

ABSTRACT

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Title : Prosocial Behavior Of Volunteers In
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Humans are social creatures, always interact and need each other's help. In Islam, humans have a nature to help each other and need help, that nature should be supported by always behaving prosocially. One way is to become a volunteer in a social community, KPKAPK is an example of a forum to become a volunteer. This community has a shelter, education and mentoring programs for pediatric cancer patients and of course various programs that support the patient's physical and psychological recovery. But in reality the activities that have been programmed in such a way have not been able to be realized optimally because of the shortage of volunteers due to the large number of inactive volunteers, many volunteers who cannot survive and leave the community.

Therefore, to understand more deeply about this phenomenon, researchers are interested in conducting research in this community. This study aims to determine the prosocial motivation of volunteers, the function of volunteer work for volunteers and to find out the obstacles that volunteers experience at KPKAPK. This research is a field research using case study method. Data collection techniques used semi-structured interviews, observation and documentation, and the subjects in this study were 3 volunteers and 4 informants.

The results showed that the motivation of volunteers at first was not purely altruistic, but also based on seeking benefits for themselves, for those whose personal goals were achieved, many volunteers left the

community. As for the volunteers who still survive because they begin to develop empathy to continue to do good, then they feel that the dimensions of self-functionality as volunteers are fulfilled. The dimensions of self-functionality include values, social, understanding, career, self-improvement and self-protection. Each subject has all six dimensions, but there is only one dimension that is the strongest as the reasons and goals for volunteers to survive.

Constraints faced by volunteers consist of internal and external factors. Internal factors such as busyness, cost and boredom. External factors such as lack of support from the foundation, lack of facilities, too pressured by the foundation, lack of human resources, lack of synergy between volunteers and the lack of application of organizational sciences.

Keywords: Prosocial, Volunteer & Community