

The Role of Non-Governmental Organizations in Promoting a Culture of Volunteer Work in Qatar

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Abstract

This research seeks to explore the role of non-governmental organizations in promoting a culture of volunteer work, specifically aiming to identify the role of non-governmental social work institutions in Qatar in enhancing the culture of volunteer work and revealing the impact of the field of work of non-governmental social work institutions on their role in spreading the culture of volunteer work. To achieve the research objectives, the descriptive analytical approach was used by distributing a survey to a simple random sample, which included a sample of board members, volunteers, and employees from non-governmental social work institutions, with a total of 90 individuals responding. After analyzing the data, the results revealed a strong and statistically significant relationship between the activities of non-governmental social work institutions in the fields of family, women and children, the elderly, and people with disabilities and the culture of volunteer work. These institutions contributed to developing a culture of volunteer work and enabled the community to face problems and challenges. Accordingly, the study recommends financially supporting non-governmental social work institutions to enable them to fulfill their mission and increase their services. The study also recommends including some educational programs in the curricula of various educational institutions that focus on the concepts of volunteer social work, its importance, and its developmental role. It encourages researchers to conduct more studies and scientific research on volunteer social work, which contributes to improving the reality of volunteer work in general.

Keywords: Non-Governmental Organizations, Volunteer Work, Social Work Institutions, Culture of Volunteer Work.

Introduction

A non-governmental organization refers to any voluntary institution with a social mission that operates independently of the government and is funded through donations and grants. Donations can be accepted from individuals, companies, charities, and governments, whether local, governmental, or foreign (Al-Khrafi, 2018). In general, non-governmental organizations play an influential role in community life from economic, social, health, cultural, and other aspects. Their fields of work are distributed between human rights and development, charity work, relief, providing assistance to the sick and disabled, education, and literacy (Al-Marzouqi, 2010). Additionally, the non-governmental sector directly and indirectly contributes to the development of society in the short, medium, and long term (Enjorals, 2018).

Despite the importance of the role played by the non-governmental sector, its role in developing countries remains limited due to multiple considerations: political, economic, social, legislative, and organizational. However, there is a need for serious efforts to activate the sector's role by addressing the obstacles it faces and working to confront and overcome them. Identifying the obstacles facing the sector enables us to develop the performance of non-governmental organizations and overcome the barriers that limit their effectiveness (Foster, 2020). One of the obstacles facing non-governmental organizations is related to their ability to attract

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and retain volunteers. The weakness of the culture of volunteering is one of the most significant obstacles that NGOs face in many regions of the world. Some manifestations of this weakness include the low number of volunteers, lack of awareness of the importance of volunteering, absence of a culture of volunteering among certain groups, and difficulties in obtaining suitable opportunities for volunteers. Therefore, NGOs are making efforts to enhance the culture of volunteering in the communities in which they operate (Al-Ani et al., 2017).

Theoretical Framework and Previous Studies

The First Axis: Non-Governmental Organizations

Definition of Non-Governmental Organizations

There is no agreed-upon term for describing non-governmental organizations; different countries use various terms, including public charitable organizations, non-profit organizations, and civil society organizations (Al-Hayati, 2011). Despite the lack of a universally accepted definition for non-governmental organizations, they can be defined as voluntary institutions that seek to achieve a social mission and operate independently of the government. This model exists worldwide. NGOs are established to serve the interests of their members, provide services to citizens, or engage in various humanitarian activities, adhering to values and standards of respect, tolerance, participation, and peaceful management of diversity and differences (Shukr, 2003).

Folger (2020) defined NGOs as a non-profit group that operates independently of any government, often referred to as civil society organized at the community, national, and international levels to serve social or political goals such as humanitarian or environmental issues. Based on the above, it is noted that there is no consensus on the definition of non-governmental organizations. However, there is consensus that the goals of NGOs are non-profit, as these organizations do not seek to achieve profits but rather aim for the public benefit of society in their areas of activity. At the same time, there is agreement that these organizations arise from citizen initiatives, which are translated into governmental approval for the establishment of the NGO that operates legally, according to the regulations governing its work in society. NGOs include a significant number of charitable and voluntary associations and institutions that operate in an organized manner and are managed based on principles that ensure the achievement of their objectives.

The Importance of the Development Role of Non-Governmental Organizations

The Economic and Social Commission for Western Asia (ESCWA) emphasizes the importance of NGOs, which stems from three interconnected factors: (ESCWA, 2000)

- 1- Contribution to reviewing community beliefs and enhancing positive beliefs: i.e., people's perceptions of traditional rules, principles, values, religious beliefs, cultural heritage, democracy, freedom, good governance, society, family, and the individual.
- 2- Contribution to reviewing and updating applied laws: laws that limit freedom of expression, individual movement, and the legal space for individuals to form networks and associations, which restrict the quality and quantity of those networks.
- 3- Building trust: between individuals and various organized groups, which forms the basis for establishing social networks and social capital.

The researcher sees that addressing the problems faced by communities and finding solutions to them is one of the most prominent developmental roles of NGOs, as the development of local communities economically, socially, and culturally is a pivotal role. The importance of NGOs in society is clear and evident. They belong to a service sector that contributes to achieving the public benefit without seeking to make a profit. They are also part of a sector that provides services that the private sector may shy away from, such as care services for the elderly, disabled, and needy. Additionally, they are part of a sector that employs a large number of employees, providing significant job opportunities. They also provide support, assistance, loans, health, and other social, health, charitable, advisory, and economic services (Vergara, 2019).

Social Work Institutions in Qatar

According to Law No. (2) of 1974 establishing associations in Qatar, an association is any private institution or committee formed by natural or legal persons in accordance with the provisions of this law, aiming to carry out humanitarian, social, cultural, scientific, or charitable activities, and not aiming for material profit. The most prominent non-governmental institutions in the social field in Qatar can be identified as follows:

- 1- The Qatari Foundation for Social Work: It is a private institution of public benefit established in accordance with Law No. (21) of 2006 regarding private institutions of public benefit. The institution is concerned with social work in Qatar.
- 2- The Qatari Association for the Rehabilitation of Persons with Disabilities: Established according to the provisions of Law No. (2) of 1974 concerning the establishment of associations, it is a charitable organization with legal personality that aims to provide the greatest possible social, psychological, health, material, educational, and rehabilitation care for its registered children with disabilities, both Qataris and residents.

The Second Axis: Volunteer Work

Definition of Volunteer Work

Volunteering is one of the oldest human practices in history, as humans have needed to support and assist others since the beginning of their existence on earth. The need for volunteer work has grown significantly today, as government services cannot cover and meet all the new needs that citizens seek in various service areas (Al-Yusuf, 2005). Volunteer work is defined as unpaid work, which is non-profit and thus not tied to a specific financial compensation, and is typically organized in a self-directed manner, conducted by individuals to provide help and assistance, i.e., providing benefit and aid to a person or group of people or the community in need. It represents a personal commitment made outside the immediate family and local environment. It relies on tasks that individuals independently undertake without any coercion or financial compensation.

In general, the concept of volunteering is shaped by a set of key principles that include the following (Yaqoub and Al-Salmi, 2005):

- Not expecting material returns from volunteering.
- The human motivation and love for goodness and helping others drive the volunteer.
- It is based on the desire to serve the community.
- Volunteering may be an individual or collective effort.
- The existence of desire and internal motivation are fundamental factors in volunteering.

Volunteer Work in Qatar

Volunteer work in Qatar is organized under the decision of the Director of the General Authority for Youth No. (4) of 2001 and the decision of the Minister of Culture and Sports No. (59) of 2019, which adopted the basic system for the Qatar Voluntary Center, which was the model for organizing volunteer work. Various fields of volunteering are practiced in Qatar, including sports, cultural, social, health, humanitarian, and scientific opportunities, as the relevant volunteer institutions provide training opportunities and awareness lectures for all members wishing to engage in such volunteer activities to prepare them and equip them with the expertise to work professionally in this field. There are many volunteer centers and institutions in Qatar, including:

- The Qatar Volunteer Center: Established to attract, train, and educate volunteers and prepare them to participate in comprehensive development projects in Qatar.
- The Network (Tam) for Volunteer Work: Established to promote and enhance the culture of volunteering and to create a comprehensive system for connecting volunteer work pioneers with volunteer institutions in the state. It aims to provide technical support and build the capacities of youth to meet the needs of volunteer work.

- Another form of volunteer work is the Community Service and Volunteering Center at Qatar University, which seeks to instill the culture of volunteer work in its students to make them active members of the diverse international community (Volunteer Work in Qatar, 2021).

Previous Studies

A review of the literature on the subject revealed a scarcity of previous studies on it. According to the researcher's knowledge, the current research is one of the first studies that address the role of non-governmental organizations in promoting volunteer work in Qatar. Below is a presentation of the most important previous studies that were reached:

A study by Al-Ani et al. (2017) addressed the role of charitable associations in motivating youth for volunteer work and aimed to unveil the role of charitable associations in motivating youth for volunteer work in the Sultanate of Oman, analyzing the social and economic returns of the volunteer work conducted by youth in charitable associations. The research used a mixed-methods approach, and the sample included 90 youth volunteers in charitable associations in Oman. The research showed that charitable associations play a significant role in motivating youth for volunteer work by providing various opportunities for volunteer work that match youth interests and organizing training programs and workshops to develop volunteers' skills, creating a supportive positive environment for volunteer work.

A study by Al-Ayadi and Al-Ziyadi (2022) focused on mechanisms for attracting volunteers to work in charitable associations, aiming to identify the mechanisms used by charitable associations in Jeddah to attract volunteers and analyze the effectiveness of those mechanisms. The research employed a descriptive analytical method, with a sample of 300 volunteers from 20 charitable associations in Jeddah. The research showed that charitable associations in Jeddah rely on a variety of mechanisms to attract volunteers, including advertising in different media, direct communication with individuals, participation in community events, and collaboration with educational institutions, utilizing social media platforms.

A study by Al-Ayadi et al. (2022) examined the role of new media in promoting volunteer work in Egyptian civil society institutions, aiming to identify the role of new media in enhancing volunteer work in Egyptian civil society institutions. The sample included 400 users of social media in Egypt. The research showed that new media plays a significant role in promoting volunteer work in Egyptian civil society institutions by raising awareness of volunteer work issues and its importance, promoting available volunteer activities and opportunities, connecting potential volunteers with civil society institutions, and enhancing communication and interaction between volunteers and civil society institutions.

A study by Al-Shami (2020) focused on the motives for volunteer work among volunteers, aiming to identify the motives for volunteer work among volunteers in northern Syrian organizations and analyze the factors influencing motives for volunteer work. The research employed a descriptive analytical method, with a sample of 220 volunteers from various northern Syrian provinces. The study showed that the most common motives for volunteer work among volunteers are values, ideas, and social duty, and that motives for volunteer work vary among volunteers based on certain demographic characteristics, revealing that religious motivation is stronger among females compared to males, and protective motives are stronger among the elderly compared to youth.

A study by Belqasim et al. (2020) examined the marketing approach in attracting and retaining volunteers in civil society organizations, aiming to analyze the use of marketing approaches in attracting and retaining volunteers in the Kafil Al-Yateem Charity Association, identifying factors influencing the effectiveness of using the marketing approach in this field. The research utilized a descriptive analytical method, with a sample of 120 volunteers from the Kafil Al-Yateem Charity Association. The research showed that the Kafil Al-Yateem Charity Association employs numerous marketing techniques to attract and retain

volunteers, including advertisements in various media, public relations, direct marketing, and loyalty and appreciation programs.

A study by Saida (2017) focused on the role of charitable associations in activating volunteer work, aimed at identifying the role of the Kafil Al-Yateem Charity Association - Adrar branch in activating volunteer work and analyzing the factors contributing to activating volunteer work in the association, as well as studying the obstacles facing the activation of volunteer work in the association. The research utilized a descriptive analytical method, with a sample of 110 volunteers from the Kafil Al-Yateem Charity Association - Adrar branch. The research showed that the Kafil Al-Yateem Charity Association plays an important role in activating volunteer work by providing various opportunities for volunteer work that match volunteers' interests and abilities, organizing training programs and courses to develop volunteers' skills, creating a supportive positive environment for volunteer work, and recognizing and honoring volunteers for their contributions.

A study by Wang & Wang (2022) focused on the role of non-governmental organizations in preventing volunteers from withdrawing, aiming to examine how NGOs can prevent volunteers from withdrawing. A multi-level regression analysis was used to examine the effect of the type of NGO on volunteers' behaviors, including the likelihood of withdrawal. Data were collected from 383 volunteers in 26 NGOs. The research findings indicated that the type of NGO significantly impacts the likelihood of volunteer withdrawal, with volunteers in NGOs providing direct services being more prone to withdraw than volunteers in advocacy NGOs. This is because volunteers in direct service NGOs may feel overwhelmed by routine work, whereas volunteers in advocacy NGOs may feel more satisfaction with their work.

A study by al et Saura (2020) explored the relationship between NGOs' reliance on commercial activities and volunteer work. The research questioned the relationship between NGOs' reliance on commercial practices and volunteer work. There are two main theories regarding this relationship: displacement, which suggests that NGOs' focus on commercial activities may reduce volunteer work, and encouragement, which suggests that reliance on commercial activities may actually increase volunteer work. Researchers conducted a study on a sample of Polish NGOs to test these two hypotheses and found evidence supporting the encouragement idea, as NGOs' reliance on commercial practices was associated with increased volunteer rates.

The Research Gap and What Distinguishes the Current Study

Through the brief presentation of previous studies, it is evident that the impact of NGOs on volunteer work has been studied limitedly and has not been previously addressed in Qatar. Therefore, the current research is one of the first studies to investigate the role of NGOs in spreading the culture of volunteer work in Qatar. It is also noted that previous studies focused on the opinions of a specific category, while the current study surveys the opinions of three categories: board members, employees, and volunteers.

Research Problem

In recent years, there has been a noticeable increase in the number of NGOs in the State of Qatar, along with a diversification of their activities and fields of work. This has accompanied an increase in the volume of activities of these organizations at both national and international levels (National Human Rights Committee, 2013). Although Qatar's experience with NGOs is relatively recent, the number of these organizations has significantly increased. According to the Qatari Authority for Charitable Works, there are currently 240 registered NGOs in the country working in various charitable, health, environmental, sports, and other fields (Qatari Authority for Charitable Works, 2023).

NGOs play a fundamental role in supporting development in the State of Qatar by providing various forms of support and assistance to multiple segments of society. Despite the importance of the role performed by these organizations, they face multiple obstacles that limit their effectiveness and developmental role. Among these obstacles is the lack of awareness of the importance of volunteer work.

The research problem is represented by the following question: What is the role of non-governmental social work institutions in promoting a culture of volunteer work?

From this, the main question leads to the following sub-questions, which are later formulated as hypotheses:

- How do non-governmental social work institutions contribute to improving the culture of volunteer work in the field of family?
- How do non-governmental social work institutions contribute to improving the culture of volunteer work in the field of women and children?
- How do non-governmental social work institutions contribute to improving the culture of volunteer work in the field of the elderly?
- How do non-governmental social work institutions contribute to improving the culture of volunteer work in the field of persons with disabilities?

Research Objectives

The research aims to explore the capacity of non-governmental social work organizations in promoting a culture of volunteer work in the State of Qatar. Specifically, the research seeks to:

- Identify the role of non-governmental social work institutions in enhancing the culture of volunteer work.
- Uncover the effect of the field of work of non-governmental social work institutions on their role in spreading the culture of volunteer work.
- Reach recommendations that can contribute to enhancing the culture of volunteer work in the State of Qatar.

Importance of the Research

The importance of this research arises from its focus on the sector of non-governmental organizations in the State of Qatar, which is a sector that does not receive adequate research attention. Despite the importance of this sector and the anticipated role it plays in society, studies on it in Qatar are limited. The significance of the research is further highlighted as it will realistically assess the role of non-governmental social work institutions in promoting a culture of volunteer work. Thus, it will provide suggestions to enhance the culture of volunteer work, contributing to activating the developmental role of the non-governmental organization sector in the State of Qatar.

Moreover, the importance of the research is emphasized by its engagement with the non-governmental organization sector, which is expected to witness significant developments over the coming decades. This is because rapid developments and changes have brought the sector into the arena of current events; therefore, it is difficult to overlook its role in contemporary life, considering the unfolding events and their implications. The state of stagnation experienced by many non-governmental organizations does not justify neglecting or marginalizing their present or future impact (Al-Abbar, 2012).

The Research Hypotheses

Based on the research problem and its questions, the main hypothesis is formulated as follows:

It is expected that there is a statistically significant relationship between the activities of non-governmental social work institutions and the development of the culture of volunteer work in Qatar.

The following sub-hypotheses are derived from this main hypothesis:

- Sub-hypothesis 1: It is expected that there is a statistically significant relationship between the activities of non-governmental social work institutions in the field of family and the development of the culture of volunteer work in Qatar.
- Sub-hypothesis 2: It is expected that there is a statistically significant relationship between the activities of non-governmental social work institutions in the field of the elderly and the development of the culture of volunteer work in Qatar.
- Sub-hypothesis 3: It is expected that there is a statistically significant relationship between the activities of non-governmental social work institutions in the field of women and children and the development of the culture of volunteer work in Qatar.

- Sub-hypothesis 4: It is expected that there is a statistically significant relationship between the activities of non-governmental social work institutions in the field of people with disabilities and the development of the culture of volunteer work in Qatar.

Research Design and Methodology

The following clarifies the issues related to the research methodology:

- 1- **Method Used:** This research was conducted to answer the questions that were set, and therefore relied on the descriptive analytical approach, which is the method used in most previous studies, as it is suitable for the nature and objectives of the research. This method was utilized by collecting data from a sample of board members, volunteers, and employees in social work institutions, then analyzing those data to reach results.
- 2- **Data Sources:** The research depended on two types of data: (1) Primary Data: A field survey was conducted using a questionnaire as a data collection tool, and the questionnaire was distributed to the **sample for the research**, and the data were analyzed using the (SPSS) statistical analysis program. (2) Secondary Data: This relates to reliable scientific information collected from academic books, studies, and published articles pertinent to the topic of research and its variables.
- 3- **Research Community and Sample Size:** The research community includes all members of the board, volunteers, and employees in non-governmental social work institutions. Given the large size of the research community and the dispersion of its members across various locations, a simple random sampling method was used instead of a comprehensive one. The sample size reached 90 individuals from board members, volunteers, and employees in non-governmental social work institutions.
- 4- **Research Tools:** The questionnaire was used to collect data, comprising the following sections:
 - Introduction: Explaining the research objective and confirming that the data will be used for scientific research, and will be handled with integrity and neutrality.
 - General Data of Respondents: Including nationality, gender, education level, job title, and age.
 - Activities of Social Work Institutions in Qatar.
 - Volunteer Work.

The five-point Likert scale was utilized for answering the questionnaire items, and thus the weighted average for the trends is presented in Table (1).

Table 1: Weighted Average for Trends

Weighted Average	Trend
5.00 - 4.20	Strongly Agree / Very Satisfied
4.19 - 3.40	Agree / Satisfied
3.39 - 2.60	Somewhat / Neutral Satisfaction
2.59 - 1.80	Disagree / Dissatisfied
1.79 - 1.00	Strongly Disagree / Very Dissatisfied

Source: Al-Hadrami (2023).

- 5- **Validity of the Tool:** Internal consistency was used to measure the validity of the tool by measuring the consistency of each item in the questionnaire with the axis to which it belongs. The Pearson correlation coefficient was used between each item and the total score for the respective axis, revealing that all items had a strong correlation coefficient and were significant at the 0.000 level, indicating that the questionnaire enjoys a high level of validity.
- 6- **Reliability of the Tool:** To calculate the reliability coefficient of the questionnaire, Cronbach's Alpha coefficient was used to identify the degree of reliability of the tool, which indicated that the questionnaire had a high reliability level, as the alpha value reached 0.865.
- 7- **Statistical Methods:** After collecting the questionnaires, they were coded, entered, and analyzed using the (SPSS) program. Various statistical methods were employed to analyze the data, including descriptive statistics (mean and standard deviations) and inferential statistics (correlation coefficients and Chi-square test) to identify the effects of variables on each other.

Analysis and Discussion

Description of the Sample Characteristics

Table (2) illustrates the characteristics of the research sample. The table shows that the percentage of male participants in the sample is 37%, while the percentage of females is 73%. As for the age distribution, the majority of the sample (88%) are between 35-54 years old, indicating that the youth demographic is predominant among those working in non-governmental social work institutions. Regarding the educational qualifications, 44% of the sample hold a bachelor's degree, and 35% hold higher degrees. In terms of years of experience, 68% of the sample have between 5 to 16 years of experience, while 11% have between 17 to 22 years of experience. As for job distribution, 86% of the sample are employees, 8% are volunteers, and 6% are board members. Finally, regarding nationality, more than half of the sample (53%) are Qatari, while 47% are non-Qatari.

Activities of Social Work Institutions

Table (3) presents the responses of the research sample regarding the questions related to the activities of social work institutions. It can be observed from the table that the overall mean for all fields of activities of social work institutions was 4.07 on the five-point scale, indicating agreement. Additionally, the mean scores for all fields were above 4, indicating agreement. This means that the research sample agrees that the activities of social work institutions enhance the culture of volunteer work. The respondents agreed that the activity of protecting and rehabilitating victims of violence among women and children and reintegrating them into society contributes to developing a culture of volunteer work. They also agreed that efforts to empower and support the active participation of the elderly in all fields contribute to raising community awareness of volunteering. Similarly, they agreed that the activities supporting family stability and protecting children and women contribute to developing a culture of volunteer work. Moreover, they agreed that efforts to enhance the capabilities of people with disabilities and integrate them into society lead to developing a culture of volunteer work.

Table 2: Description of Sample Characteristics

Characteristics	Percentages
Age Groups	
Less than 25	20%
25-35 years	4%
36-45 years	26%
46-55 years	49%
56 and above	1%
Educational Level	
Below Secondary	0%
Secondary	16%
Diploma	5%
Bachelor's	44%
Master's / PhD	35%
Years of Experience	
Less than 5 years	9%
5-10 years	9%
11-15 years	21%
16-20 years	61%
More than 20 years	0%
Gender	
Male	37%
Female	73%
Nationality	
Qatari	53%
Non-Qatari	47%
Job Title	
Board Member	6%
Employee	8%
Volunteer	86%

Table 3: Responses of Research Sample to Questions Related to Activities of Social Work Institutions

Statement	Mean Score	Trend
Family Field		
The activity of protecting and rehabilitating victims of family breakdown and violence against women and children and reintegrating them into society contributes to developing a culture of volunteer work.	4.00	Agree
Empowering families to face challenges contributes to developing a culture of volunteer work.	4.06	Agree
Overall Family Field	4.03	Agree
Elderly Field		
Efforts to empower and support the active participation of the elderly in all fields contribute to raising community awareness of volunteering.	4.01	Agree
Recognizing the role of the elderly and their contributions to social, economic, and cultural development enhances the culture of volunteer work.	4.13	Agree
Overall Elderly Field	4.03	Agree
Women and Children Field		
Activities protecting children and women contribute to developing a culture of volunteer work.	4.03	Agree
Sheltering children who have lost their parents or are orphans contributes to raising community awareness of volunteering.	4.10	Agree
Overall Women and Children Field	4.07	Agree

Statement	Mean Score	Trend
Persons with Disabilities Field		
Efforts to enhance the capabilities of persons with disabilities contribute to developing a culture of volunteer work.	4.13	Agree
Educational and awareness activities related to the rights of persons with disabilities contribute to developing a culture of volunteer work.	4.11	Agree
Overall Persons with Disabilities Field	4.12	Agree
Overall All Fields	4.07	Agree

Support for Volunteer Work

Table 4 shows the analysis of the responses of the research sample regarding the axis of supporting volunteer work. We notice from the table that the mean score for the volunteer work axis as a whole reached 4.09 on a five-point scale, indicating agreement. Additionally, the mean scores for all questions in this axis were above 4, which indicates agreement.

This means that the activities of social work institutions enhance the culture of volunteer work in the community. The responses indicate agreement that volunteer work represents one of the cultural components of civil societies and contributes to supporting cultural upbringing without financial returns. There is a consensus among the respondents that volunteer work is a means for the community to shape a shared vision and establish mutual trust. The respondents agree that the activities of non-governmental social work institutions contribute to increasing the number of initiatives and volunteer works. They also agree that volunteer centers contribute to forming partnerships to encourage volunteer work among youth, volunteer initiatives, and civil society institutions, enhancing the culture of volunteer work in the community, and raising awareness of its fields, objectives, and benefits.

The respondents believe that cooperation and coordination with non-governmental social work institutions contribute to providing specialized training in managing organizations and volunteer work, as well as facilitating the exchange of experiences and best practices in volunteer work.

Testing Hypotheses Validity

Table 5 shows the correlation relationships between the research variables. We find from the table that the values of the correlation coefficient were positive and statistically significant, indicating a relationship between the activities of non-governmental social work institutions and the development of the culture of volunteer work.

Table 4: Analysis of Research Sample Responses Regarding the Support for Volunteer Work

Statement	Mean Score	Approval Trend
Volunteer work represents one of the cultural components of civil societies and contributes to supporting cultural upbringing without financial returns.	4.23	Strongly Agree
Volunteer work is a means for the community to shape a shared vision and establish mutual trust.	4.16	Agree
Activities of non-governmental social work institutions contribute to increasing the number of initiatives and volunteer works.	4.13	Agree
Volunteer centers contribute to forming partnerships to encourage volunteer work among youth and civil society institutions.	4.07	Agree
Volunteer centers enhance the culture of volunteer work in the community and raise awareness of its fields, objectives, and benefits.	4.03	Agree
Cooperation and coordination with non-governmental social work institutions contribute to providing specialized training in managing organizations and volunteer work.	4.13	Agree
Cooperation and coordination with non-governmental social work institutions facilitate the exchange of experiences and best practices in volunteer work.	4.09	Agree
Overall opinions of the research sample.	4.09	Agree

Table 5: Correlation Relationships between Research Variables

Activities of Non-Governmental Social Work Institutions	Pearson Correlation	Sig
Family Field	0.201	0.009**
Elderly Field	0.468	0.000**
Women and Children Field	0.369	0.002**
Persons with Disabilities Field	0.537	0.000**

This means that the activities of non-governmental organizations influence volunteer work and play an important role in its development. At the same time, we find that the values of the correlation coefficient were positive and statistically significant between the activities of non-governmental social work institutions in the fields of family, the elderly, women and children, and persons with disabilities, and the development of the culture of volunteer work.

This indicates that the activities of non-governmental social work institutions in the fields of family, the elderly, women and children, and persons with disabilities have a role in the development of the culture of volunteer work in Qatar, reflecting the importance of these institutions' activities in enhancing the efficiency and effectiveness of volunteer work.

Discussion of Results

The current research focused on studying the role of non-governmental social work institutions in promoting a culture of volunteer work in the State of Qatar. It was found that the activities of non-governmental social work institutions are likely to enhance the culture of volunteer work. The importance of various activities of non-governmental social work institutions in improving the culture of volunteer work and enhancing initiatives to provide the best support to beneficiaries of these institutions' activities in Qatar is evident.

The findings of this research align with many previous studies, including the study by Al-Ani et al. (2017), which revealed that charitable associations play a role in motivating youth for volunteer work through providing various opportunities for volunteer work that align with youth interests, organizing training programs and workshops to develop volunteers' skills, and creating a supportive positive environment for volunteer work.

Similarly, the results correspond with the findings of the study by Al-Ayadi et al. (2022), which indicated that civil society institutions play significant roles in promoting volunteer work, especially with the use of new media to raise awareness of volunteer work issues and their importance, promote available volunteer activities, and connect potential volunteers with civil society institutions, enhancing communication and interaction between volunteers and civil society institutions.

Additionally, the results are consistent with the findings of Saida (2017), which showed that the Kafil Al-Yateem Charity Association - Adrar branch plays a role in activating volunteer work by providing various opportunities for volunteer work that align with volunteers' interests and abilities, organizing training programs to develop volunteers' skills, creating a supportive positive environment for volunteer work, and recognizing and honoring volunteers for their contributions.

It is evident that non-governmental organizations play an important role in supporting volunteer work through the various activities and events they conduct. They work to raise awareness of the importance of volunteer work and its benefits to society and individuals through awareness campaigns and media using various traditional and modern means. They also provide opportunities for interested individuals to interact with experienced volunteers and share their experiences.

Non-governmental organizations create databases for volunteers and connect them with opportunities for volunteering. At the same time, NGOs offer training programs for volunteers to develop their skills and capabilities fitting their interests. They supervise the work of volunteers and enhance their competencies in volunteer work. Moreover, NGOs recognize outstanding volunteers and provide them with the necessary guidance and support.

Results and Recommendations

Results

The research revealed the following results:

- There is a direct relationship and correlation between the activities of non-governmental social work institutions in the fields of family, women and children, the elderly, and persons with disabilities and the culture of volunteer work.
- Activities supporting families, including protecting and rehabilitating victims of violence among women and children and reintegrating them into society, contributed to developing a culture of volunteer work and enabled the community to face challenges and problems.
- Non-governmental social work institutions provided support to the elderly and raised community awareness of volunteering in recognition of the role of the elderly and their contributions to social, economic, and cultural development.
- Activities supporting women and children contributed to family stability and the protection of children and women through the sheltering of children who have lost their parents or are orphans.
- Non-governmental social work institutions contributed to supporting persons with disabilities by integrating them into society through awareness activities about their issues and rights, as well as education and rehabilitation.
- Volunteer centers have contributed to enhancing the culture of volunteer work in the community, raising awareness of its fields, objectives, and benefits.

Recommendations

Based on the findings, the research recommends the following:

- Financially support non-governmental social work institutions to enable them to fulfill their mission and increase their services.
- Include some educational programs in the curricula of various educational institutions that focus on concepts of volunteer social work, its importance, and its developmental role.
- Encourage community dialogue with social institutions and supporting entities for a better understanding of the current situation and the nature of the opportunities and challenges these institutions face, thereby enhancing the culture of volunteer work.
- Encourage cooperation and coordination among non-governmental social work institutions to facilitate advisory services and exchange experiences and best practices.
- Increase collaborative initiatives with non-governmental social work institutions to develop partnership relations, diversify activities, and increase fields of non-governmental social work.
- Conduct in-depth and thorough research to study the role of the activities of non-governmental social work institutions in promoting a culture of volunteer work, and encourage researchers to conduct more studies and scientific research on volunteer social work, contributing to improving the reality of social work in general, and volunteer work in particular.

Research Limitations

This research addressed the role of non-governmental organizations in promoting a culture of volunteer work, specifically the role of non-governmental social work institutions in the State of Qatar in enhancing the culture of volunteer work. Thus, the research did not encompass all types of non-governmental organizations. Additionally, the findings are based on a survey distributed to a simple random sample, which included 90 individuals from board members, volunteers, and employees in non-governmental social work institutions, of whom 70 responded. Consequently, the research did not encompass all those related to volunteer work on one hand, and all social work institutions on the other hand.

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