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DOI 10.32999/ksu2312-3206/2019-4-21**DEVELOPMENT OF THE QUESTIONNAIRE OF MOTIVATION  
OF VOLUNTEER ACTIVITY****Gil Kseniya Vladimirovna,**  
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**Purpose.** The article presents the results of the study on the development of a questionnaire on the motivation of volunteer activities. The aim of the study was to design and test the questionnaire “Motivation of volunteer activity”.

**Methods.** The most important task in creating the questionnaire is to ensure its meaningful validity, which was confirmed by a pilot study of the motivation of volunteer activity. Data for a pilot study was collected by means of a projective method of self-descriptions, which were processed by means of a meaningful analysis using the method of expert evaluation. The empirical results obtained during the questionnaire standardization were processed using methods of descriptive statistics, correlation and factor analysis.

**Results.** As a result, the questionnaire “Motivation of volunteer activity” was designed and tested, which allows to identify motives of inclusion in volunteer activity and to build a motivational profile of the volunteer’s personality. The theoretical rationale for the questionnaire was that motivation is a process of meeting needs whose awareness leads to the formation of motives. Any activity is polymotivated and the motives are in hierarchical ties with each other. The process of developing the questionnaire consisted of several stages, as a result of which it was psychometric tested. Standardized and validated questionnaire “Motivation of volunteer activity” is a reliable tool for identifying motivation of volunteer activity, aimed at determining significant needs of the person, which are satisfied in volunteer activity. The results of the development of diagnostic tools allowed to highlight the components of the structure of motivation of volunteer activity, which in the following determined the development of a practical-oriented model of formation of motivation of volunteer activity of students of social and humanitarian profile.

**Conclusions.** The standardized questionnaire provides an opportunity to quantify the relative importance of these needs for each volunteer, to identify the motives of social approval, benefits, self-approval, procedural-meaningful, pro-social and spiritual-moral and to graphically present them in the form of a motivational profile of the individual. The questionnaire can be used for working with volunteers at the stage of pre-selection, preparation and, directly, at the stage of volunteer activity itself.

**Key words:** *motives, need, questionnaire, standardization, validation.*

**ДО ПИТАННЯ ДІАГНОСТИКИ МОТИВАЦІЇ ВОЛОНТЕРСЬКОЇ ДІЯЛЬНОСТІ****Гіль Ксенія Володимирівна,**  
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**Мета.** У статті представлено результати дослідження з розробки опитувальника мотивації волонтерської діяльності. Метою дослідження виступало конструювання та апробація опитувальника «Мотивація волонтерської діяльності».

**Методи.** Найголовнішим завданням при створенні опитувальника є забезпечення його змістовної валідності, яка підтверджувалася пілотажним дослідженням мотивації волонтерської діяльності. Дані для пілотажного дослідження були зібрані за допомогою проективного методу самоописів, обробка яких здійснювалась за допомогою змістовного аналізу з використанням методу експертної оцінки.



Емпірично отримані результати в ході стандартизації опитувальника оброблялися за допомогою методів описової статистики, кореляційного і факторного аналізу.

**Результати.** В результаті був сконструйований і апробований опитувальник «Мотивація волонтерської діяльності», який дозволяє виявляти мотиви включення в добровільчу діяльність і будувати мотиваційний профіль особистості волонтера. Теоретичним обґрунтуванням опитувальника виступили положення про те, що мотивація являє собою процес задоволення потреб, усвідомлення яких призводить до формування мотивів. Будь-яка діяльність полімотивована, і мотиви знаходяться в ієрархічних зв'язках один з одним. Процес розробки опитувальника складався з декількох етапів, в результаті яких вона пройшла психометричну перевірку. Стандартизований і валідизований опитувальник «Мотивація волонтерської діяльності» виступає надійним інструментарієм виявлення мотивації волонтерської діяльності, спрямований на визначення значущих потреб людини, які задовольняються в добровільчій активності. Результати розробки діагностичного інструментарію дозволили виділити компоненти структури мотивації волонтерської діяльності, які в подальшому визначили розробку практико-орієнтованої моделі формування мотивації волонтерської діяльності студентів соціально-гуманітарного профілю.

**Висновки.** Опитувальник «Мотивація волонтерської діяльності» дає можливість кількісно оцінити відносну значимість потреб для кожного волонтера, виявити мотиви соціального схвалення, вигоди, самоствердження, процесуально-змістовні, просоціальні і духовно-моральні та графічно представити їх у вигляді мотиваційного профілю особистості. Опитувальник може бути використаний при роботі з волонтерами на етапі попереднього відбору, підготовки та безпосередньо на етапі самої волонтерської діяльності.

*Ключові слова:* мотиви, потреба, опитувальник, стандартизація, валідизація.

## Introduction

The psychological problem of voluntary service or volunteering is developing as part of a study of altruistic, pro-social, assisting behavior, humane personality settings. Numerous works by foreign psychologists of recent decades are devoted to the study of altruistic behavior in socially significant activities. In these works altruism is considered as gratification the need for attachment, for social contacts (Levder, 2006; Batson, 2011).

Volunteer activity and preparation for it creates optimal conditions for the development and improvement of the volunteer personality. For young people, volunteer activity provides an opportunity to enter into "real adult" activity as an apprentice, provides an opportunity for self-determination, allows to become an active participant in changing the social environment and find its place in the social structure, which will meet their interests and values. The feature of volunteer activity is that a person changes himself by making changes in the social environment. The subject of changes in volunteer activity is the entity carrying out the activity itself. The most important thing in volunteering is turning on yourself, assessing your own changes, reflecting on yourself.

Insufficient experimental study of volunteer activity on the part of its motivational determinants, means and ways to form motivation of volunteer activity, necessity to increase professional competences and personal qualities of students of social and humanitarian profile, lack of work of diagnostic tools determines importance and relevance of the undertaken study, which will allow to purposefully study peculiarities of motivational sphere of people engaged in volunteer activity.

## 1. Theoretical underpinning of the problem

Methods of interrogation or questionnaire are the most frequently used for the study of volunteer activity problems. In order to study pro-social (altruistic behavior), there is a questionnaire "Motivation of assistance", proposed by S.K. Nartova-Bochaver (Nartova-Bochaver, 1992: 15–23). However, it is more aimed at exploring the desire to help and identifies only altruistic motives. Therefore, the issues of diagnostics of volunteer activity motivation remain not fully developed. The absence of diagnostic tools does not allow to fully implement the practical-oriented model on formation of volunteer activity motivation.

The presented work tried to find a solution to this problem by designing and testing a questionnaire "Motivation of volunteer activity", which would allow to identify motives of inclusion in volunteer activity and build a motivational profile of the volunteer's personality.

S. Ritchie and P. Martin in their approach understand the essence of motivation as meeting a person's needs in the work process (Ritchie, Martin, 2004). Considering that the loyalty of an employee in an organization is a function of meeting his needs in it, scientists have attempted to systematize types of loyalty, taking as a basis certain needs. The complexity of this approach is ensured by the number of needs that determine the satisfaction and loyalty of each individual staff member. This approach is considered as the theoretical basis of the volunteer activity motivation questionnaire.

Therefore, the identification and systematization of the basic needs of a person, which

encourage him to volunteer, allows to create a system for satisfying them and provides a high level of motivation. Theoretical analysis of scientific sources has shown that in different people, the needs that induce volunteer work may be different, or the same needs may be expressed to different degrees: for one thing it is important that volunteering provide an opportunity for self-realization (Potapova, 2004: 172–184), for the other – the possibility of achieving public recognition (Azarov, 2008), the third seeks to gain new experience (Sokolova, 2012:103–112), etc.

## 2. Methodology and methods

The most important task in the creation of a new questionnaire is to ensure its meaningful validity: the meaningful correspondence of the paragraphs of the questionnaire to the field of psychology under study. Expert assessment is one option to verify meaningful validity. The meaningful validity of the questionnaire is confirmed by the results of the pilot study. Selection of a flight research 15 students volunteers of faculty of psychology of Yanka Kupala State University of Grodno, 15 students volunteers of social and pedagogical faculty of Brest State A.S. Pushkin University, 15 students volunteers of Belarusian

State Medical University, 15 pupils volunteers of Bobruisk State Medical College, aged from 16 up to 23 years, among them made 57 girls and 3 young men.

The pilot study of the motivation of volunteer activity was carried out using a projective method of self-description on the topic “Why do I volunteer?” The text of self-descriptions was processed using a meaningful analysis involving the expert evaluation method. Psychologists and heads of volunteer units acted as experts. The allocation of categories and systematization of the obtained data was carried out on the basis of the classification of motivational factors of work activity of A.I. Zelichenko, A.G. Shmelev (Table 1).

The motivation for inclusion in volunteer activities is dominated by internal motivational factors rather than external ones, which include examples of others, recommendations and advices from significant people in the surroundings. The findings show that young people view volunteer activities as useful and meaningful to themselves. Volunteering is a group, belonging to which, helps young people to self-develop, to know new.

Internal motivational factors are dominated by the profession’s own motivational factors.

Table 1

**Frequency of occurrence of motivators in self-descriptions of volunteers**

Groups of motivators	Frequency of occurrence
<i>1</i>	<i>2</i>
<b>“External” motivational factors</b>	<b>36</b>
1.1 Attraction-repulsion factors	35
1.2 Factors of “inertia”	1
<b>“Internal” motivational factors</b>	<b>184</b>
2.1. The profession’s own motivational factors	116
2.1.2 Work process	75
2.1.2.1 Attractive-unattractive means, tools, attributes of professional activity	45
2.1.2.3 Diversity – One-size-fits-all activities	6
2.1.2.7 Developing the potential of work	24
2.1.3 Result of work	41
2.1.3.1 Socio-cultural characteristics of the product	21
2.1.3.2 Emotional-personal aspects of attitude to the product	20
2.2 Working conditions	16
2.2.3 Organizational conditions	13
2.2.4 Social conditions	3
2.3 Opportunities provided by a particular professional area for the realization of non-professional objectives (through the classification of objectives)	52
2.3.6 Self-realization	23
2.3.7 Communication	29
2.3.7.1 Acquisition of communication partners	9
2.3.7.3 Provide the desired environment	5
2.3.7.4 Implement a satisfactory communication style	15



For young people included in volunteer activities, the possibility of developing personal professional skills is important. Volunteering is considered as an opportunity to meet the need for professional self-realization for future psychologists and teachers, in order to obtain professional experience, unique knowledge and skills (work with a special category of the population, for example, children with special needs), a recommendation for paid work.

It can be said that many respondents noted the realization of non-professional goals. Young people see volunteering as an opportunity for self-realization through helping others, communicating with like-minded people, establishing useful contacts, connections and so on.

In the results of the pilot study, the tendency of respondents to predominate internal motives was revealed, which makes it possible to draw a conclusion about the meaningful inclusion of young people in volunteer activities. Such volunteers are initially motivated to work, ready to show creativity, develop their abilities and learn themselves from a new side. Volunteer activities are motivated by their own motivational factors of the profession: the possibility to develop professional skills, receive recommendations for admission to paid employment, a sense of complicity in changes in society, etc. Volunteerism meets the natural need to be a member of a group whose values and goals the volunteer can fully meet. There are also strong motives related to the possibility of communicating with like-minded people.

The empirical results of the projective method of self-description "What do I volunteer for?" allowed to explore and systematize many needs that can be satisfied in volunteer activity. The 30 most significant needs were selected, which were the contents of the questionnaire paragraphs.

In the standardization of the questionnaire, 219 subjects who were volunteers and participated in volunteer activities for more than 1 year took part. Survey sample consisted of 35 students volunteers of faculty of psychology, pedagogical and legal faculties of Yanka Kupala State University of Grodno, 29 students volunteers of medical faculty of Grodno State Medical University, 53 students volunteers of social and pedagogical faculty of Brest State A.S. Pushkin University, 32 students volunteers of faculty of social pedagogics and psychology of P.M. Masharov Vitebsk State University, 38 volunteers pensioners of Grodno and the Grodno region. Among them were 21 men and 198 women at the ages from 17 to 72.

Results were processed using descriptive statistics, correlation and factor analysis methods.

### 3. Results and discussions

After collecting empirical material matrices of crude data were received. A main goal of component analysis is determination of structure of interrelations between variables, i.e. classification of variables.

The questionnaire represents the list from affirmative judgments where the examinee needs to express extent of the subjective consent with each of them on a scale from 1 to 7 where 1 corresponds to the minimum importance, and 7 – maximum.

$\alpha$ -Kronbakh's coefficient was applied to identify internal reliability coherence of structure of the questionnaire. The value of coefficient is rather high (0.94) that demonstrates uniformity of structure of the questionnaire.

For identification of latent school structure we carried out the procedure of exploratory (prospecting) component analysis. Factorization of a matrix was carried out by main component method with the subsequent rotation of varimax. Critical factor weight was accepted to 0.50. As a result, 4 factors with own values more than 1.0 were selected. According to the revealed factors, All paragraphs of the questionnaire were systematized in 4 scales.

Because of informative heterogeneity of points integrated in the first factor there was a need of clarification of its hidden structure. The procedure of component analysis for a main component method with the subsequent varimax-rotation was used for this purpose.

In the course of factorization from the first factor, two subfactors were selected: the first included 8 points, the second – 5 points.

The final version of the questionnaire of volunteer activity motivation included 30 points broken into four scales, one of which breaks up to two subscales. All points which entered this version of the questionnaire are characterized by high informative validity, a discriminatory power (from 0,31 to 0,72, an average – 0,55) and internal coherence ( $\alpha = 0,94$ ). Questionnaire scales in total exhaust 59,9% of dispersion of initial variables.

Taking into account the semantics of the paragraphs, the first scale of the questionnaire was called "Self-approval" (sub-columns "Social approval" and "Motives of benefit"). The first sub-school integrates such items as: "allows to become an example for other people", "contributes to the acquisition of professional experience", "in society it is considered important to volunteer", "allows to achieve respect of others", "affects a decent position in society", "allows to get social approval",



“opens an opportunity for travel”, “friends are engaged/interested in volunteering”. In the second subscale, such items as: “allows to influence other people”, “is considered profitable”, “trendy and popular”, “allows to achieve success in life”, “allows to attract attention”.

The second scale – “Procedural-meaningful motives” combined such items as: “interesting”, “obtaining positive emotions”, “voluntary participation”, “allows to fully self-realize”, “allows to learn something new”, “pleasure from activity”, “gives an opportunity to communicate with people”, “establish friendly relations”.

In the third scale – “Pro-social motives” such items as: “allows to do good”, “helps other people”, “allows to solve a certain social problem”.

In the fourth scale – “Spiritual and moral motives” combined such items as: “is the duty of every person”, “allows you to improve yourself”, “allows you to feel happy”, “allows you to know yourself”, “allows you to improve the world”, “changes ideas about the world around you”, “allows you to feel necessary”.

When marking the scales of the questionnaire, we followed J. Nutten’s “relative” motivation model, in which the author considers motivation in the context of continuous human interaction with the environment (Nutten, 2004). Within the framework of this model, J. Nutten identified eight motivational categories or motives: the personality of the subject (idea of himself, ability, character), activities aimed at the personality itself (self-development, implementation of promising plans), activities aimed at the expected result, social contacts, research activities, religious motives, property, game (entertainment).

All scales and sub-frames of the questionnaire are significantly ( $p < 0.05$  at  $N = 219$ ) correlated with each other (Table 2). This

indicates that they measure naturally related mental phenomena.

Thus, the multi-dimensional structure of the questionnaire adequately corresponds to the multi-component composition and complex differentiated structure of motivation of volunteer activity. This questionnaire does not duplicate previously designed and already proven methods of diagnostics of motivation of activity; it is aimed at study of specific motives of volunteer activity. In the scales and sub-scales of the questionnaire, are generated those important and socially significant motives, which are conscious personal meanings of volunteer activity for the person.

Psychometric approbation included determination of synchronous reliability of the questionnaire of volunteer activity motivation. Synchronous reliability was analyzed by means of valuation methods of internal coherence of points (Kronbakh’s method) and half (a method of dichotomizing splitting of Spirmena-Brown and Guttman) of the questionnaire, its certain scales and subscales.

Results of the psychometric analysis of reliability of the questionnaire, its scales and subscales are given in the table (table 3).

Proceeding from the results presented in the table, scales and subscales of the questionnaire are characterized by acceptable internal consistency, and the results received with their help have rather high stability.

The factorial analysis which allows to strictly statistically analyze and define factorial structure and factorial loadings of test result has a direct bearing on characteristic of construct validity. When developing the questionnaire, its structure joins tasks which factorial weight is not less than 0,30. By the results presented in the table of factorial structure of the questionnaire of volunteer activity motivation (table 4) it is possible

Table 2

**Results of the correlation analysis of interrelations of scales and subscales of the questionnaire of motivation of volunteer activity**

Questionnaire scales and subscales	Self-affirmation	Social approval	Reasons for benefit	Procedural and substantive motives	Pro-social motives	Spiritual and moral motives
Self-affirmation		0,956	0,926	0,622	0,384	0,673
Social approval			0,777	0,648	0,520	0,673
Reasons for benefit				0,510	0,159	0,586
Procedural and substantive motives					0,262	0,638
Pro-social motives						0,358
Spiritual and moral motives						



Table 3

**Indicators of reliability of the questionnaire of motivation of volunteer activity**

Questionnaire scales and subscales	By Kronbakh's method, $\alpha$	By the Spirman-Brown cleavage method, Rtt	By Guttman cleavage method, Rtt
Self-affirmation	0,83	0,945	0,928
Social approval	0,79	0,937	0,937
Reasons for benefit	0,82	0,838	0,787
Procedural and substantive motives	0,85	0,811	0,808
Pro-social motives	0,89	-	-
Spiritual and moral motives	0,84	0,819	0,793

Table 4

**Factorial structure of the questionnaire of motivation of volunteer activity**

Questionnaire items (motives for volunteering)	Factors and significant weight >0,50			
	1	2	3	4
Interestingly		0,699		
It is the duty of every person				0,501
Allows you to become an example for other people	0,5353			
Promotes professional experience	0,507			
Getting positive emotions		0,718		
Allows you to do good			0,787	
Helps other people			0,794	
In society it is considered important to volunteer	0,747			
Allows you to achieve respect for others	0,806			
Allows to solve a certain social problem			0,506	
Affects the dignity of society	0,813			
Voluntary participation		0,587		
Allows for social approval	0,764			
Allows you to influence other people	0,746			
Allows you to improve yourself				0,502
Considered profitable	0,576			
Trendy and popular	0,699			
Allows you to feel happy				0,579
Opens up travel opportunities	0,560			
Allows you to fully self-realize		0,559		
Friends are engaged/interested in volunteering	0,617			
Lets you learn something new		0,677		
Enables you to succeed in your life	0,618			
Helps you understand yourself				0,559
Pleasure of activity		0,818		
Gives the opportunity to communicate with people, establish friendly relations		0,613		
Allows you to improve the world				0,735
Changes perceptions of the world around you				0,614
Allows you to feel necessary				0,687
Allows you to draw attention to yourself	0,692			
<b>Native Factor Value</b>	11,56	2,63	2,17	1,60
<b>Proportion of variance (%)</b>	38,55	8,78	7,24	5,33

to note that all paragraphs of the questionnaire have factorial weight higher than 0,50.

Important aspect of construct validity is the internal coherence reflecting that how certain points (tasks, questions) making test material are subordinated to the main direction of the test as whole, and are focused on studying of the same constructs. The analysis of internal coherence is carried out by correlation of answers to each task with the general test result.

The evaluation of the criterion validity of the questionnaire for the motivation of volunteer activity was carried out by comparing the diagnostic indicators of the questionnaire with an objective criterion. The objective criterion of validation was the standardized technique "Diagnostics of motivational structure of personality" by V. E. Milman, which allows to identify some stable trends of personality: general and creative activity, desire for communication, comfort and social status, etc. (Milman, 1990: 23–43). Comparison of the survey of motivation of volunteer activity with the methodology "Diagnostics of motivational structure of personality" V. E. Milman revealed 11 statistically significant correlations out of 42 potentially possible (Table 5).

Detailed consideration of these communications and their rational explanation, requires application of methods of multidimensional statistical analysis which reduce dimension of basic data due to enlargement of variables. Let's stop on communications only as on characteristic of criteria validity of scales and subscales of the questionnaire of volunteer activity motivation. First of all, it should be noted that correlation communication of pro-social motives with public advantage

( $r=0.41$  was the strongest;  $p<0.05$ ). Spiritual and moral motives positively correlate with comfort ( $r=0.16$ ;  $p<0.05$ ), activity ( $r=0.31$ ;  $p<0.05$ ) and public advantage ( $r=0.17$ ;  $p<0.05$ ). The correlation of procedural and informative motives with communication is revealed ( $r=0.22$ ;  $p<0.05$ ) and activity ( $r=0.27$ ;  $p<0.05$ ). Motives of social approval positively correlate with the social status ( $r=0.20$ ;  $p<0.05$ ) and communication ( $r=0.23$ ;  $p<0.05$ ). Motives of benefit and self-affirmation correlate with the social status ( $r=0.21$ ;  $p<0.05$ ;  $r=0.19$ ;  $p<0.05$  respectively). Thus, the developed questionnaire finds correlation communications with objective criterion.

Psychometric verification of the questionnaire according to requirements to psychological tools acts as a well-tried remedy of diagnostics of motivation of volunteer activity and allows to reveal motives of social approval, benefit, self-affirmation, procedural and substantial, pro-social and spiritual and moral motives.

Development of diagnostic tools remains one of few studied directions in a research of motivation of volunteer activity. There are many unresolved problems: insufficient theoretical justification of methods of a research of motives of volunteer activity, lack of accurate criteria of their manifestation, insufficient validity of tests and techniques. It defined relevance of development of the questionnaire by the author "Motivation of volunteer activity". Regulations that the motivation represents process of satisfaction of requirements which awareness leads to formation of motives acted as theoretical justification of the questionnaire. Any activity of a polimo-

Table 5

**Results of the correlation analysis of interrelations of scales and subscales of the questionnaire of motivation of volunteer activity**

Methodology «Diagnostics of motivational structure of personality» by V.E. Milman	Indicators of the survey of motivation of volunteer activity					
	Self-affirmation	Social approval	Reasons for benefit	Procedural and substantive motives	Pro-social motives	Spiritual and moral motives
Life support						
Comfort						0,16
Social status	0,19	0,20	0,21			
Communication		0,23		0,22		
Activity				0,27		0,31
Creativity					0,14	
Public Benefit					0,41	0,17

Note: the correlation coefficients significant at the level  $p$  are presented in the table  $<0,05$



tivirovan and motives are in hierarchical communications with each other.

The questionnaire "The motivation of volunteer activity" allows to define the most significant needs of the volunteer which are in voluntary activity and also to construct a motivational profile of an individual combination most and the requirements, least relevant for the specific person. It gives the chance for drawing up recommendations about formation of steady positive motivation of volunteer activity.

### Conclusions

The multidimensional structure of the questionnaire adequately answers multicomponent structure and the complex differentiated structure of motivation of volunteer activity. The real diagnostic tools do not duplicate the techniques of diagnostics of moti-

vation of activity which are earlier designed and already in time to prove; it is aimed at studying of specific requirements of motives of volunteer activity. In scales and subscales of the questionnaire those important and socially important motives which are conscious personal meanings of volunteer activity for the person are generated. Results of development of diagnostic tools allowed to distinguish components of structure of volunteer activity motivation: motives of self-affirmation, social approval, motives of benefit, procedural and substantial motives, pro-social motives and motives aspirations to result which formed the basis of development of the practice-oriented model of formation of motivation of volunteer activity of students of a social and humanitarian profile.

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