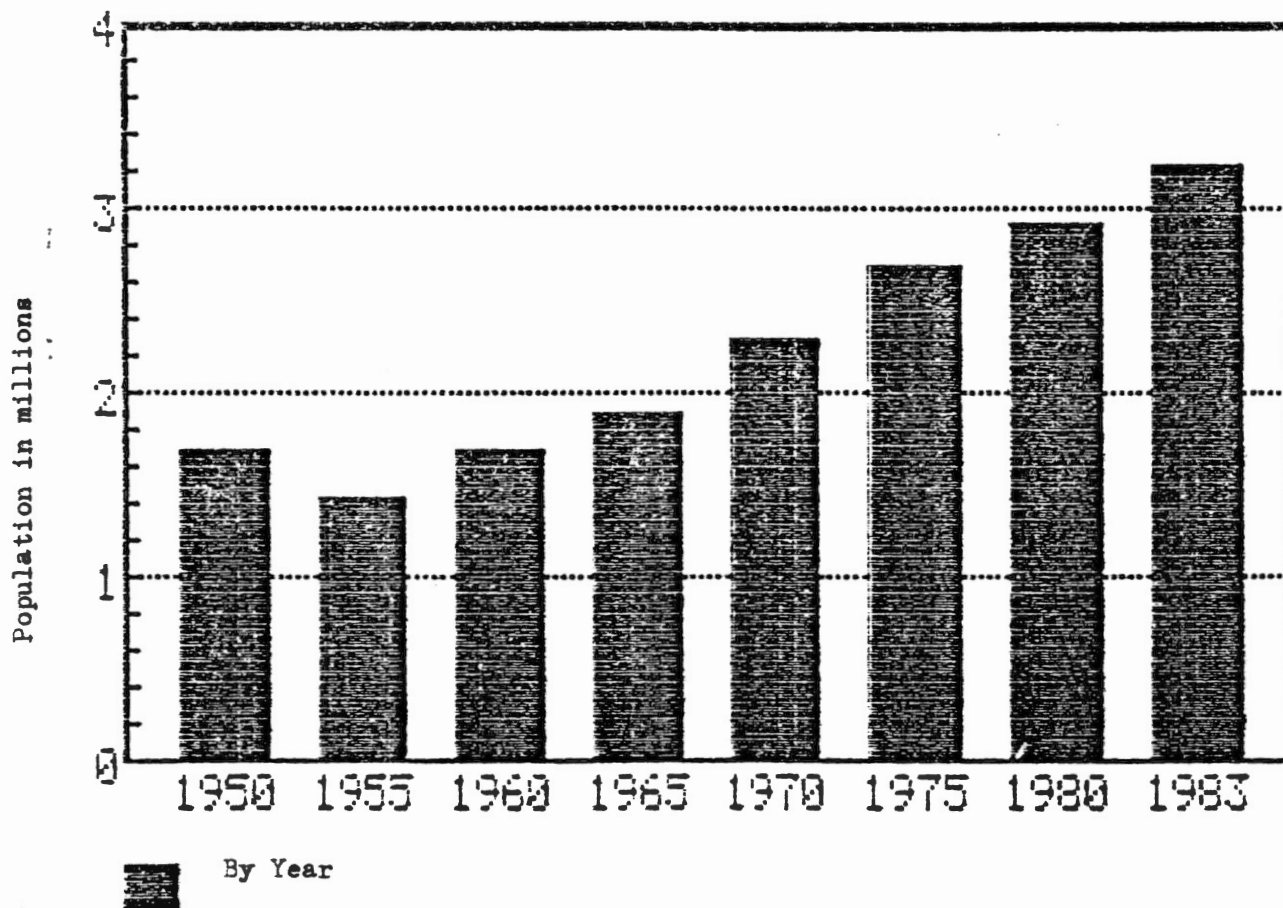


Figure 1. Histogram of Population Growth in Jordan

(Source: UNESCO Statistical Yearbooks )

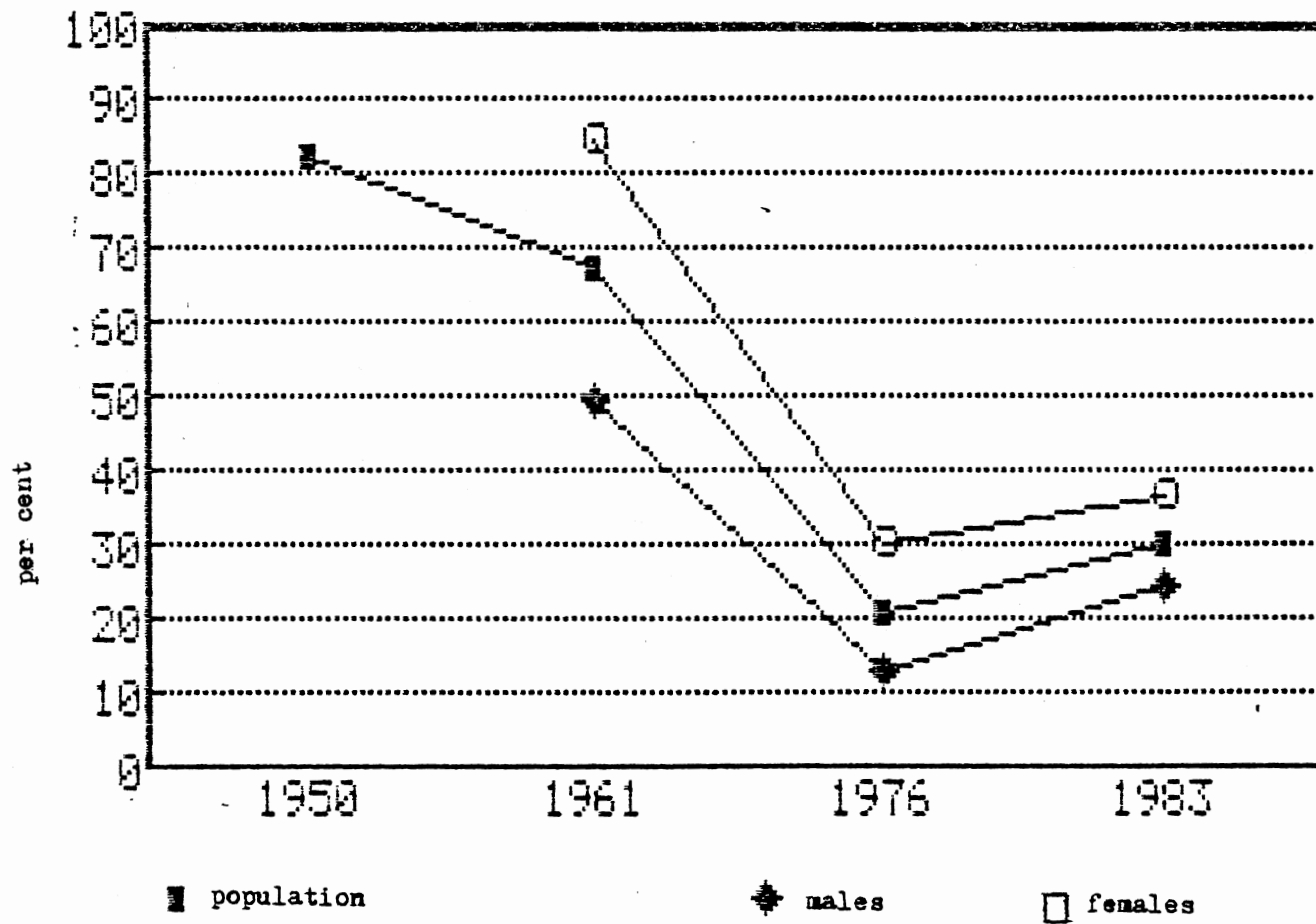


Figure 2. Illiteracy (15 years and above)  
 (Source: UNESCO Statistical Yearbooks)

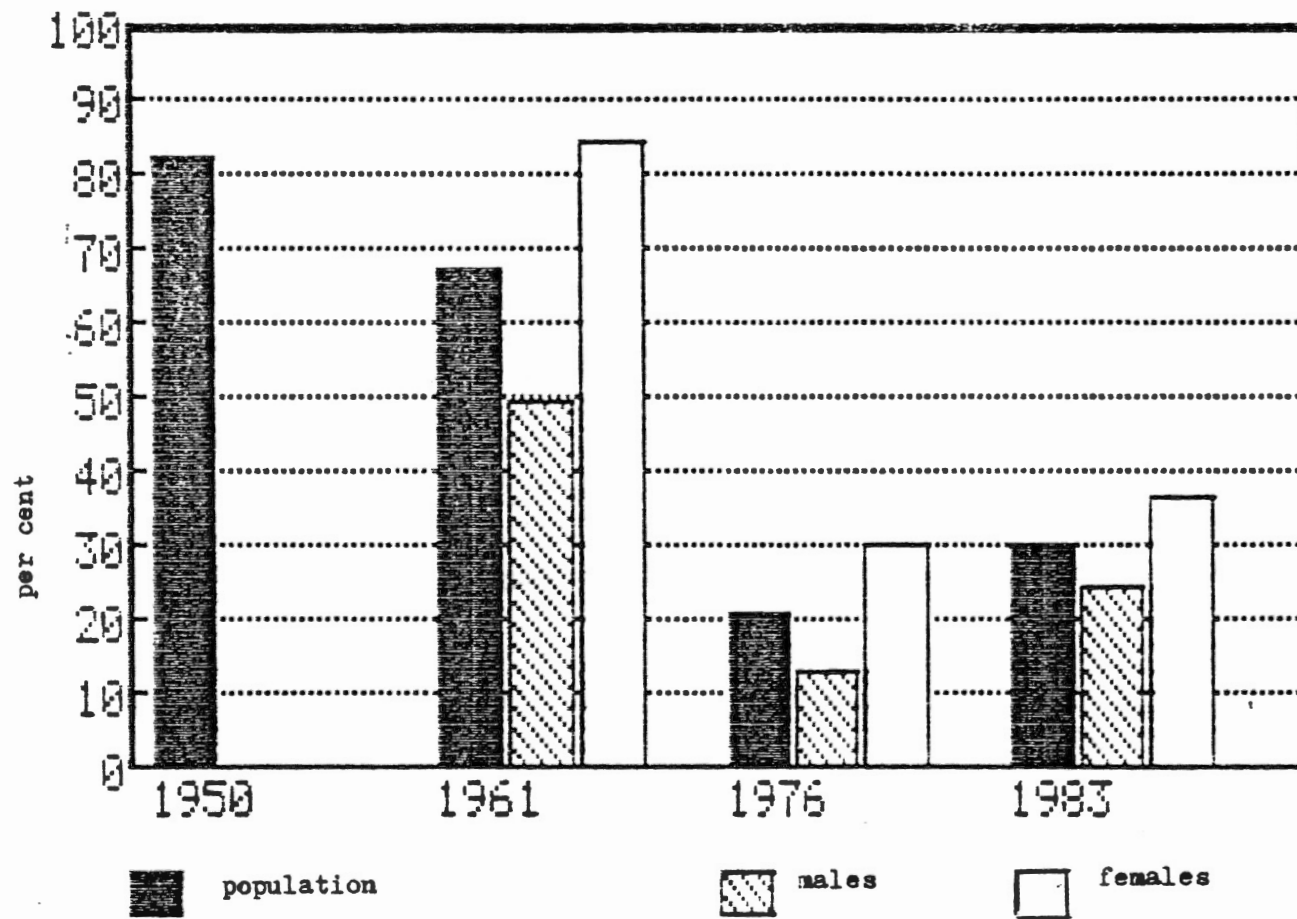


Figure 3. Histogram of Illiteracy (15 years and above)  
 (Source: UNESCO Statistical Yearbooks )

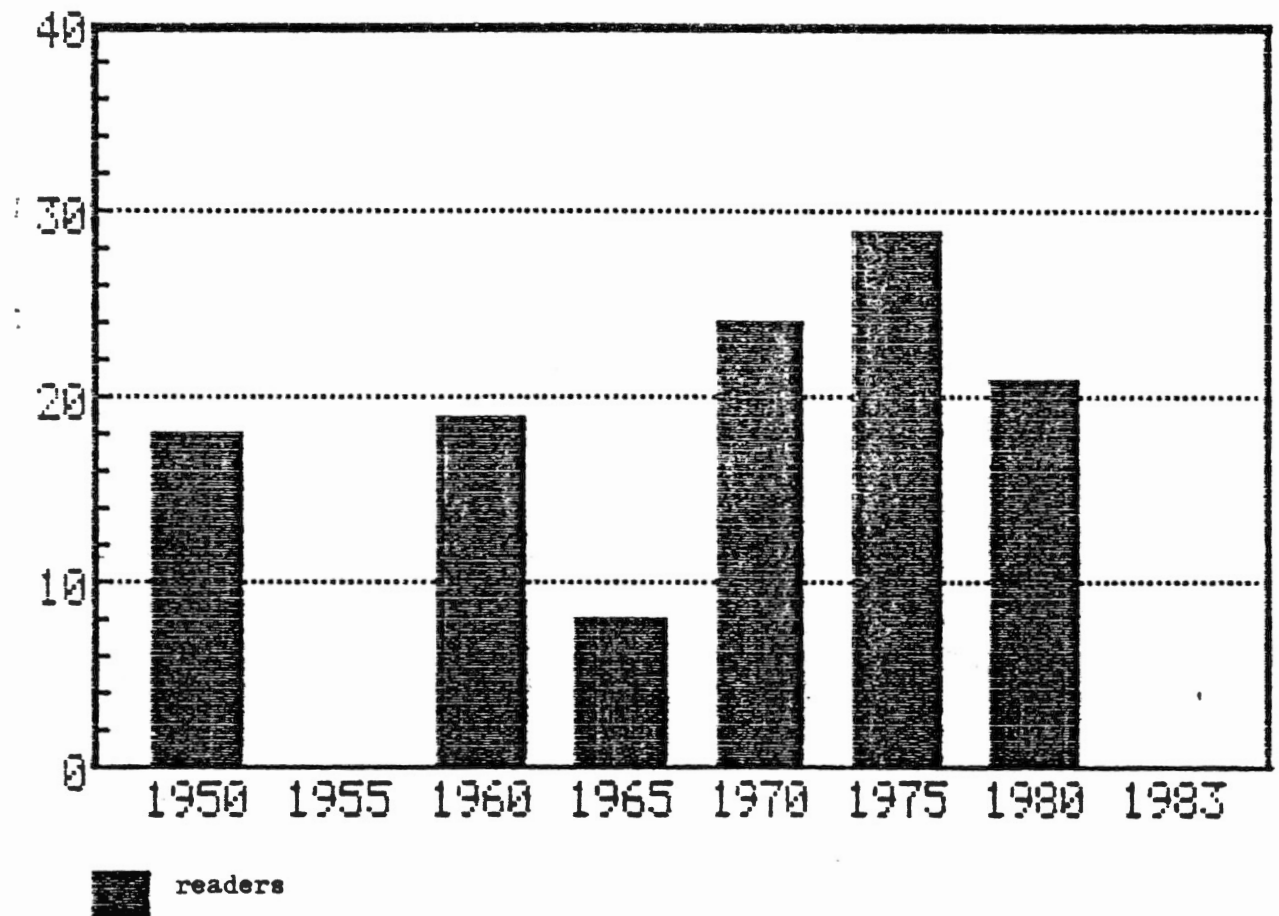
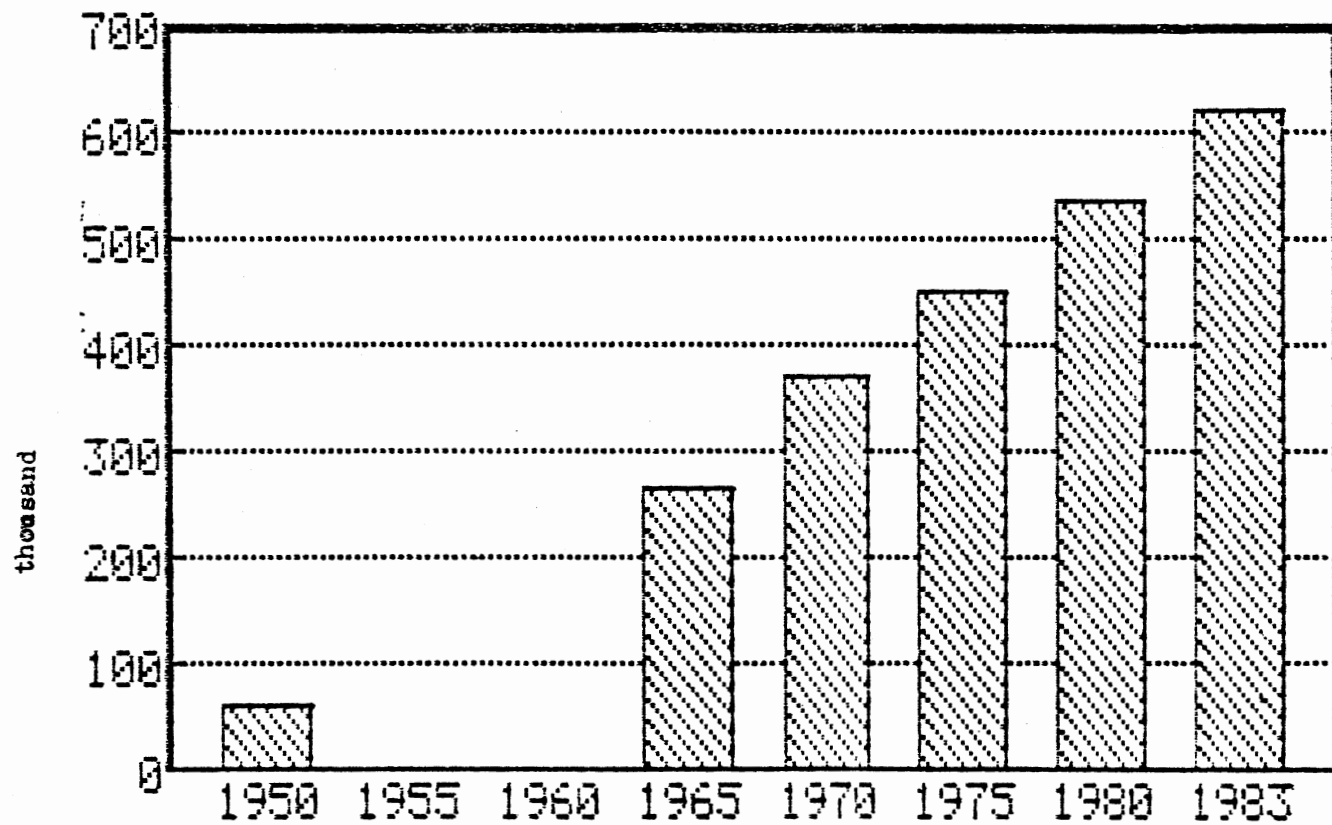


Figure 4. Newspaper Readership Per 1,000 Inhabitants

(Source: UNESCO Statistical Yearbooks)




 radios

Figure 5. Total Radio Ownership

(Source: UNESCO Statistical Yearbooks)



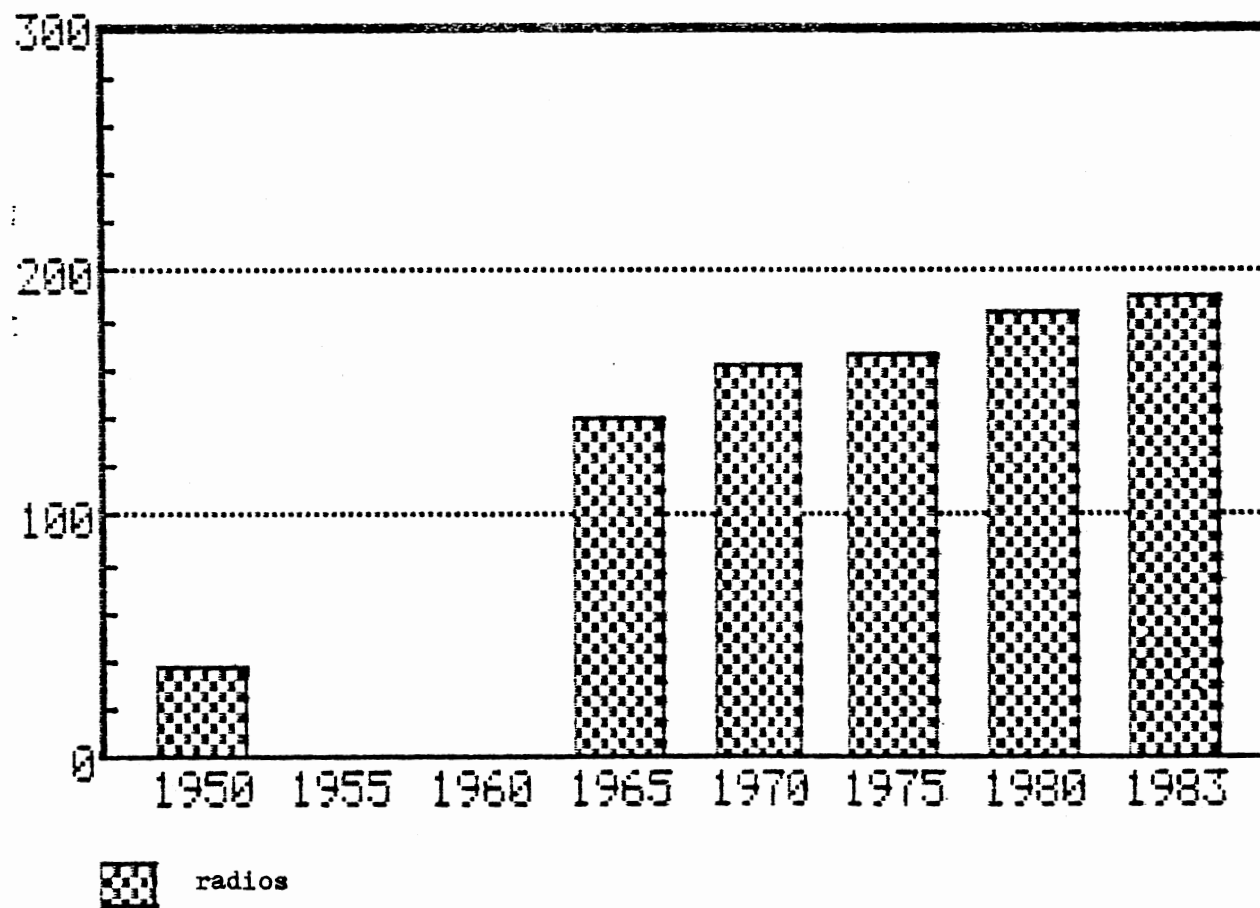


Figure 6. Radio Ownership per 1,000 Inhabitants  
 (Source: UNESCO Statistical Yearbooks)

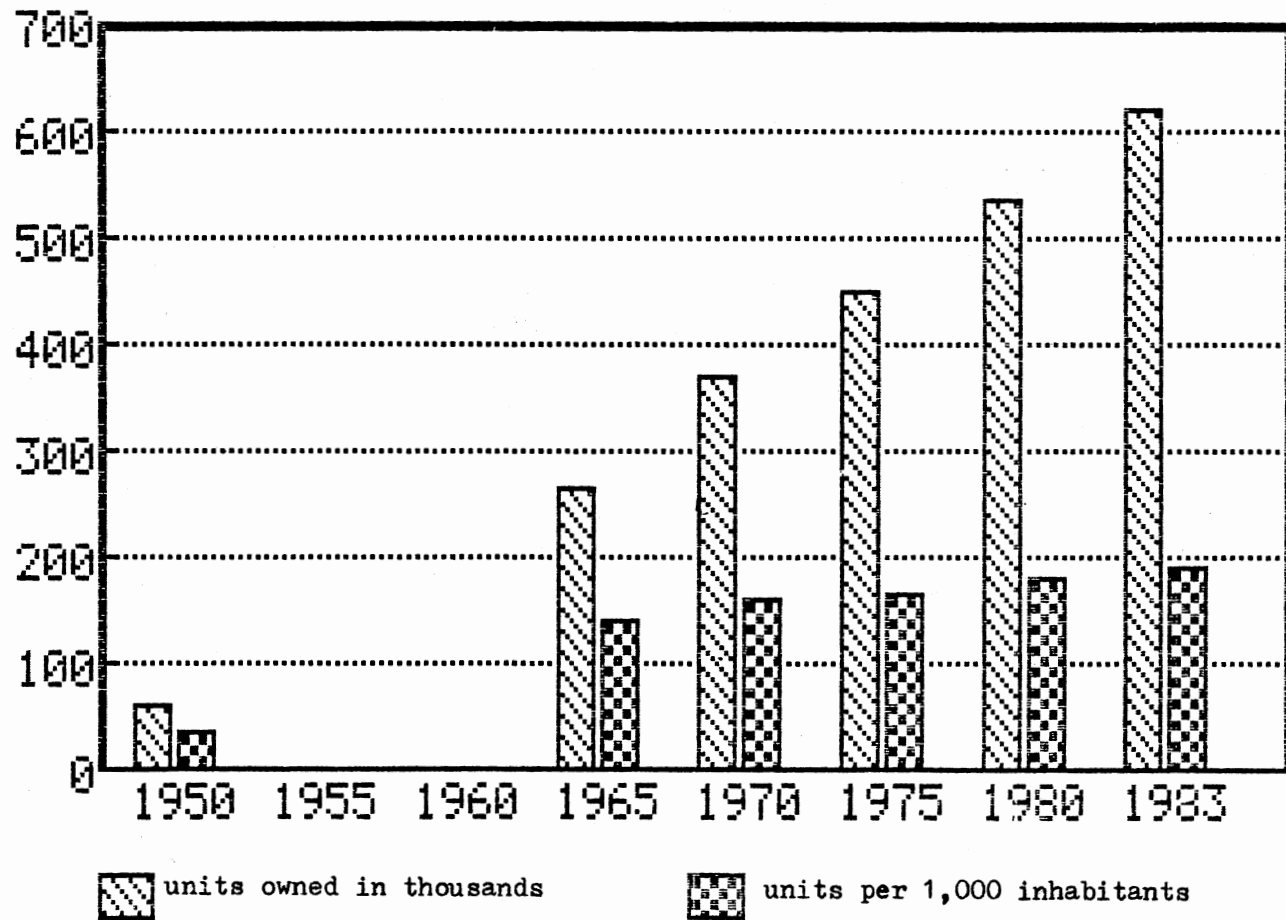


Figure 7. Comparison of Radio Ownership and Ownership Per 1,000 Inhabitants

(Source: UNESCO Statistical Yearbooks)

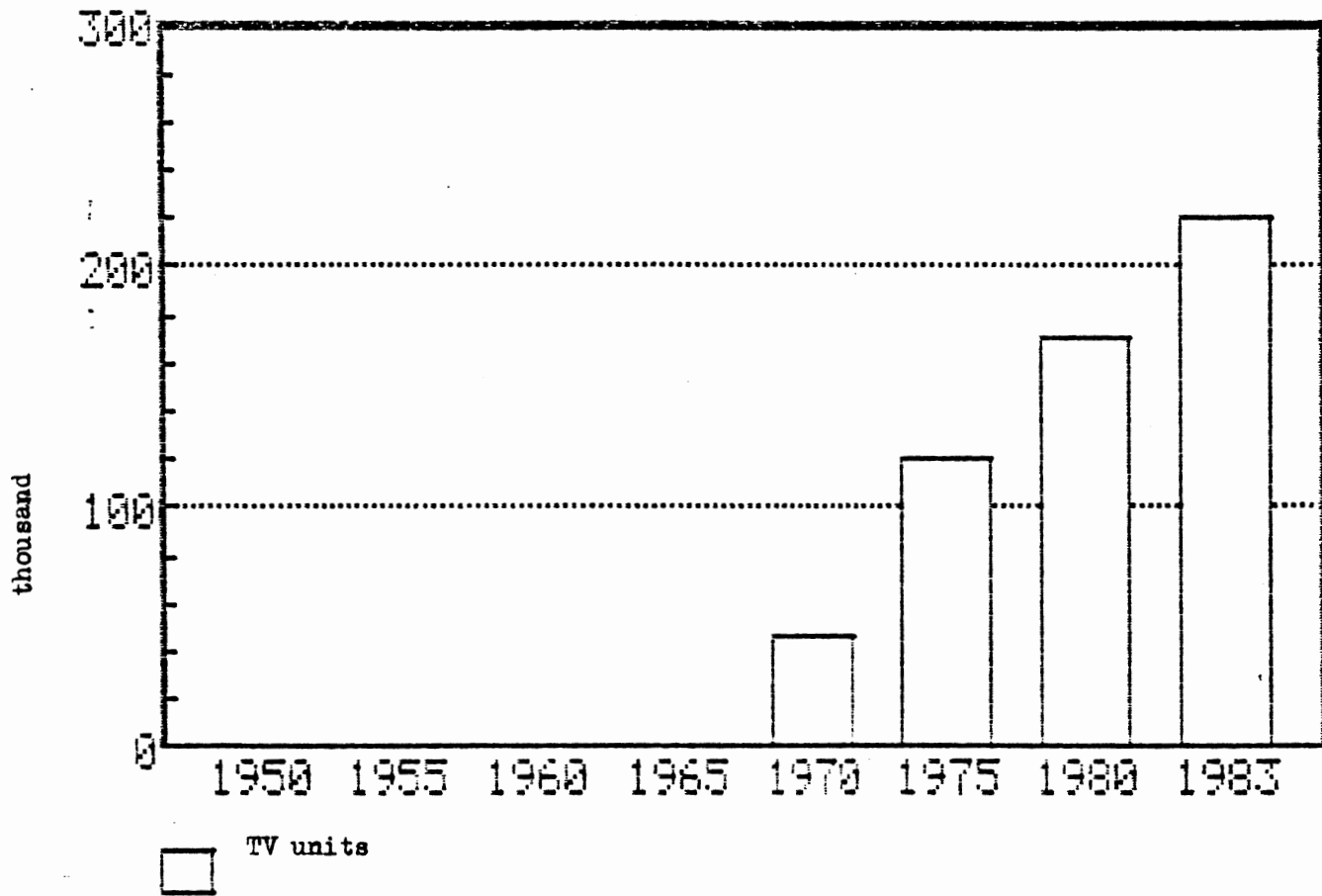


Figure 8. Total TV Ownership

(Source: UNESCO Statistical Yearbooks)

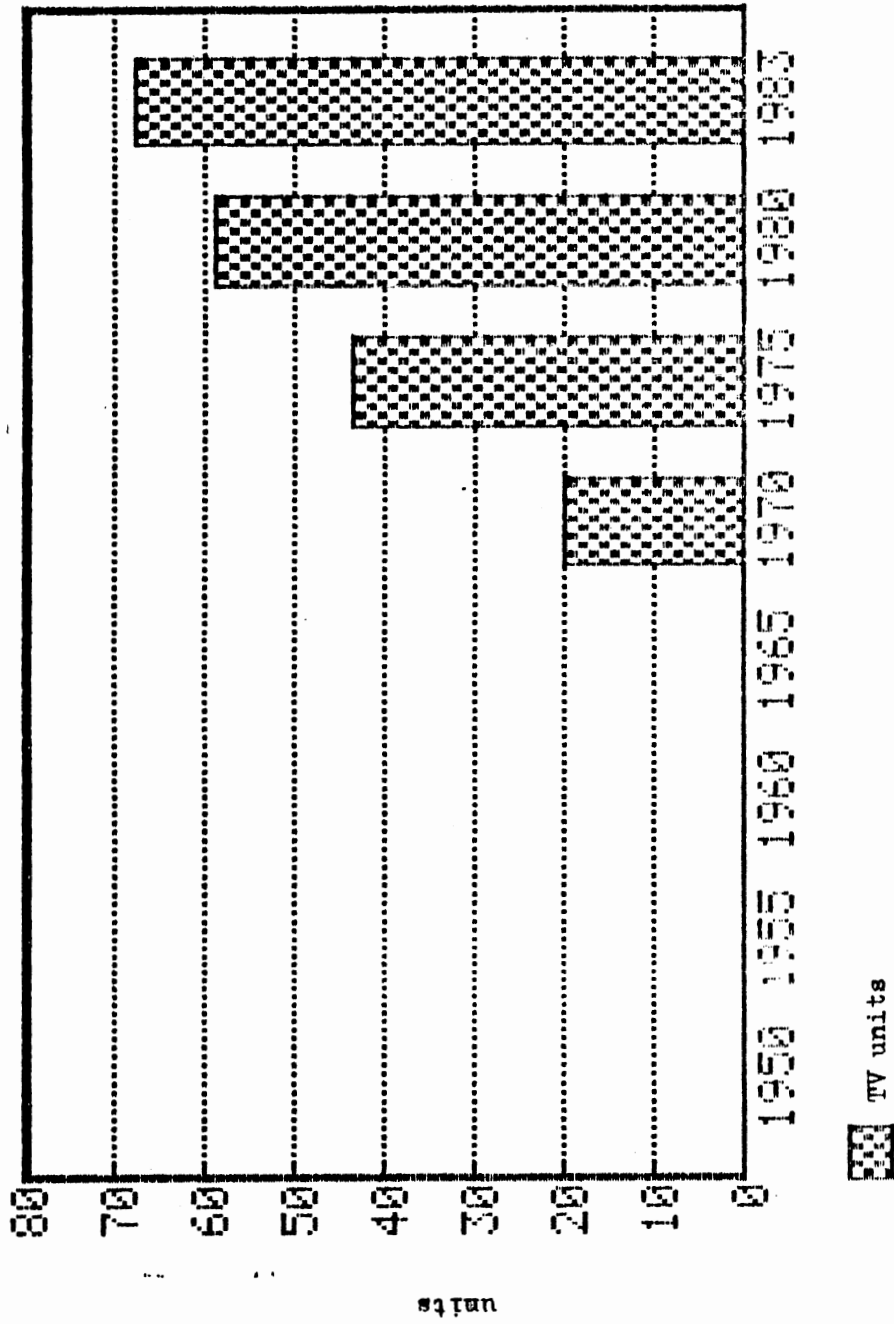
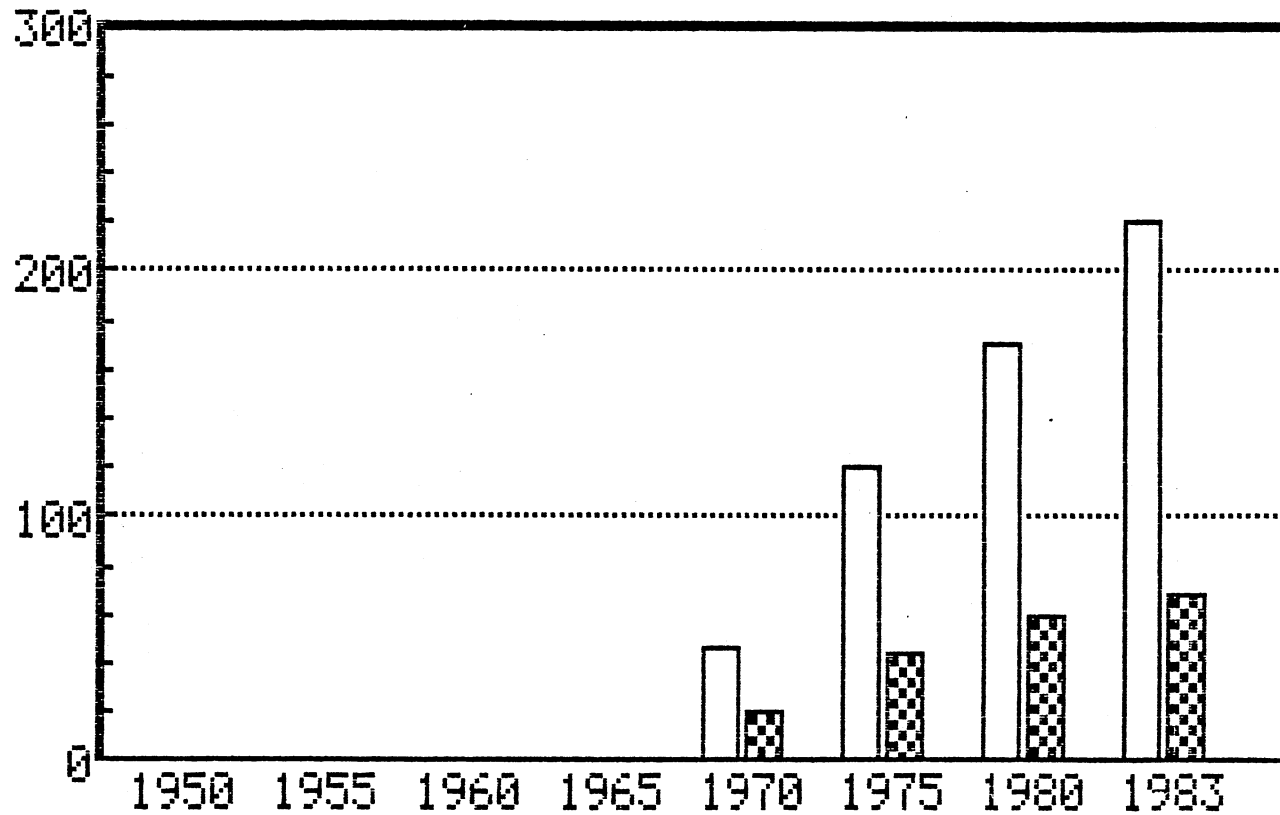


Figure 9. TV Ownership Per 1,000 Inhabitants

(Source: UNESCO Statistical Yearbooks)



units owned in thousands
  units owned per 1,000 inhabitants

Figure 10. Comparison of TV Ownership and Ownership Per 1,000 inhabitants

(Source: UNESCO Statistical Yearbooks)

APPENDIX C  
INSTRUMENT (ARABIC)

## استبيان

طبيعته وشخصيته المتطوع للعمل الخيري في الاردن  
ومدى الخدمات التي يقدمها الفرد

يهدف هذا الاستبيان الى جمع معلومات علميه للتعرف  
على طبيعته وشخصيته المتطوع العمل الخيري في الاردن ومدى  
الخدمة التي يقدمها الفرد الاردني في هذا المجال.

تتمثل هذه المعلومات في اطروحة الدكتوراه لطالبه  
دكتوراه في جامعه ولايه اوكلاهوما الحكوميه Oklahoma  
State University في الولايات المتحده.

ان اسم وهويه كل من يجيب على هذا الاستبيان لن  
تستعمل في البحث وستبقى سرية ولكن يمكن لمن يرغب ذلك  
الاطلاع على النتائج.

رجائي ان تجيبوا على جميع بنود الاسئلة وشكرا لكم  
على تعاونكم معي في هذا البحث .

السيرة: عفاق حبيبي

ماجستير علاقات اسريه

Oklahoma State University, Stillwater OK 74075  
Tel. 405-624-5569

Home: 25 Summit Circle, Stillwater OK 74075  
Tel. 405-372-2709

اسم الدعويه -----

ضع دائره حول الجواب الصحيح او املا الفراغ.

١. الجنى : ذكر      انثى
٢. الاحوال الشخفيه : اعزب / عزباء      متزوج / متزوجه  
ارمل / ارملة      مطلق / مطلقه
٣. العمر بالعقود  
٢٠-٣٠      ٤٠-٥٠      ٥٠-٦٠      ما فوق ٦٠
٤. عدد الاولاد -----
٥. عدد الاولاد المقيمين في البيت حاليا  
دون ٥ سنوات (      )      دون ١٠ سنوات (      )  
دون ١٥ سنه (      )      دون ٢٠ سنه (      )
٦. عدد الذين يقيمون في البيت من الاقرب ومن غير الاولاد  
(      ) من -----
٧. مكان الاقامه :  
العامه      ضاحيه      مدينه مغبره      قرية      الباريه
٨. نوع العمل : حكومي      القوي المصلحه      حر      ذو اهتمام  
مهني      تكنولوجي      ربه بيت      غيره.
٩. المستوى العلمى : ابتدائي      ثانوي      معهد/كلية  
مجتمع      جامعي      غيره.
١٠. المدارس الابتدائيه : في اي من المدارس التاليه ؟  
خاصه      حكوميه      اردنيه      عربيه      اخرى      اجنبيه



١١. الدراسة الجامعية والاخرى : خاصة عامة  
ارثية عربية اجنبية .

١٢. عدد اللغات التي تعرفها : ما هي ؟

١٣. هل لديك خاتم (نعم / لا) سائق (نعم / لا)

عامل آخر في البيت (نعم / لا)

١٤. ما هي جنسيتك ؟ ارثي جنسية عربية اخرى  
جنسية اجنبية .

١٥. عدد الجمعيات التي انت عضو فيها حاليا ؟ ( )

ما نوعها : (١) توعيه (٢) ثقافيه (٣) غيرها

(٤) ----- (٥) -----

١٦. عدد الجمعيات التي كنت عضوا فيها منذ ١٠ او ١٥ سنة .

١٧. اذا كان هناك تغيرا في العدر لما تنسب ذلك :

كثرة الشغل ( ) العمر ( ) المرض ( ) غيره ( )

١٨. ما هو مركزك في الجمعية : عضو عامل ( ) عضو مؤازر ( )

عضو هيئه اداريه او لجنه ( ) غيره ( )

١٩. هل هناك احدا من اقاربك اشترك او يشترك في العمل

التطوعي ؟ . ما العدر ( ) صله القرابن -----

٢٠. كيف تم اشتراكك في هذه الجمعية ؟ هل كان عن طريق :

١- العمل والزملاء في العمل ٢- اللامرقاء

٣- العائله ٤- المدرسه او الكليه او الجامعه

٥- الاعلان ٦- الرغبة الشخصية لعمل الخير

٧- غيره .

٢١. ما هي الروافع التي تحثك على الاستمرار في العمل في

- الجمعية : ١- ارضاء النفس ٢- التقدم الاجتماعي  
 ٣- التقدم المهني والعلمي ٤- حب الخير ٥- الشهرة  
 ٦- تعبئه اوقات الفراغ ٧- حب الوطن .
٢٢. هل تعتقد ان الجمعية التي تنتمي اليها تتبع اسي  
 اداريه جوده ودرئته في النواحي التاليه ؟
- ١- الميزانيات والحسابات والتقارير ٢- الأحصائيات  
 ٣- الأداره والأعلام ٤- تدريب المتطوعين وابعاد  
 متطوعين جدد ٥- مكافئه المتطوعين وحثهم على الالتزام .
٢٣. هل انشركت جمعيتك لتمثيلها في مؤتمرات ودورات  
 مدليه ( ) عربيه ( ) دوليه ( )
٢٤. كيف يتم تمويل الجمعية (قد تكون هناك أكثر من اجابه .  
 اشتراكات حفلات خاصه معارض وبيازارات تبرعات  
 فريه مساعدات وطنيه حكوميه مساعدات دول عربيه  
 تبرعات مؤسسات مساعدات دوليه .
٢٥. (قد تكون هناك أكثر من اجابه واحده) كيف تدرت على  
 العمل في الجمعية. هل كان خلال دورات تدريبيه خاصه  
 مراكز دينيه مهنيه واختصاصه الثقافه الاكاديميه  
 تعليم وتهذيب النفس .
٢٦. ما هي الاساليب التي تستعملها جمعيتك لابعاد متطوعين  
 جدد : شخصيه اعلاميه المدرسيه ، الكليات ،  
 والجامعات اتصالات شخصيه .
٢٧. ما هي الاساليب التي تستعملها جمعيتك لتقرير ومكافئه  
 المتطوعين : مكافئات معنويه رسائل ازهار

اوسمه انتداب الاعضاء لحضور دورات ومؤتمرات  
غيرها .

٢٨. كيف تمت التزامك بالعمل في الجمعية : وثيق جدا

وثيق نوعا ضعيف ضعيف جدا .

٢٩. ما هي عدد الساعات التي تقضيها في العمل التطوعي كل

شهر : ١-٥ ٦-١٠ ١١-١٥ ما فوق .

٣٠. هل تحفظ شخصيا بسجل خام تسجل فيه هذه الساعات :

نعم لا

٣١. هل تحفظ الجمعية سجلا بالساعات التطوعية لعضواتها

نعم لا

٣٢. هل تم تقريرك شخصيا من قبل الجمعية نعم

لا كيف

٣٣. هل تم تقريرك شخصيا من قبل المجلس المحلي والسلطة

نعم لا

كيف

٣٤. هل تم تقرير الجمعية من قبل ( اذن نعم / لا )

المجلس المحلي السلطة

كيف متى

٣٥. هل تعتقد ان الجمعية تلبى حاجات المجتمع التاليه :

التنمويه الاجتماعية الطارئة

الصحية التنمويه والطارئة غيرها

٣٦. الى اي مدى تستخدم خبراتك ومواهبك الثقافية او

اختصاصك في اراء العمل التطوعي في الجمعية ؟

نظم الوقت احيانا نادرا ابدا

۳۷. سال سلامت شی ای معاونت تطوعیه تابعه لدروله کمکافحه

الامیه و غیرها ( نعم / لک )

۳۸. سال سلامت فی حملات تطوعیه طارثه نعم ، لک ،

لک ازکر .

۳۹. سال تور ان تخیی معلومات اضافیه لما ورد سابقا ؟

APPENDIX D  
INSTRUMENT (ENGLISH TRANSLATION)

## Questionnaire

The personality of the volunteer worker in Jordan and the extent of the service provided

The purpose of this questionnaire is the collection of information on the nature and personality of the volunteer worker in Jordan, and the extent of the service provided in this area of activity.

The information to be collected will be used in a doctorate dissertation to be written at Oklahoma State University in the United States.

The identity of the respondents will be kept secret and will not be used in the study. Any person interested in the results of the study will be authorized to see the results.

It is my sincere request to you that you answer all the questions, and I sincerely thank you for your cooperation.

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## Questionnaire

Name of organization:

Circle correct answer or fill in the blank.

1. Sex: Male  Female .
2. Status: Single  Married  Widow  Divorced .
3. Age: 20-30  31-40  41-50  51-60  above .
4. Number of children \_\_\_\_\_ .
5. Children currently residing at home: \_\_\_\_\_ .  
under age 5  under 10  under 15  under 20
6. Relatives residing with you other than children:  
No. \_\_\_\_\_ relationship \_\_\_\_\_.
7. Residence: capital  suburb  town  village .
8. Occupation: government  military  self  
employed  technical  professional  house  
wife  other .
9. Educational level: elementary  secondary   
institute  community college  university   
other .
10. Your elementary education in any of the following:  
private  public  Jordanian  other Arab   
foreign .
11. Your university education in any of the following:  
private  public  Jordanian  other Arab   
foreign .
12. Languages spoken: No. [ ], enumerate \_\_\_\_\_.
13. Do you have: a) house servant [Y],[N] b) chauffeur  
[Y],[N] c) others [Y],[N].
14. Nationality: Jordanian  other Arab  foreign .
15. Present membership of organizations: No. [ ]  
type: a) social awareness , b) educational ,  
c) other .
16. Membership in organizations 10 years ago: \_\_\_\_\_.

17. Factors responsible for any change in ten years:  
work load  age  sickness  other .
18. What is the nature of your involvement: active  
member  board of committee member  supporting  
member  other .
19. Any of your relatives involved in voluntary work?  
How many \_\_\_\_\_ What is the relationship \_\_\_\_\_.
20. How did you become involved in voluntary organiza-  
tions? Through colleagues at work  friends   
family members  school  university or college  
 media  personal feeling to help  other .
21. What keeps you as a volunteer in the organization?  
Self satisfaction  social mobility  profession-  
al mobility and advancement  love serving others  
 recognition  free time  patriotism .
22. Do you consider your organization as well managed in  
accordance with modern management systems in the  
following areas: Budgeting, accounts and reports   
statistics  management and PR training  train-  
ing and recruitment of volunteers  recognition of  
volunteers and commitment .
23. Have you represented your organization at conven-  
tions and seminars? National  inter-Arab   
international .
24. Your organization is funded by (more than one reply  
is possible): Members  fund raising parties   
exhibitions and bazars  government grants   
grants from Arab countries  international  
contributions .
25. You were trained for voluntary work (more than one  
reply possible): Special training sessions   
religious center  this is my profession and  
specialization  academic training  self  
training .
26. What procedures does your organization follow to  
recruit new volunteers? Personal contacts   
media  verbal  schools, colleges, and  
universities .
27. What does your organization do to recognize its  
volunteers ? Moral recognition  letters   
flowers  decorations  delegating members to  
attend conferences etc. .



28. How is your commitment to your organization? Very strong  strong  weak  very weak .
29. Hours you spend in voluntary work each month? 1-5  6-10  11-15  over 15 .
30. Do you keep a record of hours spent? [Y],[N].
31. Does your organization keep a record of hours spent by its members on voluntary work? [Y],[N].
32. Were you personally recognized by your organization? [Y],[N] How \_\_\_\_\_.
33. Were you personally recognized by the local government [Y],[N] by the national government [Y],[N] how \_\_\_\_\_ when \_\_\_\_\_.
34. Was your organization recognized? [Y],[N] By: the local government  national government  how \_\_\_\_\_ when \_\_\_\_\_.
35. Do you believe your organization fulfills any of the following needs of your society? Development  social  health  incidental  development and incidental  others .
36. How often is your experience and academic training utilized in performing your volunteer work? Most of the time  occasionally  rarely  never .
37. Have you participated in any state sponsored volunteer work like fighting illiteracy etc. [Y],[N] Specify \_\_\_\_\_.
38. Have you participated in emergency volunteer work? [Y],[N] Specify \_\_\_\_\_.
39. Do you have any additional information you want to provide? \_\_\_\_\_.

VITA

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