



## Relationship of Prosocial Behavior to Work Engagement in Female Volunteers in Indonesia

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### **Abstract**

This study aims to determine the relationship between prosocial behavior *and work engagement* among female volunteers. The sampling technique in this study was to use *purposive sampling* where the sampling was adjusted to the research objectives and predetermined characteristics. The number of respondents was 115 female volunteers aged 24 to 65 years who were cadres of Posyandu toddlers, elderly Posyandu, Family Welfare Empowerment (PKK) and/or Non Governmental Organizations (NGOs), coming from 11 districts in Indonesia. In addition, researchers used a *convenience sampling technique* in which research samples were taken according to the availability of respondents who met the criteria. The data analysis method used is simple regression analysis preceded by normality and linearity tests. The scale used is the *prosocial behavior scale* for adults and *the work engagement scale* (UWES version 1.1). The results showed that the R value in calculating the coefficient of determination was 0.561 (positive) which means that there is a positive and significant relationship between prosocial behavior and the engagement of women volunteers in 11 districts. The higher the prosocial behavior, the higher the engagement of female volunteers. The effective contribution of prosocial behavior to volunteer work engagement (R Square value) is 31.5% and 68.5% is influenced by other factors not examined in this study, so it can be concluded that there is a relationship between prosocial behavior and work engagement to female volunteers in 11 districts in Indonesia.

**Keywords:** *Work Engagement; Prosocial Behavior; Volunteer; Volunteering*

### **Introduction**

#### **Volunteering and Prosocial Behavior**

Volunteering is a common part of helping activities, defined as activities that provide free time to be able to provide benefits to other people, groups or organizations, which are usually more proactive than reactive and require a commitment of time and effort (Wilson, 2000) . Social volunteers, namely individuals and or groups of people with a social work background or not, who carry out activities in the social sector but not at government social institutions based on their own will, without or with compensation (“Regulation of the Government of the Republic of Indonesia Number 39 of 2012 concerning the Implementation of Social Welfare, ” 2012) . Volunteering activities not only develop skills

and acquire knowledge, but also make creative and effective contributions to community, social and economic development (Kearney, 2007; Rochester et al., 2010)

Judging from the notion of volunteerism, posyandu (Integrated Service Post) cadres, PKK (Empowerment and Family Welfare), NGO (*Non-Government Organization*) cadres, and other cadres who do not get a salary are also volunteers because they put their energy, time and mind volunteering to help others in certain fields, such as health, education, family welfare, environment, child protection or other fields that become the area of work. Members of the PKK Mobilization Team are volunteers, both men and women who are not paid and provide their time for the PKK ([pkk.tanjabbarkab.go.id](http://pkk.tanjabbarkab.go.id), 2023). Posyandu cadres, hereinafter referred to as cadres, are people who voluntarily agree, are able and have the time to carry out Posyandu activities (Ministry of Health RI, 2011).

Data from the Gallup statistical institute taken in 2017 against 150,000 respondents in each of 146 countries, states that Indonesia has the highest number of volunteers, namely 53% of the 7.6 billion people in the world, where this figure is the highest number even far exceeding countries with other large populations such as the United States (39%) and China (7%) (Iswara, Goodnewsfromindonesia.id, 2019).

Many volunteer activities are associated with prosocial behavior. Prosocial behavior is an action that aims to help or benefit other people either individually or in groups voluntarily (Eisenberg & Mussen, 1989). Prosocial behavior represents a broad range of actions that are defined by some significant societal groups and/or social groups as generally beneficial to others. The study of prosocial behavior is divided into 3 levels, namely micro, meso and macro. *Volunteering* is included in macro-level prosocial behavior (Penner et al., 2005). Volunteering activities have four attributes that distinguish them from other prosocial behaviors, namely planned, continuing over a long period of time, including non-obligatory assistance, and finally, volunteering occurs in an organizational context (Penner, 2002). Prosocial behavior can compensate for low internal motivation and predict better levels of performance (Grant & Sonnentag, 2010)

Prosocial behavior is related to gender (Eisenberg et al, 2015; Shadiqi & Mangkurat, 2018). Women have higher prosocial behavior than men because of traditional gender roles, where the traditional role evokes attitudes of giving attention, affection and nurturing so as to offer more social support and comfort (Schroeder & Graziano, 2018). This statement was proven in a study conducted by Fitroh et al., (2019) which stated that female social volunteers had higher prosocial behavior than male volunteers.

Many volunteer activities at Posyandu for toddlers, the elderly, and PKK are played by women, most of whom are housewives. On average, cadres have carried out their role as volunteers or cadres for a long time. Data obtained by researchers (2023) regarding the length of volunteer work based on respondent data in this study shows that out of 115 people, the average working period as a cadre is 10 years, some have even reached 40 years of service.

### **Work Engagement of Volunteer**

Work engagement is defined as a positive feeling, satisfying, related to work, which is characterized by vigor, dedication and absorption. Vigor is characterized by a high level of energy and mental endurance at work, the willingness to put effort into a job and persevere in spite of difficulties. Dedication is characterized by a sense of significance, enthusiasm, inspiration, pride and feeling challenged by their work. Absorption, refers to being fully concentrated and very engrossed in a job, time passes very quickly and it is difficult to get away from work (WB Schaufeli et al., 2002). Engagement is a positive psychological condition associated with various benefits both individually and organizationally. Volunteer engagement is a new concept in the study of volunteerism and is conceptualized as a positive motivational construct: engaged volunteers channel their physical, cognitive and affective energy in the role of volunteers and are willing to bring their true selves into the performance of volunteer activities (Alfes et al., 2016). Commitment to the organization, satisfaction and intention to remain volunteers are

classic and related concepts in the volunteering field, on the other hand related to the engagement and welfare of volunteers is still little studied (Vecina et al., 2013)

Based on the explanation above, researchers are interested in proving a positive and significant relationship between prosocial behavior and work engagement in female volunteers. Studies related to prosocial behavior and work engagement among volunteers are still few and not carried out together, so this research is interesting to do and it is hoped that it will be able to add to the body of knowledge and can provide a scientific picture of prosocial behavior. and its relationship with the work engagement of volunteers, especially female volunteers. The research hypothesis is that there is a positive and significant relationship between prosocial behavior and work engagement to female volunteers.

## Research Methods

### Data Analysis Technique

This study uses a quantitative method using simple linear regression analysis to predict the effect of the independent variables on the dependent variable. The requirement for using this analysis is that the sample population is normally distributed (Santoso S, 2003) . Before the regression test, a normality test was performed with *Kolmogorov Smirnov* and a linearity test with *Compare Means*. Data analysis was performed using IBM SPSS 22.0 for Windows software.

### Research Respondents

The population in this study were female volunteers or cadres with domiciles and assistance areas in Bantul, Banyumas, Boyolali, Cilacap, Wonogiri, Sleman, South Jakarta, East Sumba-NTT, Ogan Omering Ulu District-South Sumatra and Oku District-Sumatra. South Indonesia. The criteria for respondents in this study were volunteers or cadres, both posyandu cadres, the elderly, PKK or female NGOs. Volunteers who play multiple roles/become double cadres are also included in the criteria. The number of respondents in this study were 115 people. More clearly shown in the following table.

Table 1. Type of cadre /volunteering

	frequency	Percent	Valid Percent	Cumulative Percent
Toddler Posyandu Cadres	20	17.4	17.4	17.4
Elderly Cadres	2	1.7	1.7	19.1
NGO Cadres	23	20.0	20.0	39.1
PKK cadres	11	9.6	9.6	48.7
Posyandu cadres for toddlers, the elderly and NGOs	9	7.8	7.8	56.5
Posyandu toddler cadres and NGOs	14	12.2	12.2	68.7
Posyandu cadres for toddlers, PKK and the elderly	1	.9	.9	69.6
Valid Posyandu cadres for toddlers, the elderly, PKK and NGOs	4	3.5	3.5	73.0
Posyandu cadres for toddlers and the elderly	15	13.0	13.0	86.1
NGO and PKK cadres	5	4.3	4.3	90.4
Posyandu toddler cadres, NGOs and PKK	3	2.6	2.6	93.0
Posyandu cadres for toddlers, the elderly, PKK	5	4.3	4.3	97.4
Posyandu toddler and PKK cadres	2	1.7	1.7	99.1
Elderly cadres, NGOs and PKK	1	.9	.9	100.0
Total	115	100.0	100.0	

Based on Table 1, the majority of respondents do not only play a role in one regeneration, but also play multiple roles, be it two, three or even four at a time. The highest number of respondents were NGO cadres at 20% (23 people), followed by Posyandu cadres for toddlers at 17.4 % (20 people), and the third position was for cadres who played a dual role, namely Posyandu cadres for toddlers and the elderly at 13% (15 people). Respondents who supported the four dual cadre roles totaled 4 people (3.5%).

Table 2. Assistance area and domicile

	frequency	percent	Valid Percent	Cumulative Percent
Bantul	52	45.2	45.2	45.2
Banyumas	8	7.0	7.0	52.2
Boyolali	6	5.2	5.2	57.4
Cilacap	11	9.6	9.6	67.0
Wonogiri	8	7.0	7.0	73.9
Sleman	12	10.4	10.4	84.3
South Jakarta	13	11.3	11.3	95.7
East Sumba-NTT	1	.9	.9	96.5
Ogan Omering Ulu Regency, South Sumatra	2	1.7	1.7	98.3
Oku Regency, South Sumatra	2	1.7	1.7	100.0
Total	115	100.0	100.0	

Table 2 shows the distribution of respondents' domiciles and assistance areas, most respondents came from the assistance area in Bantul Regency as much as 45.2% (52 people), then Sleman Regency as much as 10.4% (12 people), the three Cilacap Regencies totaling 9.6% (11 people). The fewest respondents were from East Sumba, 1 (one) person or only 0.9 %

Table 3. Age

	N	Minimum	Maximum	Means	std. Deviation
Age	115	24.00	64.00	43.2435	8.82937
Valid N (listwise)	115				

Respondents who are volunteers or cadres are aged 24 to 64 years. The researcher did not set age criteria and did not limit the age of the respondents.

Table 4. Years of service

	N	Minimum	Maximum	Means	std. Deviation
LamaKader	115	1.00	40.00	10,0000	7.67658
Valid N (listwise)	115				

Table 4 shows that the research respondents have worked as volunteers for at least 1 year and a maximum of 40 years. The average has been a cadre for 10 years.

### Sampling Technique

The sampling technique used is purposive sampling, namely samples taken based on certain considerations (Sugiyono, 2013). Sampling aims is a sampling technique that is deliberately adjusted to the research objectives (Purwanto, 2008). The subjects of this study were female volunteers who worked in the community social sector either as Posyandu Toddlers, Elderly, PKK, or NGO cadres, so the samples taken as respondents were women who acted as volunteers either as Posyandu cadres, the elderly, PKK, or NGO cadres. In addition to using purposive sampling, researchers also used convenience

sampling where research sampling was carried out according to the availability of respondents who fit the specified criteria to participate in the study (Shaughnessy et al., 2012). This study has 2 variables, namely prosocial behavior as an independent variable and work engagement as a dependent variable, the number of respondents used was 115 respondents with the data collection process using *the Google form*.

### Research Instruments

The instrument used for data collection is to use two scales, namely a scale to measure prosocial behavior (PB) and a scale to measure work engagement (WE). The first is a scale for measuring prosocial behavior in adults developed by (Caprara et al., 2005) a *Likert* scale consisting of 16 statement items with 5 (five) answer choices, namely very inappropriate, inappropriate, sometimes appropriate, appropriate and very according to the range of scores ranging from 1 to 5. An example of a statement on the scale is "*I like to help friends or colleagues in their activities*". The results of the validity test on the instrument with *the Pearson correlation* stated that the 16 total items had a Sig value.  $<0.05$  so it can be concluded that the scale used is valid for measuring prosocial behavior. The results of the Alpha Cronbach reliability test state the value of  $\alpha = 0.871 > 0.70$  so that it can be said that the PB scale is reliable.

The second scale is the UWES scale (*Utrecht Work Engagement Scale Version 1.1*) to measure work engagement developed by Schaufeli & Bakker, 2004 which is a *Likert* scale consisting of 17 statement items with 7 (seven) answer choices, namely never, almost never, rarely, sometimes, often, very often, and always, with a score ranging from 0 to 6. An example of a statement on the scale is "*When I work, I feel full of energy*". The results of the validity test on the instrument with *the Pearson correlation* stated that the 17 total items had a Sig value.  $<0.05$  so it can be concluded that the scale used is valid for measuring volunteer work engagement. The results of the Alpha Cronbach reliability test stated the value of  $\alpha = 0.881 > 0.70$  so that it could be said that the WE scale used was reliable.

### Results

#### Assumption Test

Table 5. Normality Test Results  
One-Sample Kolmogorov-Smirnov Test

		Prosocial Behavior	Work Engagement
N		115	115
Normal Parameters <sup>a,b</sup>	Means	61.0174	72.2261
	std. Deviation	7.53819	13.96239
	absolute	.109	.078
Most Extreme Differences	Positive	.109	.072
	Negative	-.045	-.078
Kolmogorov-Smirnov Z		1.172	.834
asyp. Sig. (2-tailed)		.128	.490

a. Test distribution is Normal

b. Calculated from data

The normality test in the study was carried out with the Kolmogorov-Smirnov on SPSS. If the p value  $> 0.05$ , it can be said that the data is normally distributed. Based on table 5, it is known that the prosocial behavior variable has an Asymp Sig value of  $0.128 > 0.05$  and a Kolmogorov Smirnov value of 1.172 which means that in the PB variable, the data is normally distributed. The work engagement variable has an Asymp Sig value of  $0.490 > 0.05$  with a Kolmogorov Smirnov value of 0.834 which indicates that the WE variable is also normally distributed.

Table 6. Linearity Test Results

			Sum of Squares	df	MeanSquare	F	Sig.
WorkEngagement * ProsocialBehavior	(Combined)		11430661	32	357,208	2,714	.000
	Between Groups	Linearity	6992979	1	6992979	53,127	.000
		Deviation from Linearity	4437682	31	143,151	1,088	.372
	Within Groups		10793.461	82	131,628		
	Total		22224.122	114			

The data can be said to be linear if the significance level is  $< 0.05$  or the linear deviation value is  $> 0.05$ . Table 6 shows that the variables of prosocial behavior and work engagement have a linear relationship, this is evidenced by the Sig. value. of  $0.000 < 0.05$  and a linear deviation value of  $0.372 > 0.05$ . Based on the results of the normality and linearity tests, the two variables in this study have a normal distribution and a linear relationship, so that the data analysis process can be continued at the hypothesis testing stage with simple regression analysis.

## Hypothesis Testing

### Simple Regression Test

The following is the result of a simple regression test analysis between prosocial behavior and work engagement to female volunteers:

Table 7. Simple regression test results

#### ANOVA <sup>a</sup>

Model	Sum of Squares	df	MeanSquare	F	Sig.
Regression	6992979	1	6992979	51,881	.000 <sup>b</sup>
residual	15231.143	113	134,789		
Total	22224.122	114			

a. Dependent Variable: WorkEngagement

b. Predictors: (Constant), ProsocialBehavior

Table 7 shows that the results of the simple regression test performed on the prosocial behavior and work engagement variables yielded an F count of 51.881 with a Sig value of 0.000 ( $p < 0.05$ ). This shows that the probability value of 0.000 is much smaller than 0.05 so it can be concluded that prosocial behavior variables can be used to predict work engagement in female volunteers.

Table 8. Coefficient of Determination

Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	.561 <sup>a</sup>	.315	.309	11.60986

a. Predictors: (Constant), Prosocial Behavior

Table 8 shows the results of the coefficient of determination of the study, with an R Square value of 0.315 which indicates the magnitude of the regression model resulting from the interaction of two variables (independent and dependent variables), namely prosocial behavior and work engagement. The coefficient of determination is obtained at 31.5%, it can be concluded that the independent variable (prosocial behavior) has a contribution of 31.5% to the dependent variable (work engagement) and as much as 68.5% is influenced by other factors outside of the prosocial behavior variable.

The R value in table 8 shows the number 0.561, where there is no negative sign, this means that there is a positive relationship between the variables of prosocial behavior and work engagement for female volunteers, which can be interpreted that the higher the prosocial behavior, the higher the work engagement of female volunteers.

The relationship between prosocial behavior and work engagement in female volunteers can be described in the regression line equation in table 9 below:

Table 9. Regression Line Equation

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	std. Error	Betas		
(Constant)	8,830	8,868		.996	.322
ProsocialBehavior	1,039	.144	.561	7.203	.000

a. Dependent Variable: Work Engagement

Based on table 9, it can be seen that the t count is greater than the t table, namely  $7.203 > 1.658$  which means that the hypothesis in this study is accepted, that there is a positive and significant relationship between prosocial behavior and work engagement in female volunteers. Table 9 also mentions the constant number of *unstandardized coefficients* of 8.830. This figure is a constant number, which means that if there is no prosocial behavior (X), then the consistent value of work engagement for female volunteers (Y) is 8.830. The regression coefficient in this study is 1.039, which means that for every 1% addition of prosocial behavior (X), the work engagement of female volunteers (Y) will increase by 1.039.

The regression line equation based on table 9 is  $Y = 8.830 + 1.039 X$ , meaning that prosocial behavior (X) has a positive relationship to work engagement in female volunteers (Y).

## Discussion

The results of the simple regression analysis carried out in this study showed that the research hypothesis was accepted, namely a positive and significant relationship between prosocial behavior and work engagement among female volunteers. The positive relationship between prosocial behavior variables and work engagement for female volunteers can be interpreted that the higher the prosocial behavior, the higher the work engagement of female volunteers and conversely the lower the prosocial behavior, the lower the work engagement of female volunteers. The value of the coefficient of determination (R square) states the number 0.315%, this means that the independent variable (prosocial behavior) has a contribution of 31.5% to the dependent variable (work engagement), and the other 68.5% is influenced by other factors outside of prosocial behavior which were not examined in this study. Other factors that can influence paper engagement include aspects of intrinsic value (nature of work, meaningfulness and creative potential and responsibilities); job resources (social support from colleagues and supervisors, feedback on performance, variety of skills, autonomy and learning opportunities); interpersonal aspects (contact with others, teamwork, humor, sense of belonging) and rewards (such as social recognition, self-confirmation, or financially) (W. Schaufeli & Salanova, 2007) .

Similar previous research on the relationship between altruism and work engagement among volunteer members conducted by (Utama et al., 2018) stated that there was a positive and significant relationship between acts of altruism and the work engagement of volunteers, where the higher the altruistic behavior, the more *volunteers engagement* will be higher, and vice versa, the lower the altruistic behavior, the lower *the volunteer engagement*. Altruism is a form of prosocial behavior, which is an act of providing benefits to others without coercion and is driven more by intrinsic motivation (Eisenberg & Mussen, 1989). The results of research conducted by (Abid et al., 2018) also confirmed that prosocial motivation and work engagement have a positive relationship. An attitude of mutual help is likely to create a social atmosphere that is supportive and encourages prosocial behavior such as support, sharing information or helping others.

### ***Theoretical Contributions***

The results of this study can essentially add to the repertoire of literacy about volunteerism *through* various points of view. This study contributes to the empirical literature on the relationship between prosocial behavior and the work engagement of female volunteers, where social behavior has a positive and significant correlation with the work engagement of volunteers, especially female volunteers. In addition, the results of this study contribute to theoretical insights that the work engagement of volunteers can be influenced by their prosocial behavior.

### ***Practice Contribution***

The results of this study have important implications for supervisors or volunteer coordinators, where empirical validation of the relationship between prosocial behavior and work engagement proves that it is necessary to build a work environment that supports prosocial behavior such as mutual respect, appreciation, mutual assistance, courtesy and mutual support so as to increase engagement. work, which in turn will increase the work output of volunteers. This can be used as a strategic plan to build an environment that helps volunteers improve prosocial behavior which will have an impact on the involvement of volunteers in their work, where they are more enthusiastic, dedicated, and more passionate about their work as volunteers, and in the end can help more people or communities who need.

### ***Limitations of Research and Suggestions for Further Research***

This research is not without limitations. First, the data in this study are specifically for female volunteers, not yet reaching male volunteers. Future research can conduct research on male volunteers and the results can be compared with this study, whether gender really has an effect. Second, the data in the study were taken using only one source, namely a quantitative scale, so that the research results were limited to numerical data. Further researchers can develop this research using a mixed method with additional qualitative data such as interviews and observations so as to add to the wealth of information on research results.

Third, the research respondents were uneven, even though the respondents' domiciles came from 11 districts in Indonesia, the composition was uneven, where there were districts with many respondents, but there were districts with only a few respondents, this was because this study used a convenience sampling technique, where research sampling was carried out according to the availability of respondents according to the specified criteria to participate in the study (Shaughnessy et al., 2012) Regional or ethnic origins might influence the research results, so future researchers must consider the composition of the number of respondents from each region or area.



## Conclusion

This research contributes to the literature related to professional behavior and volunteer work engagement, especially female volunteers. The findings and analysis of empirical data confirm that the research hypothesis is accepted, where there is a significant and positive relationship between the prosocial behavior variable and the work engagement variable for female volunteers. This study also states that prosocial behavior has an effective contribution of 31.5 % to the engagement of female volunteers, and the rest is influenced by other factors outside of prosocial behavior variables which are not discussed in this study. Therefore, supervisors or organizations that foster volunteers must pay attention to creating an environment that supports the development of prosocial behavior among volunteers and in the environment where they work such as mutual respect, appreciation, support and mutual assistance so as to support increased work engagement. volunteers and better performance.

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