

Need or Altruism: A Study about Ticketing and Staying in the volunteering of the Child Cancer Institute

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Abstract— Volunteer work, in recent years, has been synonymous with citizenship and solidarity, receiving increasing prominence in organized society. Thus, in this article, motivational theories are raised to understand volunteering. This study focuses on volunteers who work at the Instituto do Câncer Infantil (ICI), a non-profit organization that serves children from all over the country. The study aims to identify the reasons for engagement, based on the following hypothesis: in critical situations, do people get involved in voluntary work out of necessity or altruism? The research is exploratory in nature, using the questionnaire technique and, through quantitative analysis, seeks to answer the hypothesis, identifying the reasons for volunteering at ICI. Among the most relevant results of the survey, it was shown that 75.00% of volunteers understand that voluntary work is not something that can be done for their own benefit. It can be seen that 95.00% of these feel the importance of their own volunteer work. It is also noted that 60.00% of the volunteers said that there are personal reasons for exercising voluntary work. And when asked, it is gratifying to see people's satisfaction with their voluntary work, 90.00% said yes.

Keywords— Volunteer work. Motivation. Childhood cancer.

I. INTRODUCTION

The study on voluntary work has been developing widely in recent decades. Living and coexisting with the world has always been challenging in any of the centuries, which is no different in the current context. Complexity and the age of uncertainty are indelible marks. On the one hand, it is possible to perceive daily changes that are imposed by the rapid and uncontrollable advances of scientific circles. On the other hand, due to the so-called spotlight society, organizations are more demanding in matters of ethics and transparency. Thus, child or semi-slave labor is openly discussed, the fight against drug trafficking, the increase in urban violence and many other ailments that, strictly speaking, reflect social inequalities. In this scenario, a new social actor seems to emerge with force: the volunteer.

According to Cimino *et al* (2018), volunteering apparently moves by several factors and has played an important role in building a society that aims at the well-being of all its members, especially those who are in a situation of social vulnerability. To the extent that social

responsibility is an imposition of the new times, it is worth questioning what motivations lead people to engage in voluntary work (CAVALCANTE, 2012).

Currently, volunteering is a necessity for socially responsible organizations and is part of the concept of corporate sustainability. Among the various voluntary institutions that operate in Brazil, one that benefits from this is the Instituto do Câncer Infantil (ICI), the object of the present study.

ICI is one of the largest Latin American institutions in the fight against childhood cancer. It is characterized as a non-profit organization that, since 1990, offers free treatment to hundreds of patients and acts as a research center for the cure of childhood cancer, surpassing the average of 70% of cases. The treatments are carried out at the Hospital de Clínicas de Porto Alegre (HCPA) and, since its foundation, have already exceeded the number of 20,000 services, including, in 2018, the institute provided 3,438 services (INSTITUTO DO CÂNCER INFANTIL, 2019).

This article, by its nature, according to Cervo, Bervian and Da Silva (2007), has in exploratory research, in general, the first step towards the development of the process of raising significant hypotheses. Therefore, this study seeks to answer what motivations are underlying in voluntary activity, based on the hypothesis that there are either particular needs or altruism of people.

Volunteering, in this article, deals with work in extreme situations, since it refers to the treatment of children with cancer - often in a terminal state - that is, situations that tend to cause great emotional weight. In order to achieve the objectives, this article was organized as follows: initially it will deal with the theoretical framework, addressing the origin of voluntary work and motivational theories. Soon after, the methodology will be presented, followed by data analysis and considerations taken from that study.

II. THEORETICAL FRAMEWORK

In this chapter the basic concepts of volunteering and the correlation with the theories that support this article will be presented, one of which is the psychoanalytic motivational theory and the other of the behavioral line.

It appears that, for various reasons, people are engaging with greater intensity in voluntary work. According to Cimino *et al* (2018) and Machado Filho (2011), the practice of volunteering is one of the alternatives for personal and professional development and training, in addition to making people citizens of solidarity and responsible for the common good. Particularly, it is noticed that young people tend to show greater enthusiasm and engagement in voluntary actions.

2.1 VOLUNTEER WORK

Volunteer is any individual who, in a free, disinterested and responsible manner, commits himself, according to his aptitudes and in his free time, to develop voluntary actions on behalf of individuals, families and the community, in need of help in various areas. areas of their lives (FLORES; DIAS, 2009). The volunteer is an idealist, someone who wants nothing concrete or material for himself. According to Cimino *et al* (2018), the aspirations of a volunteer are generally in relation to the next: the satisfaction of contributing to the reduction of suffering or injustice; the realization of bringing joy or contributing to the self-sufficiency of others; feel like an agent that builds your community and work to build a future that coincides with your personal vision and your individual values (CAVALCANTE, 2012).

To act as a volunteer is to have an ideal in doing good, which in a relationship of solidarity is translated into gratuity in the exercise of the activity, providing unpaid services for the benefit of the community. Voluntary action, as stated by Camargo (2002) can only be an informal help to the neighbor, a colleague, an effort to consolidate the community spirit, formal help (through organized social services) and or an opportunity for changes social. And, Flores and Dias (2009) state that the volunteer is an agent of transformation and does not conform to social exclusion, which encompasses many constraints, humiliations, deprivations, unemployment, hunger and homelessness.

However, Perez (2002, p. 47) states that "saying the relationship between volunteering and social changes supposes highlighting the place of civil society actions in a process of change that seeks to bring about social justice and citizenship for all". In Cavalcante's (2012) view, the role of volunteers in institutions needs to be analyzed the scenario, that is, it must be carefully prepared: it is necessary to realize that institutions have history, culture, dynamics and teams that already develop their work.

According to Cimino *et al* (2018), a volunteer is the person who donates his work, his potential and talents in a role that gratifies him in favor of carrying out an action of a social nature. For this reason, being a volunteer "is not just a hobby", or even the action of those who have no other occupation. But yes, "being a volunteer is an ideal of life and involves all dimensions of the human being" (MEISTER, 2003, p. 119).

These people who dedicate themselves to acting voluntarily are ordinary people who need to incorporate a profile focused on the social cause. According to Camargo (2002), "[...], they can work directly with the beneficiaries or work in the administrative areas of the entities, without relating to the target audience".

Availability, empathy, flexibility and responsibility are just a few issues that organizations look for in the volunteer. It is observed, then, that this also constitutes the expected profile of a volunteer candidate when defining competencies, skills and attitudes necessary to work in the Voluntary Service. Therefore, with a view to the future, volunteering must endeavor to keep its own specificity alive within the third sector, preserving ethics and essential goals (humanization, generosity, empathy, personalization, values, etc.) (FLORES; DIAS, 2009).

Many nonprofit organizations still say, "We don't pay volunteers, so we can't demand anything from them ..." Today, a change in attitude is necessary: "Volunteers need to obtain much more satisfaction from their achievements,

precisely because they receive no remuneration". The constant transformation of the volunteer - from well-intentioned amateur to unpaid team member, professional and trained - is the most significant progress in the non-profit sector (CAMARGO, 2002, p.121).

Many volunteers discover other potentials and develop new skills when working outside the company. From this perspective, the decision to work on a voluntary basis has had a decisive impact on the lives of many people, both as volunteers and those who live, especially in poor communities. Managing these people implies having the dimension that the management of human resources has the mission of selecting, training and retaining human talents necessary for the survival, growth and prosperity of organizations. Through these satisfied people who meet the requirements of competences, skills and attitudes necessary for each business, it is possible to guarantee competitiveness and continuity of activities with excellence.

2.1.1 VOLUNTEERING AND THE THIRD SECTOR

According to Binotto *et al* (2016) voluntary work has grown in Brazil and in other developing countries based on its solidarity, in the sense that this process goes through a personal initiative in favor of a community. The basis of the Third Sector's action is volunteering. The expression "volunteering" is often associated with the idea of altruism, solidarity, fraternity and selflessness.

Its execution is carried out not only by people who have better conditions and donate their time and resources to those who are not so favored, but also among equals. Thus, groups such as alcoholics anonymous, neighborhood communities, joint efforts, among others. In addition, together with the concept of volunteering, numerous initiatives originating from both organized civil society and the business field were built (TEODÓSIO; BRUM, 2006; BONFIM, 2010).

According to Dohme (2001) and Binotto *et al* (2016), the volunteer is well informed, participative, questioner, wants to perform his activities in the best possible way. As for the observance of the motivations of volunteering, the issue of donation needs a particular focus, in order to understand the process of exchanging this activity.

According to Bonfim (2010), volunteers are linked to the differential that the Third Sector offers in order to make possible the union of the need to work with the realization of a "citizen life project". The Third Sector also sought to improve itself, aiming at its insertion in this modernized market, becoming a reference with regard to issues related to social responsibility, through the

implementation of new forms of management (DIAS, 2012). The third sector has not become a fad, but has established itself as a new concept of relationship between organizations and society, which highlights the relevance of this sector within communities.

From the understanding of the concept of the third sector, it is possible to verify the importance of its segments and their development in the social context. The definition of the third sector emerged in the first half of the 20th century, in the United States. According to Bonfim (2010), the third sector "would be a mixture of the two classic economic sectors of society: the public, represented by the State, and the private, represented by the entrepreneur in general".

According to Dias (2012), the third sector is characterized by being a set of organizations and private initiatives that aim at the production of public non-profit goods and services. This statement does not mean that this sector does not work with funds and profits. However, their profits are not for the benefit of the founders and creators, but for the main objective of the organization to exist, which would, in the view of Meister (2003), patients, families and children.

Regarding their form of action, the authors Binotto *et al* (2016), say that the third sector integrates the continuity of the actions previously carried out by religious institutions and even today it is prolonged by the action of the different segments of the third sector: NGOs, foundations and non-profit associations (MEISTER, 2003).

2.2 MOTIVATIONAL THEORIES

For the purposes of this article, human motivation will be explained, first, through psychoanalysis, which had Freud as its precursor. When referring to Freud, Da Costa (2011) says that he was "the first to affirm that human nature is driven by a set of internal forces and that his actions are motivated by factors that are not always rational or accessible to consciousness". Therefore, he would have been the first to consider that human motivations are not necessarily conscious (DA COSTA, 2011, p. 22). Ferrari (2010), referring to these motivations, points out that one must think about the actions that lead people to work voluntarily for other human beings. He asks, in such actions, what unconscious motivations are at stake and whether they will be useful and appropriate to those who receive it.

Cavalcante (2012) also points out that voluntary work can occur through the search for something lost, defined in different ways by individuals and groups. It could be time wasted on organizations that have not given them space for something more rewarding; it could be the

desire to live and contribute to the community; or even, the return to forgotten values - hypotheses that require more in-depth analysis to prove them.

Ferrari (2010) says that Birman:

[...] when analyzing the malaise nowadays, he relates the helplessness produced by modernity as a consequence of the rupture with the references of traditional society, with the masochistic and perverse constructions, complementary subjective positions easily evident in our society. (FERRARI, 2010, p. 102).

In masochism, the subject blindly offers himself to the other because he cannot bear to live the anguish of helplessness. The other, although cruel, provides protection against pain and loneliness. Therefore, it can be understood that voluntary movements circulate in a society that has lost its references and has not yet found a substitute to deal with its helplessness. In this way, masochism and perversion can be found in a care relationship (FERRARI, 2010).

Anyway, the great challenge for the volunteer, in his caregiving role, is to break both omnipotence and narcissistic bonds. In addition, he needs to endure the helplessness that will confront him in that relationship, which will refer to his primordial helplessness, painful to be reissued. Such an experience, which is not easy to do, occurs because, in general, volunteers are people who do not have a personal analytical experience (FERRARI, 2010; CAVALCANTE, 2012).

From the perspective of humanism, emphasis will be placed on David McClelland's theory of needs. This, according to Costa (2011), identified that there are three needs that can be acquired socially: power, affiliation and fulfillment. It is through these that, in some way, the individual's behavior at work manifests itself, either negatively or positively, according to the requirements of the position, culture and organizational climate.

The need for power is one in which the individual seeks in some way to exert influence over other people. Affiliation is the imperative to belong and be accepted by the group and to establish social relationships. In people with this need, the perception of feelings, problems and motivations will be more acute. Therefore, they may find it easier to perform functions in which social contact occurs more frequently (CAVALCANTE, 2012).

Already need for achievement deals with the individual's precision in reaching certain goals. According to McClelland, analyzed by Costa (2011), this has its

origins in Protestant ethics, which emphasizes the performance of people in their work. The individual is accomplished in what he does and not for the possible rewards. The need for achievement starts from the hypothesis that people establish a standard of excellence for themselves and, in this sense, are voracious in their performance (COSTA, 2011).

Many volunteers discover other potentials and develop new skills when working outside the company. From this perspective, the decision to work on a voluntary basis has had a decisive impact on the lives of many people - whether volunteers or those who, in one way or another, use their services. In the case of the Instituto do Câncer Infantil, volunteering often occurs for two reasons: personal need (caring for and being close to a loved one) or altruism (love of neighbor).

III. METHODOLOGY

3.1 INTRODUCING THE OBJECT OF STUDY

The sample, in this work, was of non-probabilistic approach for convenience (MALHOTRA, 2012), being applied a questionnaire with dichotomous questions - also called answer between two options: yes and no. The data were quantified in order to obtain frequencies and percentages. The type of research is descriptive, as its purpose is to observe, record, analyze and correlate facts or phenomena. (CERVO, BERVIAN, DA SILVA, 2007). In this phase of the research, questionnaires were applied, which had a structured script, being applied in the months of August and September 2018. The questionnaires were sent by email to the interviewees. Of the 90 (ninety) questionnaires sent, there was a return of 40 (forty) questionnaires. These were applied only to the volunteer public who work at the Instituto do Câncer infantil. This group of chosen volunteers is directly involved with ICI's relatives and patients in various sectors, such as the family assistance center, visitations and festive and recreational activities.

IV. DATA ANALYSIS

In the analysis of the data, the statistical treatment of the data was performed with a computational resource of the *Statistical Package for the Social Sciences* (SPSS). Because the research has a quantitative approach, it facilitated and enabled the use of descriptive and inferential statistical techniques. According to Cooper and Schindler (2011), the quantitative approach allows the precise measurement of something, considered the most important in this regard. The quantitative analysis of the results made it possible to carry out some analyzes and

extract lessons. The results were presented in tables, which allowed an accurate descriptive statistical analysis of the results that were obtained.

4.1 SAMPLE PROFILE

Based on the responses to the questionnaires applied, the following characteristics were identified regarding the profile of the volunteers, as shown in tables one to five.

Table 1: Regarding the gender, gender.

Responses	Researched	Relative Frequency
Female	35	87.50%
Male	5	12.50%
Total	40	100.00%

Source: Prepared by the authors.

With regard to gender, it is observed that the respondents who responded to the survey are represented by 87.50% females and 12.5% males, as illustrated by (Table 1). According to the authors Cimino *et al* (2018), volunteer work begins to have more visibility in Brazil, after the 20th century, from the need for support to the most needy people, especially in relation to the epidemics of various diseases that affected the most vulnerable population. needy. And, at the beginning, this volunteer work was carried out by the female gender, who were mostly ladies of society, who had their participation linked to Catholic clubs and churches.

Table 2: Regarding marital status

Answers	Researched	Relative Frequency
Married	15	37.50%
Divorced	1	2.50%
Others	3	7.50%
Separated	3	7.50%
Single	18	45.00%
Total	40	100.00%

Source: Developed by the authors .

Table 2 shows that, regarding marital status, 45% are single, 37.5% are married, 7.5% are separated and 2.5% are divorced.

Table 3: Regarding the age group

Answers	Researched	Relative Frequency
From 18 to 25 years old	9	22.50%
From 26 to 35 years old	9	22.50%
From 36 to 50 years old	9	22.50%

Over 51 years old	13	32.50%
Total	40	100.00%

Source: Prepared by the authors.

With reference to the age group, it can be seen, in Table 3, that 32.50% of the volunteers are in the age group above 51 years. Followed by 22.50% representing the other age groups (Table 3). Stresses Nogueira-Martins *et al* (2010), through a study carried out in public hospitals, this factor of ages above 50 years is due to the maturity and experiences they have accumulated throughout their lives, a fact that would trigger greater importance voluntary service.

Table 4: Level of education

Answers	Researched	Relative Frequency
Fundamental	2	5.00%
Medium	15	37.50%
Higher	13	32.50%
Postgraduate	10	25.00%
Master's	0	0.00%
Doctoral	0	0.00%
Total	40	100, 00%

Source: Prepared by the authors.

As for the level of education, it is observed that 37.5% have completed high school, followed by higher education, with 32.50%, post-graduation, with 25% and elementary education, with 5% (Table 4).

Table 5: Volunteer time

Answers	Researched	Relative Frequency
Up to 1 year	16	40.00%
Between 2 to 3 years	9	22.50%
Between 4 to 6 years	5	12.50%
Over 7 years	10	25.00%
Total	40	100 , 00%

Source: Prepared by the authors.

With regard to volunteering time, it was found that 40% have up to one year, followed by 25% who have worked for more than seven years, 12.5% who work between four and six years and 22% who work between two to three years, according to (Table 5).

Ferrari (2010) in his studies points out that there is a tendency to abandon voluntary action after a period of involvement. In other words, this data is one of the most

relevant data for the research, because it speaks of the wear and tear, of the discredit of people with the ability to change things. What comes up against the speech of Cimino *et al* (2018), when he says that it is understandable, in voluntary work, especially in these areas of health, which interfere a lot with the emotional, tends to become heavy.

4.2 REASONS FOR ENGAGING IN VOLUNTEER WORK

Based on the responses to the questionnaires, the reasons for involvement / engagement in volunteer work were identified.

Table 6: Do I clearly feel the importance of my work as a volunteer?

Responses	Researched	Relative Frequency
Yes	38	95.00%
No	2	5.00%
Total	40	100.00%

Source: Prepared by the authors.

It is noticed that 95% of the interviewees feel the importance of their voluntary work (Table 6). According to Ferrari (2010), psychoanalysis helps us to think that these people expect to be involved emotionally by their object of care, to be loved and recognized for their dedication. If this does not occur or takes time to be demonstrated, the tendency is to emerge hostile feelings towards the latter, in a defensive psychic movement, which can lead to the abandonment of the volunteer.

Table 7: I am practically not evaluated for what I do in my volunteer work?

Responses	Researched	Relative Frequency
Yes	31	77.50%
No	7	17.50%
Total	40	100.00%

Source: Prepared by the authors.

Table 7 shows that voluntary work for 77.5% of respondents does not receive formal or even informal assessment.

Table 8: Is the integration among the volunteers satisfactory?

Responses	Researched	Relative Frequency
Yes	36	90.00%
No	4	10.00%
Total	40	100.00%

Source: Prepared by the authors.

In the integration factor, it appears that for 90% it occurs among volunteers, as shown in (Table 8). Language, communication and meanings are central to understanding the symbolic universe in which human beings are inserted and with which they have the potential to identify and engage (DA COSTA, 2011).

For Costa (2011), affiliation is a motivational factor that impacts individuals, which may explain the permanence in the work of many volunteers.

Table 9: Do I realize that many volunteers are not committed to the cause?

Responses	Researched	Relative Frequency
Yes	18	45.00%
No	22	55.00%
Total	40	100.00%

Source: Prepared by the authors.

As for commitment, table 9 reports that 55% of the interviewed volunteers perceive that the other volunteers are not committed to the cause and 45% say that there is commitment. Although there is a very small division of opinion, according to Ferrari (2010), the key to deciphering this perception may lie in the unconscious functioning of conflicts and ambiguities.

Table 10: Is the number of new friends that I can win important in volunteering?

Responses	Researched	Relative Frequency
Yes	4	10.00%
No	36	90.00%
Total	40	100.00%

Source: Prepared by the authors.

In the friendship factor, table 10 shows that 90% understand that voluntary work has another meaning in their lives.

Table 11: When volunteering, can I exercise leadership and command over people and work?

Responses	Researched	Relative Frequency
Yes	16	40.00%
No	24	60.00%
Total	40	100.00%

Source: Prepared by the authors.

Table 11 identifies that 60% of respondents say they do not exercise leadership and command.

Table 12: Do you feel the satisfaction of people and family members with your work?

Responses	Researched	Relative Frequency
Yes	36	90.00%
No	4	10.00%
Total	40	100.00%

Source: Prepared by the authors.

As for the satisfaction aspect, table 12 shows that 90% of the interviewees denote receiving recognition and satisfaction from family members. The desire to be recognized is inherent to human beings, since compliments tend to profoundly affect our unconscious (DA COSTA, 2011).

Table 13: Would you like to be more required in voluntary work?

Responses	Researched	Relative Frequency
Yes	23	57.50%
No	17	42.50%
Total	40	100.00%

Source: Prepared by the authors.

In terms of demand, 57.50% revealed that they would like to be able to better exploit their potential and 42.50% stated that they would not like to be demanded (Table 13). It can thus be inferred that there are volunteers who carry out the work within their time and / or skills limitations and others who seek greater responsibilities (CIMINO *et al*, 2018).

Table 14: Is it common to see volunteers who do the work routinely and mechanically?

Responses	Researched	Relative Frequency
Yes	19	47.50%
No	21	52.50%
Total	40	100.00%

Source: Prepared by the authors.

It can be seen in Table 14 that 47.50% of the interviewees said that it is common to see volunteers who do the work in a routine and mechanical way. While, 52.50% understand that they do not.

V. FINAL CONSIDERATIONS

This study aimed to identify the reasons why people get involved or engage in volunteering. According to motivational theories, it was realized that the nature of human motivation is complex and that narcissism is important in self-care. However, the exclusiveness of the

narcissistic axis tends to compromise civilized life. The motivations present in volunteering actions can be altruistic or selfish. Psychoanalysis could not go unnoticed in the face of a movement that grows every day, as is the voluntary movement (FERRARI, 2010).

In this research it was observed that there is no formula for motivation and commitment. Human motivation is a subject widely studied in several areas of knowledge, especially when related to monetary factors and the professional environment. Even so, little can be found about the motivation for voluntary work. The theoretical review allows us to suppose that several factors can be considered motivators of voluntary work, including recognition and love for others.

According to the research result, it was shown that the sample profile was 87.50% females and 12.50% males. Also, the marital status of these interviewees is as follows: 45.00% single, and, because they have no family, it is possible that they have more time to exercise volunteering. It is also observed that 37.50% of these interviewees are married. The predominant age was 32.50%, who said they were over 51 years old. Regarding the level of education, 37.50% of them have high school, 32.50% have higher education and 25.00% have a graduate degree.

Regarding the time of volunteering, 40% of the volunteers who responded to this survey are linked to the ICI for one year, over 7 years; a percentage of 25.00% is added and, between 2 to 3 years, totaled a percentage of 22.50%.

The reasons for engaging in voluntary work that appeared in the survey were as follows: it is clear that volunteers feel important and integrated in ICI and that the preference for the majority is to have the freedom to choose what to do. 95.00% of respondents feel the importance of their own volunteer work. Regarding the integration factor, it was found in the survey that for the vast majority, that is, 90,00% of the interviewees said that the integration is satisfactory. Repeating the same percentage, 90,00% of the interviewees show recognition and satisfaction on the part of family members.

It is also noted that in terms of requirements, the interviewees said, in a percentage of 57,50%, that they would like to be able to better exploit their potential and 42,50%, said that they would not like to be required in the voluntary actions they develop. And finally, the theme of this article was chosen because of its relevance in the current context, since like any organization, ICI needs to have talented, motivated and productive people and, above all, with a voluntary spirit. It is hoped that this study can be

complemented with new research and that it will contribute to ICI in attracting and retaining its volunteers.

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