

**American Pit Bull  
Foundation**

Volunteer Program Assessment

*July 2016*



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## Overview

The following report contains the summary of the survey results administered to volunteers of the Animal House. The purpose of the Volunteer Program Assessment is to evaluate the effectiveness of this organization in the following dimensions:

### **Perceptions of the Organization**

- Organizational Commitment
- Recognition
- Satisfaction with Communication
- Perception of Voice

### **Perceptions of Volunteer Work**

- Competence
- Role Ambiguity
- Satisfaction of Volunteer Work
- Engagement

### **Interpersonal Perceptions**

- Satisfaction with Paid Staff
- Satisfaction with Volunteer Colleagues
- Satisfaction with Volunteer Coordinator

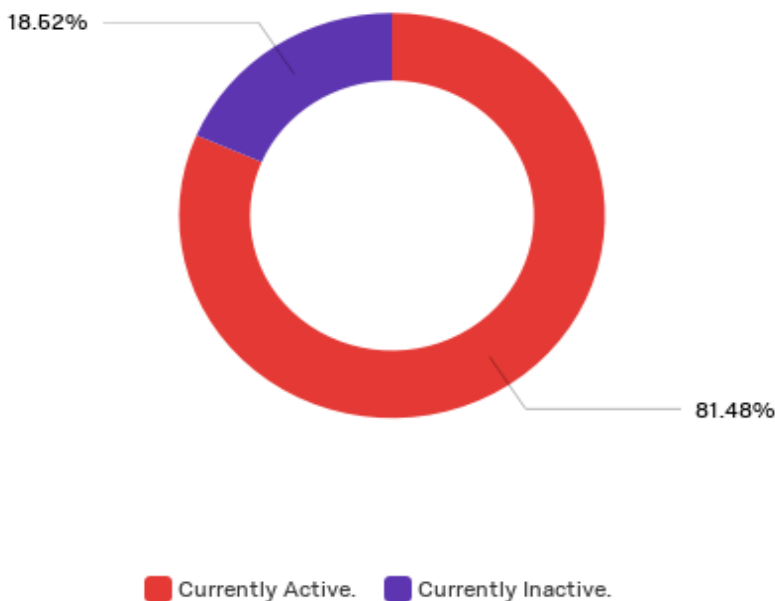
### **Constraints**

- Organizational Constraints
- Burnout
- Intention to Quit

### Characteristics of Respondents

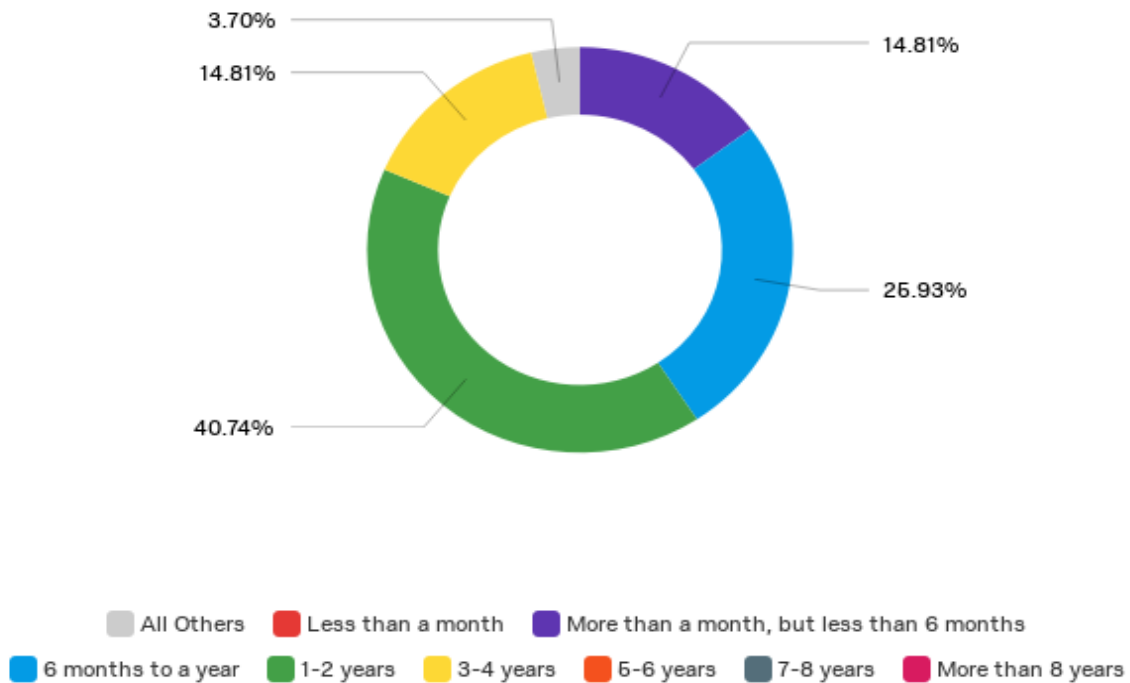
**1. Based on the standards of the organization where you volunteer (i.e. frequency of volunteering, last volunteer date, etc.), would you currently consider yourself an active or inactive volunteer at this organization?**

Answer	Response	%
Currently Active.	22	81.48%
Currently Inactive.	5	18.52%
Total	27	27



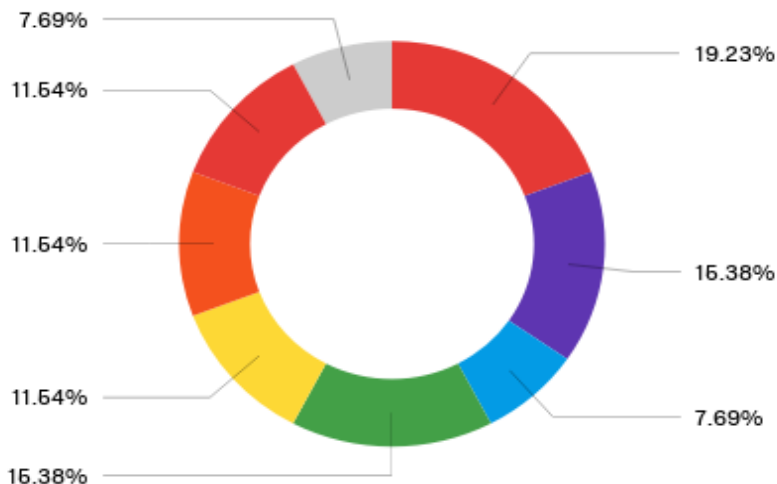
## 2. How long have you been a volunteer at this organization?

Answer	Response	%
Less than a month	0	0.00%
More than a month, but less than 6 months	4	14.81%
6 months to a year	7	25.93%
1-2 years	11	40.74%
3-4 years	4	14.81%
5-6 years	1	3.70%
7-8 years	0	0.00%
More than 8 years	0	0.00%
Total	27	100%



### 3. How often do you volunteer at this organization?

Answer	Response	%
Every day	5	19.23%
A few times a week	4	15.38%
Weekly	2	7.69%
Two or three times a month	4	15.38%
Once a month	3	11.54%
Every other month	3	11.54%
Four times a year	1	3.85%
Twice a year	1	3.85%
Yearly	3	11.54%
Total	26	100%



All Others
  Every day
  A few times a week
  Weekly
  Two or three times a month
  Once a month
  Every other month
  Four times a year
  Twice a year
  Yearly

### Scale Dimension Summary

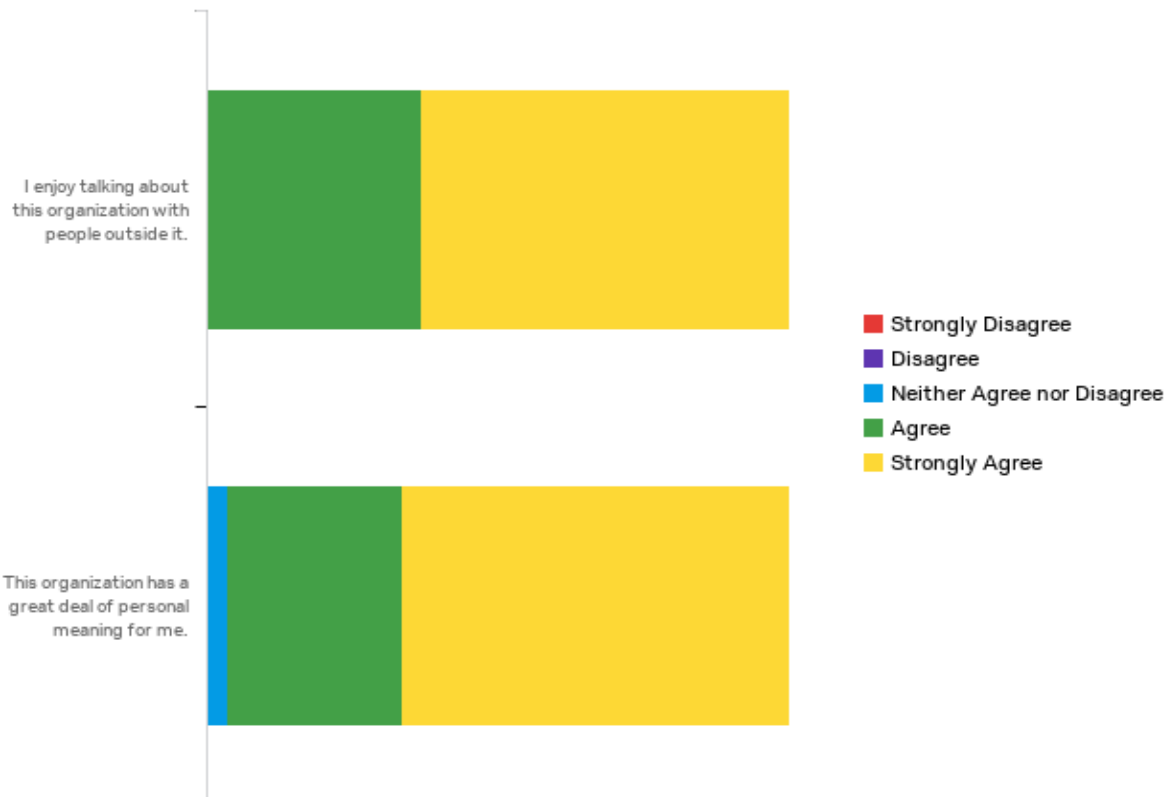
	SCALE	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	% Favorable
<b>Perceptions of the Organization</b>	<b>Organizational Commitment</b>	0%	0%	2%	33%	65%	98%
	<b>Recognition</b>	3%	13%	18%	38%	27%	65%
	<b>Satisfaction with Communication</b>	10%	15%	12%	37%	26%	63%
	<b>Perception of Voice</b>	5%	8%	23%	36%	28%	64%
<b>Perceptions of Volunteer Work</b>	<b>Competence</b>	0%	0%	8%	54%	38%	92%
	<b>Role Ambiguity</b>	1%	10%	16%	44%	28%	73%
	<b>Satisfaction with Volunteer Work</b>	0%	3%	4%	38%	55%	93%
	<b>Engagement</b>	2%	4%	12%	40%	41%	81%
	<b>Volunteer Contributions</b>	1%	3%	7%	54%	35%	89%
<b>Interpersonal Perceptions</b>	<b>Satisfaction with Volunteer Colleagues</b>	1%	4%	13%	36%	47%	82%
	<b>Satisfaction with Volunteer Coordinator</b>	3%	3%	23%	36%	36%	72%
<b>Organizational Constraints</b>	<b>Organizational Constraints</b>	51%	23%	11%	14%	1%	15%
	<b>Burnout</b>	64%	11%	12%	12%	1%	13%
	<b>Intention to Quit</b>	67%	7%	13%	9%	4%	13%

**Note:** Percentages are rounded to the nearest whole number. '% Favorable' refers to the percentage of respondents who 'Agree' and 'Strongly Agree.' Scales below the bold lines are reverse worded (e.g., small % Favorable with 'Organizational Constraints' reflects fewer perceived constraints).

## Item Summary

### 4. Organizational Commitment

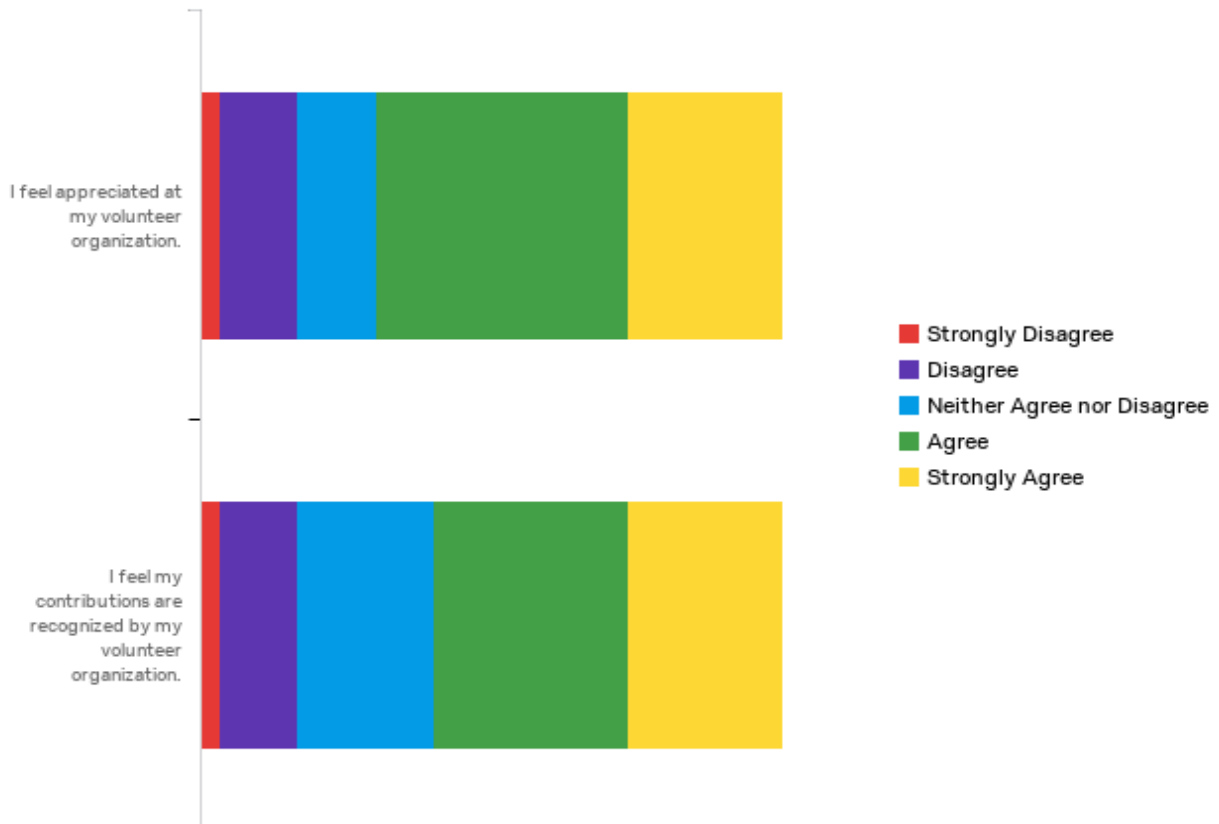
Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses	Mean
I enjoy talking about this organization with people outside it.	0.00%	0.00%	0.00%	36.67%	63.33%	30	4.63
This organization has a great deal of personal meaning for me.	0.00%	0.00%	3.33%	30.00%	66.67%	30	4.63





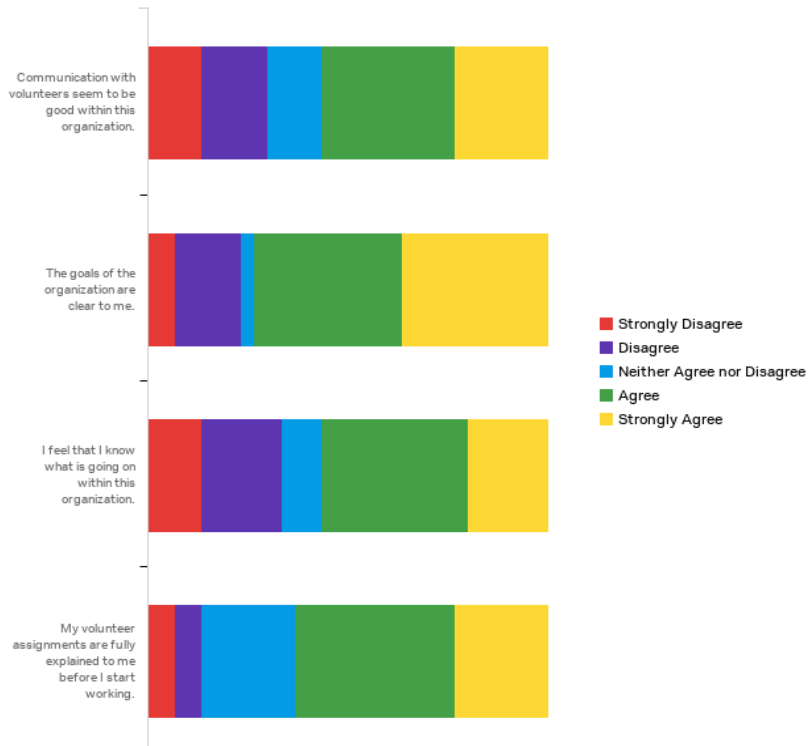
## 5. Recognition

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses	Mean
I feel appreciated at my volunteer organization.	3.33%	13.33%	13.33%	43.33%	26.67%	30	3.77
I feel my contributions are recognized by my volunteer organization	3.33%	13.33%	23.33%	33.33%	26.67%	30	3.67



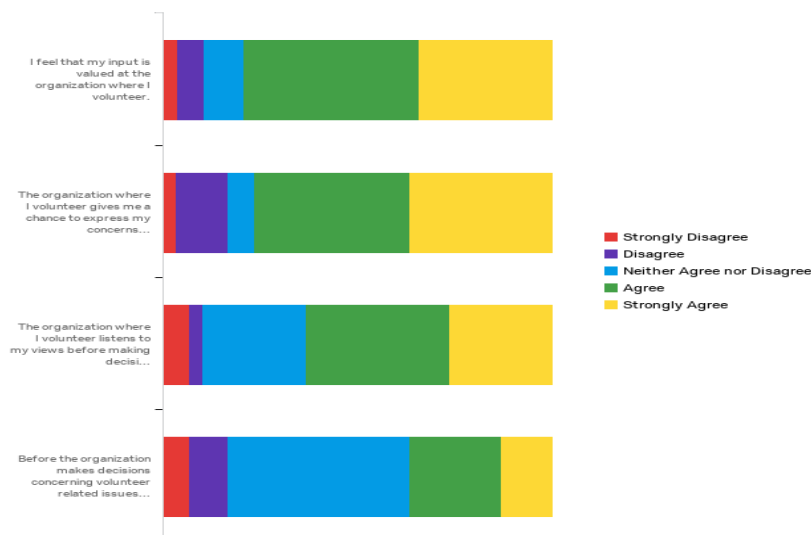
## 6. Satisfaction with Communication

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses	Mean
Communication with volunteers seem to be good within this organization.	13.33%	16.67%	13.33%	33.33%	23.33%	30	3.37
The goals of the organization are clear to me.	6.67%	16.67%	3.33%	36.67%	36.67%	30	3.80
I feel that I know what is going on within this organization.	13.33%	20.00%	10.00%	36.67%	20.00%	30	3.30
My volunteer assignments are fully explained to me before I start working.	6.67%	6.67%	23.33%	40.00%	23.33%	30	3.67



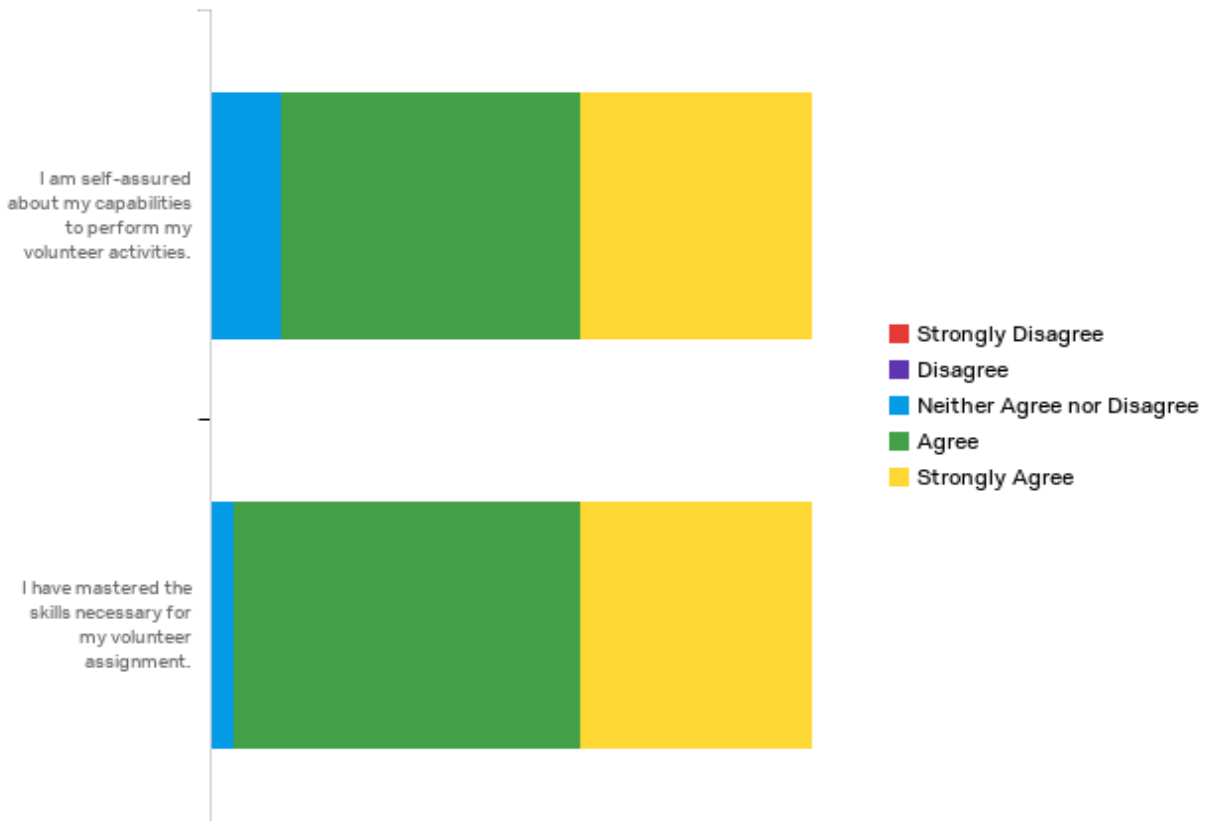
## 7. Perception of Voice

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses	Mean
I feel that my input is valued at the organization where I volunteer.	3.45%	6.90%	10.34%	44.83%	34.48%	29	4.00
The organization where I volunteer gives me a chance to express my concerns on volunteer related issues.	3.33%	13.33%	6.67%	40.00%	36.67%	30	3.93
The organization where I volunteer listens to my views before making decisions that directly affect me.	6.67%	3.33%	26.67%	36.67%	26.67%	30	3.73
Before the organization makes decisions concerning volunteer related issues, they ask me for my thoughts and ideas.	6.67%	10.00%	46.67%	23.33%	13.33%	30	3.27



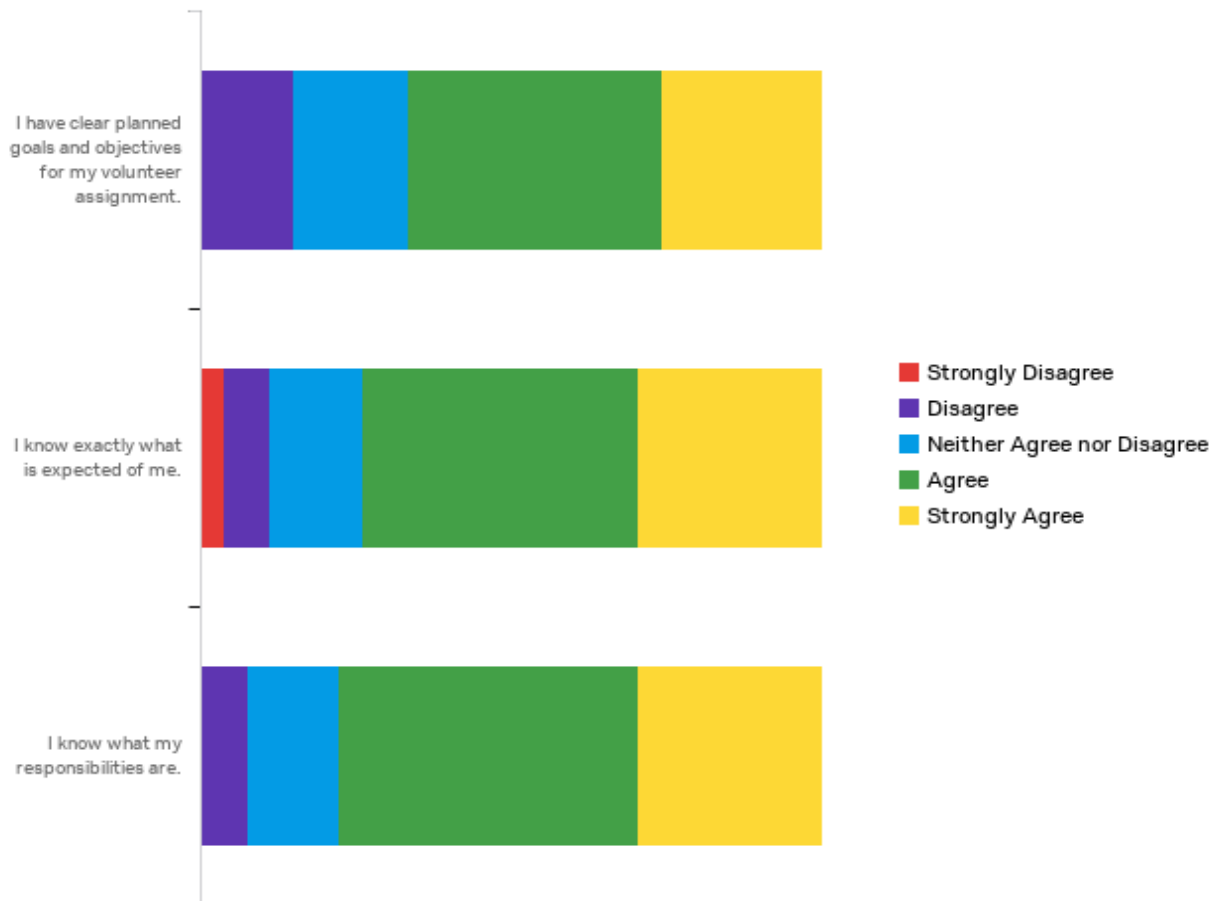
## 8. Competence

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses	Mean
I am self-assured about my capabilities to perform my volunteer activities	0.00%	0.00%	11.54%	50.00%	38.46%	26	4.27
I have mastered the skills necessary for my volunteer assignment	0.00%	0.00%	3.85%	57.69%	38.46%	26	4.35



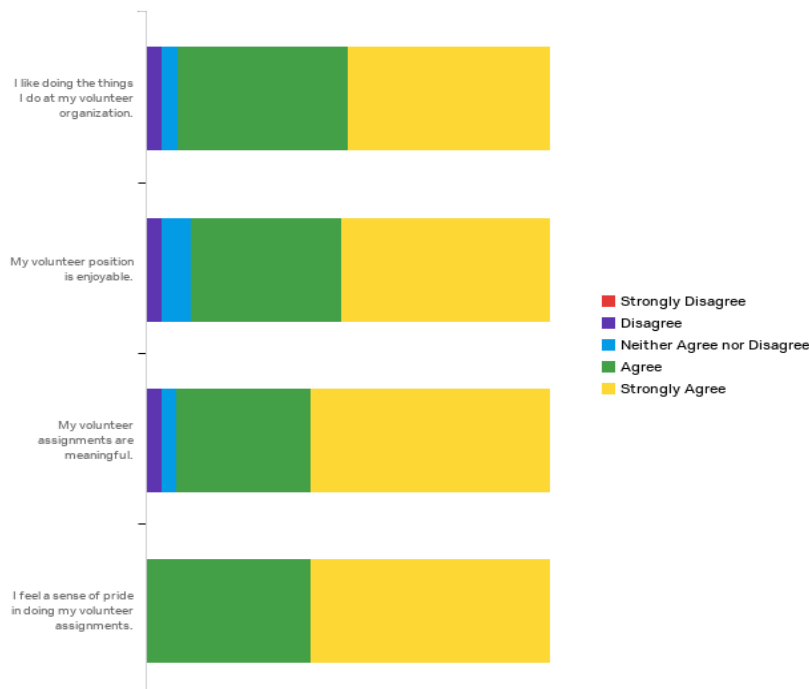
## 9. Role Ambiguity

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses	Mean
I have clear planned goals and objectives for my volunteer assignment.	0.00%	14.81%	18.52%	40.74%	25.93%	27	3.78
I know exactly what is expected of me.	3.70%	7.41%	14.81%	44.44%	29.63%	27	3.89
I know what my responsibilities are.	0.00%	7.41%	14.81%	48.15%	29.63%	27	4.00



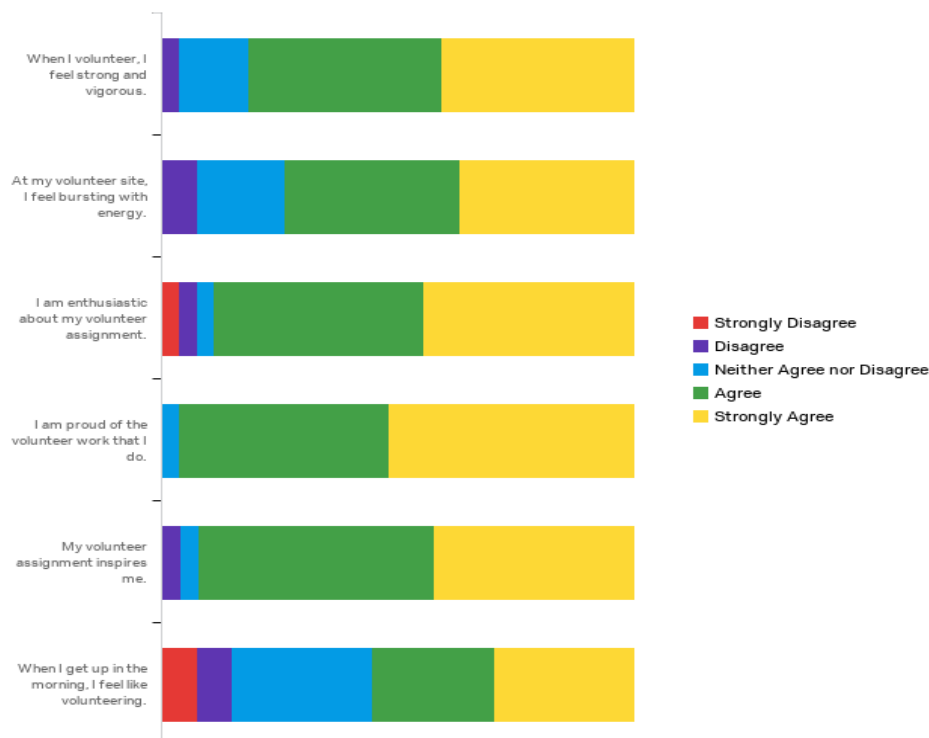
### 10. Satisfaction with Volunteer Work

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses	Mean
I like doing the things I do at my volunteer organization.	0.00%	3.85%	3.85%	42.31%	50.00%	26	4.38
My volunteer position is enjoyable.	0.00%	3.70%	7.41%	37.04%	51.85%	27	4.37
My volunteer assignments are meaningful.	0.00%	3.70%	3.70%	33.33%	59.26%	27	4.48
I feel a sense of pride in doing my volunteer assignments.	0.00%	0.00%	0.00%	40.74%	59.26%	27	4.59



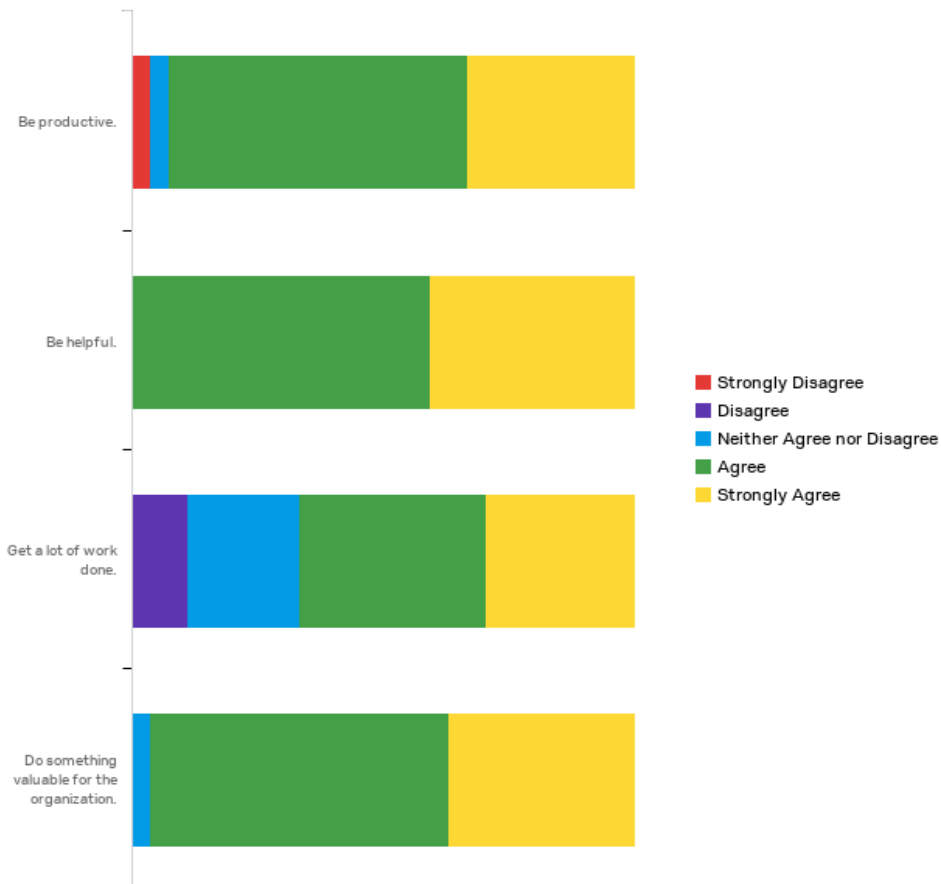
## 11. Engagement

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses	Mean
When I volunteer, I feel strong and vigorous.	0.00%	3.70%	14.81%	40.74%	40.74%	27	4.19
At my volunteer site, I feel bursting with energy.	0.00%	7.41%	18.52%	37.04%	37.04%	27	4.04
I am enthusiastic about my volunteer assignment.	3.70%	3.70%	3.70%	44.44%	44.44%	27	4.22
I am proud of the volunteer work that I do.	0.00%	0.00%	3.70%	44.44%	51.85%	27	4.48
My volunteer assignment inspires me.	0.00%	3.85%	3.85%	50.00%	42.31%	26	4.31
When I get up in the morning, I feel like volunteering.	7.41%	7.41%	29.63%	25.93%	29.63%	27	3.63



**12. Volunteer Contributions Overall, when I volunteer at this organization I feel like I have been able to...**

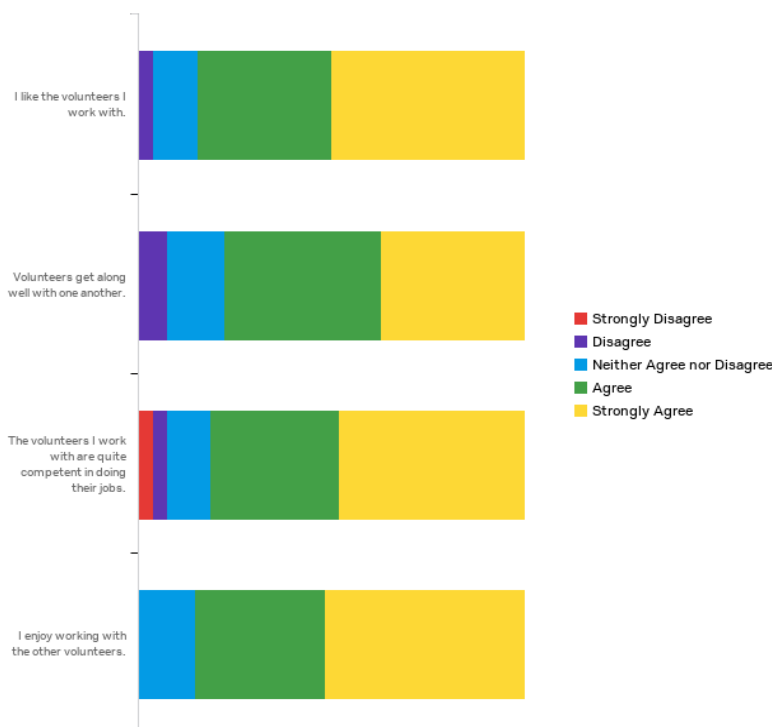
Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses	Mean
Be productive.	3.70%	0.00%	3.70%	59.26%	33.33%	27	4.19
Be helpful.	0.00%	0.00%	0.00%	59.26%	40.74%	27	4.41
Get a lot of work done.	0.00%	11.11%	22.22%	37.04%	29.63%	27	3.85
Do something valuable for the organization.	0.00%	0.00%	3.70%	59.26%	37.04%	27	4.33





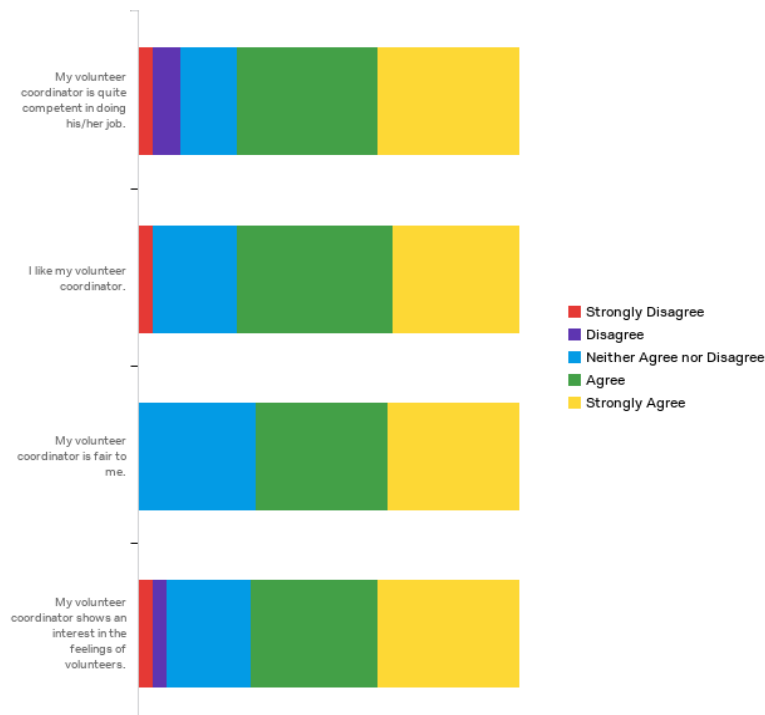
### 13. Satisfaction with Volunteer Colleagues

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses	Mean
I like the volunteers I work with.	0.00%	3.85%	11.54%	34.62%	50.00%	26	4.31
Volunteers get along well with one another.	0.00%	7.41%	14.81%	40.74%	37.04%	27	4.07
The volunteers I work with are quite competent in doing their jobs.	3.70%	3.70%	11.11%	33.33%	48.15%	27	4.19
I enjoy working with the other volunteers.	0.00%	0.00%	14.81%	33.33%	51.85%	27	4.37



### 15. Satisfaction with Volunteer Coordinator

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses	Mean
My volunteer coordinator is quite competent in doing his/her job.	3.70%	7.41%	14.81%	37.04%	37.04%	27	3.96
I like my volunteer coordinator.	3.70%	0.00%	22.22%	40.74%	33.33%	27	4.00
My volunteer coordinator is fair to me.	0.00%	0.00%	30.77%	34.62%	34.62%	26	4.04
My volunteer coordinator shows an interest in the feelings of volunteers.	3.70%	3.70%	22.22%	33.33%	37.04%	27	3.96

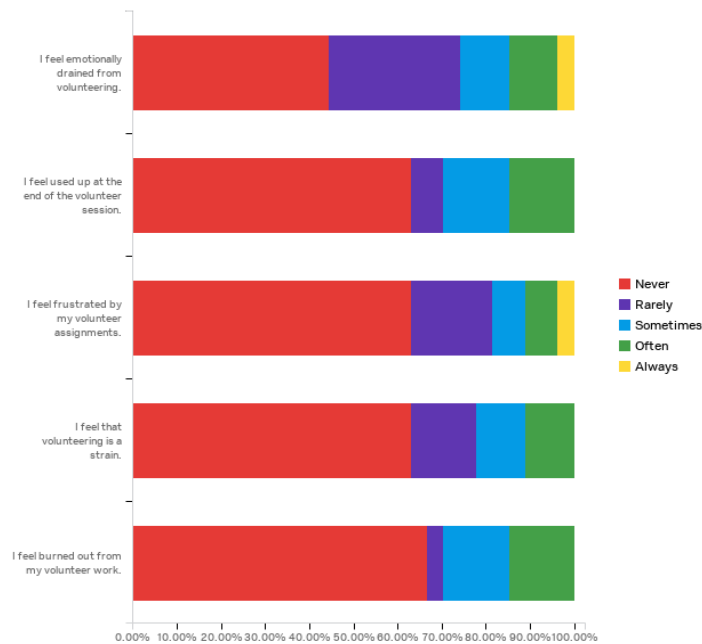


**16. Organizational Constraints How often do you find it difficult or impossible to do your volunteer assignment because of...**

Question	Never	Rarely	Sometimes	Often	Always	Total Responses	Mean
Poor equipment or supplies?	37.04%	48.15%	7.41%	7.41%	0.00%	27	1.85
Lack of equipment or supplies?	37.04%	44.44%	14.81%	3.70%	0.00%	27	1.85
Organizational rules and procedures?	38.46%	30.77%	15.38%	15.38%	0.00%	26	2.08
Other employees?	55.56%	22.22%	11.11%	11.11%	0.00%	27	1.78
Other volunteers?	48.15%	25.93%	14.81%	11.11%	0.00%	27	1.89
Your volunteer supervisor?	59.26%	14.81%	14.81%	7.41%	3.70%	27	1.81
Inadequate training?	37.04%	37.04%	14.81%	11.11%	0.00%	27	2.00
Interruptions by other people?	55.56%	29.63%	3.70%	11.11%	0.00%	27	1.70
Lack of necessary information about what to do or how to do it?	44.44%	14.81%	18.52%	22.22%	0.00%	27	2.19
Conflicting volunteer responsibility demands?	48.15%	22.22%	11.11%	18.52%	0.00%	27	2.00
Inadequate help from others?	51.85%	18.52%	3.70%	22.22%	3.70%	27	2.07
Incorrect instructions?	59.26%	18.52%	7.41%	14.81%	0.00%	27	1.78

**17. Burnout Please read each statement and indicate how often you experience each one.**

Question	Never	Rarely	Sometimes	Often	Always	Total Responses	Mean
I feel emotionally drained from volunteering.	44.44%	29.63%	11.11%	11.11%	3.70%	27	2.00
I feel used up at the end of the volunteer session.	62.96%	7.41%	14.81%	14.81%	0.00%	27	1.81
I feel frustrated by my volunteer assignments.	62.96%	18.52%	7.41%	7.41%	3.70%	27	1.70
I feel that volunteering is a strain.	62.96%	14.81%	11.11%	11.11%	0.00%	27	1.70
I feel burned out from my volunteer work.	66.67%	3.70%	14.81%	14.81%	0.00%	27	1.78



### 18. Intention to Quit

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses	Mean
I do not intend to keep volunteering with this organization.	66.67%	22.22%	7.41%	0.00%	3.70%	27	1.52
I often think of ending my volunteer work at this organization.	62.96%	11.11%	14.81%	7.41%	3.70%	27	1.78
I may look for a different organization to volunteer with soon.	70.37%	3.70%	11.11%	11.11%	3.70%	27	1.74

