

ANNEX 10: RECONGITION OF VOLUNTEERS MOTIVATION & RECOGNITION

Definition of Motivation

Motivation is a feeling of interest or enthusiasm that makes somebody want to do something, or something that causes such a feeling.

As such motivation is an internal process within one self that makes a person strive towards achieving a goal.

Definition of Recognition

Recognition is something given or awarded as a token of acknowledgment or gratitude.

Nobody likes to be taken for granted and thus everyone needs their work to be recognised and appreciated. Different people are driven by various motivations and thus would respond to different forms of rewards (i.e. intrinsic and / or extrinsic).

- An **Intrinsic Reward** consist of internal positive feelings e.g. sense of achievement, ability to assist a person in need etc. Although it may seem that this feeling can only be felt on a personal level, staff/ BSC/ BFC can assist to conjure up these feelings through positive feedback and inviting volunteers to reflect on their experience
- An **Extrinsic Reward** is something given to you by someone else as a form of recognition

Motivating Volunteers

- Rewards and Recognition

Some ways by which LB reward volunteers and recognise their volunteering effort include:

- Promoting BFRs to BFC/ BSC
- Sending volunteers for external training to upgrade their skills and knowledge
- Outstanding Awards
- Long Service Awards

- Annual Appreciation & Awards Ceremony (A&A)

This yearly event gathers volunteers from all regions and centres, sponsors, networking partners and management for one night of fun and laughter. The ceremony pays tribute to the volunteering efforts and contribution of the community and individuals.

Volunteers must satisfy the following criteria to be invited for the event:

- Befriending: perform visitation at least twice a month during the last financial year/ at least 24 visits in the last financial year
- Outreach: involvement in at least 6 events/ services in the last financial year

Little gestures

A little gesture can go a long way in boosting the morale of volunteers. Examples of such little gestures include a short thank you SMS, a coffee session, a birthday card, a well-wishing card etc.

- Fun Get-Together Activities

Fun can be a great motivator. Volunteer work can be stressful and fun activities are one of the most effective means to relieve stress.

We believe that it is important not only to build bonds between staff and volunteers, but also necessary for volunteers to establish a bond amongst themselves so that they will be able to work together effectively. Examples of fun get-together activities include:

- Tea-time gatherings 3 times per year
 - Festive celebrations
- Training and Developments
 - At the end of the three sessions, participants will be awarded with a Certificate of Participation