Frida Jonasson
Bachelor Degree in Social Work with Focus on Ethics and World Views,
Department of Social Work
Supervisor: Kenneth Sundh
Examiner: Magnus Karlsson

The will of doing good
a Study of Volunteer Workers in Cape Town
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Frida Jonasson
Abstract
South Africa is a country with many well documented inequalities. To reduce some of them there are many volunteers working in the country. What is it like to observe and work with people affected by all these inequalities?

The aim of this study is to develop an understanding of how volunteers experience their work with children in Cape Town. The questions I intend to answer in the study are:

- How do the volunteers experience their work when meeting kids in vulnerable situations and seeing the situation in the country they work in?
- Does the volunteer work create more cross-cultural understanding and do the volunteers' views change during the course of their volunteer work?
- What goals and/or reasons do the volunteers have for volunteering?

The study was performed in Cape Town, South Africa, and consists of nine semi-structured interviews with volunteers that, in different ways, work with children.

Previous research about volunteers suggests that volunteer work can increase cross-cultural understanding but there is also a risk that it might strengthen the stigmatisation. It is also suggested that volunteer tourism is a more sustainable way of travelling than other forms of tourism. The volunteers are driven by different reasons for volunteering they can have altruistic reasons or they can be driven by more self-developing reasons.

The participants in this study had different reasons for volunteering like making a change, getting new experiences etcetera. Many of the volunteers described their first encounter with the South African culture as a bit of a shock due to the extreme poverty evident in the country. They also stated that meeting the children was simultaneously a positive and negative experience, as the poverty and social deprivation affecting the children was hard to observe, yet these are still kids and they play and are happy like any other kids in the world. Many of the participants also felt that they could contribute through their work and that they had the chance to make a difference.

The results have been analyzed through two articles on the subject of cross-cultural understanding and reasons on volunteering. A majority of the volunteers described an increased cross-cultural understanding, but seemed unaware of the risk of stigmatisation. The volunteers have both more self-fulfilling reasons for volunteering and some more altruistic reasons.

Keywords: Volunteer, Children, Cape Town, Altruism, Volunteer Tourism, Cross-cultural understanding
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1. Introduction
To travel and experience the world is almost a must as a youth in Sweden and Europe today. As we travel I think we often discover a desire to help, to do good to others and to change what we feel are unfair circumstances.

In 2006 I was on a two month journey through developing countries in Asia and there I got to see a part of the “real” world. There were many times when I just wanted to punch someone or cry, this because of the inequalities and injustice I saw. At the same time I started wondering if I could help and perhaps change those people’s circumstances. But how can you make a change?

A friend of mine, who has been volunteering at a children’s home, told me about her job. She talked about what a great experience it had been to see the smile in a child that had been through so much and also how painful it can be to learn some of the stories the kids carry. She said that she felt she had actually made a difference in some of the children’s' lives and that it was one of the most enlightening experiences of her life. I started thinking about what it is like to be a volunteer? How do they experience their work during their stay? And as a volunteer, are you working for people in need or do you just want a more “genuine” travel experience?

In order to carry out this study I went to Cape Town in South Africa to meet the volunteers when they were still in the field. I chose this approach, rather than interviewing the volunteers when they arrived home, as I wanted to capture the volunteers' experiences when they were still fresh in memory.

I hope that this thesis can create an increased understanding for the experience of being a volunteer; for their situation and their feelings. It can also be used as an instrument for people who wants to go out working as a volunteer and also for people who have been doing voluntary work.

I have throughout this study chosen to use the term children’s home instead of orphanage since it has a less value-laden connotation.
1.1 Aim and research questions

The aim of this study is to develop an understanding of how volunteers experience their work with children in Cape Town. The questions I intend to answer in the study are:

- How do the volunteers experience their work when meeting kids in vulnerable situations and seeing the situation in the country they work in?
- Does the volunteer work create more cross-cultural understanding and do the volunteers' views change during the course of their volunteer work?
- What goals and/or reasons do the volunteers have for volunteering?

1.2 Disposition

Chapter one begins with an introduction to the study, here you can also read the aim and the research questions of the study. In order to have an understanding about the history and the situation of South Africa today chapter two describe an historical background and how the situation in the country is today. Then comes the chapter that describes the method of the study and discuss the critic of the study and ethical considerations. The ethical considerations are of great importance since I have interviewed people about subjects that might be sensitive to them.

Chapter four presents previous research on the subject. Chapter five reports the results of the study; in the beginning of this chapter it is also a presentation of the participants of the study and the organizations that they work for or somehow are involved with. Chapter six summarize two scientific articles the first is about volunteers and what motivates them to do voluntary work and the other about something called volunteer tourism, and if it creates more cross-cultural understanding or increases stigmatization. The reason that I have chosen to present the two articles after the result is because I want the reader to take in the results without focusing only on the subjects of the articles.

In chapter seven I will analyze the results with help by the two articles in chapter six and in chapter eight I will discuss my thesis. Finally in the end of chapter eight I will suggest future research.

1.3 Previous knowledge

I only had a little bit of previous knowledge on the subject, except from what I had learned from friends who had been volunteers. They have come home and told me what a great experience they have had, how much they have learnt and grown as a person.
I have done some traveling in developing countries where I have seen people living in bad conditions and kids begging on the streets. In Sweden I work with unaccompanied children in, what I think is, a kind of children’s home. I have heard some of the kids stories about what their lives were like before they came to Sweden and why they have chosen to escape from their home countries.
2. Background
I chose to travel to South Africa to gather information for my study. The purpose of the report is to examine how volunteers experience their work as a volunteer. I wanted to interview the volunteers about their work with the children and see what thoughts and feelings they had. For example, when you come from a protected life, as we very much have in the western world, is it a chock to see children less fortunate than yourself? Another intention for my thesis is to gain a bigger understanding for the work as a volunteer and see how one can manage under the particular circumstances of the country in which you work.

In order to place this study in a broader context, this chapter consists of a brief summary of South African history, with focus on the impact that colonialism have had on the country. After that I will look into the social issues that South Africa faces today. This will hopefully create a better understanding of whether, and in that case why, there is a need of volunteers working and also to gain an understanding of what the volunteers are facing when they come to South Africa.

2.1 A glimpse of South Africa's history
Before the white men came to South Africa people lived in different villages and under different clans. Many of the clans had well developed legal systems and if a headman became too powerhungry he could be judged by a jury and punished. The headman was also expected to consult with an assembly of wise men when it came to questions of importance for the community as a whole. People lived close to nature and many of the communities were skilled in the handling of precious metals. They also thought that the ground belonged to everyone and no one could claim it as their own land. (Ross, 1999, p. 13; Hillbom & Green, 2010, p.61).

The first white men that came to South Africa were the Portuguese in 1488. The next Europeans to come to South Africa were the Dutch in 1652. They came and took land and shared it among themselves, land that they could cultivate, in among other places the area of Cape Town. This created a conflict with the people living there who had claimed strongly that no one could own the land. The Dutch had a bigger army, with more powerful weapons and soon they defeated the natives and simply took the land from them. The Dutch also burnt down the native villages and took the inhabitants as slaves. The Dutch were called Boer and they created their own language, which bears a strong resemblance to Dutch but is called Afrikaans. (Afrikagrupperna, 2011a; Ross, 1999, p.21)
In the beginning of the 18th century the English came and took control over parts of South Africa. Their settlements in the country resulted in a lot of bloody battles. In the beginning of the 19th century the British gave the black people some rights and abolished slavery, something the Boer did not like. (Afrikagrupperna, 2011a)

In the 1860s diamonds were found in South Africa and soon after gold was also found, and with this a gold rush started. Boers felt badly treated by the British that took more and more control over the land and claimed that it was theirs. A battle was fought in the 1880s between the British and Boers, a battle that the Boers won. The British fought back and in 1899 the so called Boer war started. The British armies won the fight and many of the Boers and black people were put in concentration camps. After the war the black people’s rights were almost totally ignored and in 1910 they had an election that said that only white people could be elected for the parliament. (Afrikagrupperna, 2011a; Hillbom & Green, 2010, p.122).

In 1913 a new law was established since the white people felt that the black people started to get too much power and money. The whites therefore forbade the blacks to own or lease land. 87% of the ground was then owned by the white people, who represented 15% of the population. In 1923 a new law was adopted and the black people, which represented 75% of the population, were no longer allowed to move to the cities unless labor were needed. The black people had to apply for permission to move. Because of the unfairness of this law the ANC (African National Congress) was founded, but they could not stop the law from taking effect. (Afrikagrupperna, 2011a; Hillbom & Green, 2010, p.133, 162; Giddens, 2007, p.257)

In 1948 only white people were allowed to vote and the Nationalist Party came into power, another development that had devastating consequences for the black people in South Africa. The apartheid system, taking its name from the Afrikaans term for racial segregation, was formally put in place in 1950. In 1958 the Prime Minister Verwoerd continued his quest towards a more segregated country and he split the citizens of the country into four groups; Black, Colored, Asians/Indians and White. The four groups were supposed to live separate from each other. Verwoerd also claimed the white race superiority over the black race and saw to it that the white people’s interests always came first. This kind of politics also enabled apartheid to last for about 40 years. The regime started to divide the population into different groups and the black population was forced to move to different parts of the country, or homelands as they were called. All this was to create a white South Africa and keep the black peoples problems in the homelands so that the whites could live an undisturbed and well organized life. (Afrikagrupperna, 2011a; Hillbom & Green, 2010, p.191)
In the 1960’s a big demonstration took place to protest against the laws that limited the black people’s rights, and the police killed 69 people. This came to the world’s attention, many reacted strongly and demanded that the violence be stopped (Hillbom & Green, 2010, p.191). South Africa banned the ANC in the 1960’s, this was also when the ANC started an armed unit, a unit that Nelson Mandela was part of. Mandela was arrested in 1962 and accused of preparing a sabotage against the apartheid regime. He was then sentenced to lifetime imprisonment. (Afrikagrupperna, 2011a; Hillbom & Green, 2010, p. 246).

The rest of the world became more and more aware of the situation in South Africa and created many sanctions against the country, demanding that the political prisoners would be released. (Hillbom & Green, 2010, p.247).

Finally, in 1991, 17 parties sat down with the goal to create a democratic South Africa and in 1994 the first democratic election was held; the ANC won with 62% of the votes. Nelson Mandela, who in 1990 was released from prison, became president. (Afrikagrupperna, 2011a; Hillbom & Green, 2010, p.247)

Today South Africa has a population of almost 50 million people and has eleven official languages (Afrikagrupperna, 2011b; Ross, 1999, p.1).

### 2.2 Social problems in South Africa today

Today South Africa is facing big challenges, one of the biggest is the fight against HIV/AIDS; every fifth person in South Africa is infected with HIV/AIDS. This is something that is threatening the development of the country. (SIDA, 2010)

The differences between the white population and the black are still big; the unemployment is high and even though the statistics are showing signs of improvement, still around 7 million adults in South Africa are analphabets. There is much violence, criminality and sexual abuse, all of which is a direct result of the country's poverty, inequalities, unemployment rates and easy access to firearms. (Sida, 2010; Harsch, 2001, p.12)

In South Africa 19% of the children have lost one or both of their parents, resulting in a relatively high number of orphans in South Africa. Most of them are not cared for at a children’s home, instead most of them are cared for by the extended family with no real legal duties. (De Villiers & Giese, 2008, p. 1, 9)

Many of the black people are still living in townships and in shacks (poorly made houses built by wood and whatever material you might find), with no electricity and portable toilets. In addition to this many white communities are protected by guards and electric fences. The laws may now be equal but the society still remains unequal. (Harsch, 2001, p.12)
Statistics from the year 2000 show that 61% of black people are classified as poor but only 1% of white people were classified as poor at this time. The statistics also show that only 15% of the black had access to medical care while the corresponding percentage for whites was 78%. The unemployment rate was 42.5% among the black and 4.6% among the Whites. Having electricity at home is also not an equal right, 98% of the white while only 31% of the black people had it (Harsch, 2001, p.12).

NGOs (non governmental organizations) play an important role in South Africa. They work with HIV and AIDS prevention and many volunteers take part in projects that support people affected by HIV/AIDS, specifically women and children. Volunteers can make a difference in a community and help improve other people's lives. (Utrikesdepartemenet, 2007, p.20; Jacquemot, 2008, s.11)
3. Material and methods
For my study I chose to go to Cape Town, South Africa to collect my material. I knew they have a lot of volunteers working there, and it is a country where many of the inhabitants speak English. During my trip to Cape Town I arranged for nine interviews with volunteers working with children and the material was gathered in 2011 from March until May.

3.1 Method
I have chosen to use a qualitative approach in my study. By using interviews I hoped to gain access to as much information as possible in order to provide for my aim and my research questions. The study is based in the qualitative research process that Backman (2008, p. 56) describes as flexible, dynamic and open for variation. It allows for several processes to run simultaneously and interact with each other.

When I chose what kind of interviews I would use for the study I chose semi-structured interviews. This form of interviews involve having fixed questions, for this I built up an interview guide so that any questions that arose during an interview could be added as the interview proceeded. The questions do not have to be asked in a specific order which opens up the possibility of follow-up questions (Bryman, 2009, p. 127). I chose this method since it is flexible and leaves the interviewer a great deal of freedom to follow up on interesting topics that might come up during the interviews. My way of looking at the semi-structured interviews is that it creates a balance between structure and liberty. I think that this is very important because you can not always follow a template in life and in interaction with other people; you always have to leave some room so that you can meet the person you are interviewing where he or she is right now. I also do not own all knowledge about what people are experiencing and feeling and therefore I think it is important to listen to what the person being interviewed really is saying and from that create questions as the interview moves forward.

When I came back to Sweden I compiled all the material I had gathered and used it as basis for the result section of this study.

3.1.1 Selection and approach
Before I travelled I searched for different organizations that work with children where I could conduct my study. I emailed approximately ten children’s homes but it was difficult to get in contact with anyone, finally I found two children’s homes that were prepared to let me visit them and interview their volunteers.
During my trip to Cape Town I performed interviews with nine volunteers that were working with children in different ways; at children’s homes, at kindergartens, at schools etcetera. At first I went to the two children’s homes I got in contact with in Sweden and performed one interview at each one of them. In South Africa they have a thing called “the African way of getting in contact”, it is hard to email and get in contact, and instead the best way to get in contact is if you just go to the place you want to visit or if you have a friend that knows someone, who knows someone and so on. The last example was how I got in contact with most of the volunteers. In theory this kind of way to find people to interview is called *snöbollsurval* (Swedish- loosely translated snowball-sample) (Bryman, 2009, p. 115 – 116). This I thought was a great way to find people to interview in Cape Town; through people I met, I found new people that were relevant to interview for my study and so on. Bryman (ibid., s. 313) describes *snöbollsurval* as a chain selection or a convenience sample. All the volunteers I asked agreed to participate in the study.

The interviews were carried out at cafes, at peoples own houses and at offices. They were always carried out in separate rooms or at cafes that were not crowded and where the person interviewed did not know any one. The interviews took about 25 to 45 minutes to conduct. All of the interviews were recorded so that I could listen to them at several occasions, and I also transcribed all the interviews to get a more accurate result.

### 3.2 Limitation and criticism of the study

As I only had a limited period of time to gather my material I chose to do between six and ten interviews. I am fully aware that this limits the results of my study and will not guarantee that the results would be the same if the study was carried out on another occasion. According to Bryman (2009, p. 270) is it very hard to replicate a qualitative study because it is unstructured and because the person doing the research is the most important tool.

Bryman (ibid, p. 71) says that the most common criticism against qualitative studies is that the results are created from a too small sample and because of that you can not generalize the results and it is not representative of the population. To generalize the study means that you can generalize the results on a larger population and not just on the group participating in the study (Larsson, Lilja & Mannheimer, 2005, p. 64; Meeuwisse, Swärd, Eliasson-Lappalainen & Jacobsson, 2008, p. 52). Instead Bryman (2009, p. 271) says that the results of the qualitative study is aimed at creating new theories. I am fully aware that I can not generalize the results of my study and apply them on volunteering in general.
As Dalen (2008, p. 116) mentions, using interviews as a method always means taking a risk; the interviewer always has a personal involvement. This can both be the method’s strength and its weakness. I saw the strength in the interaction between the person being interviewed and the person interviewing. It is a form of interaction that creates meetings between people as well as more knowledge about how human beings operate. Of course, the fact that you can never be completely neutral as an interviewer can also be seen as a weakness. Your personal experiences will always reflect, if only a little bit, in the person being interviewed and in the interpretation of the result (ibid., p. 116).

A limitation in my study is that two of the interviewed volunteers knew about the other's participation, they are a couple and are travelling together. I am aware that this might have resulted in the two participants feeling limited by the possibility that their partner could figure out what answers they had given.

3.2.1 Validity and Reliability
In the study I have also considered the Validity of the study which means that I have examined what I wanted to examine according to the aim of my thesis (Bryman, 2009, p. 43; Thurén, 2008, p. 26). I have also taken the Reliability of the study into account when I have performed the interviews and completed the study. Reliability is a concept used to measure how reliable the results of a study are, and it takes into consideration whether there is anything that might have had any effect on the results of the study. For example depending on how one is performing an interview, the results might differ. Everything that might have any effect on the results should be avoided as much as possible. To get a valid result it is important, both to have a high validity and a high reliability (Larsson, Lilja & Mannheimer, 2005, p. 66); this is something I have considered throughout my thesis.

3.3 Literature search
Before I went to Cape Town I started searching for relevant research. There is not a lot written about the subject on volunteers in development countries.

The literature used was found through searches in Stockholm stads bibliotekskatalog, Applied Social Science Index and abstracts and at Academic Search Premier. When searching for scientific articles, I checked that they were peer-reviewed and published after 2002, this to get accurate and up to date research.

The keywords used were “Volunteer”, on this I got 12962 hits, so I figured I had to narrow my search. I tried “Volunteer+“developing country”” which resulted in eight results whereof non were of any interest since they were about healthcare and nature. Then I tried the
keywords “Volunteer+experience” and got 38 hits whereof four were of interest. The combination “volunteer+"social work”+abroad” and did not get any hits, so I searched on “volunteer+”social work”” and got two hits, but these hits were studies performed on volunteers in western countries and since I did my study in a developing country I did not find this research relevant. Combining volunteer with the terms “abroad+children+South Africa” did not generate any results of interest. “volunteer+motives” resulted in two possibly useful articles. During the course of my search I had encounter the concept of “Volunteer tourism” so I tried to search on this keyword and got 13 hits whereof nine relevant.

As I mentioned I chose not to use articles about health care because my study is about social work and also I chose not to use articles about volunteers in countries that are not developing countries. The reason I did not want articles about volunteers in western countries is that I do not think that it is the same as being a volunteer in a developing country because of the difference in the social service, the difference in economics and therefore the possibilities for the countries to conduct social work.

In order to find a theory upon which I could base my analysis, I tried looking in different book on the subject of theories in social work, but I did not find anything I thought were relevant. I also asked my supervisor to help me in my search but he was not familiar with any readily applicable theories either. When I searched on Academic Search Premier to find previous research I found two especially useful themes: Volunteer Tourism and the motivation for volunteering. It occurred to me that I might be able to use these articles as a comparative theoretical framework for my analysis. Therefore, I once again performed keyword searches for the two themes and chose one article from each to act as comparative material.

Under the Previous Research heading I write both about volunteer tourism as well as the motives for volunteering and also the experience of volunteer work.

I have also used google.com to find more facts about the organizations that the participants of the study were involved with. Unfortunately only a few of the organizations could be found on the internet.

3.4 Ethical considerations
My study is not affected by the Swedish law the Act (2003:460) for ethical review of research involving humans (Lagen (2003:460) om etikprövning av forskning som avser människor), as it does not concern sensitive personal information, or include plans to
collect biological material from humans. The study is not performed according to any method that could influence the informants mentally or physically.

I have throughout my whole study considered the four ethical requirements that the Swedish Research Council has provided (Vetenskapsrådet, 2002). They want to provide good ethical considerations for research, and I considered these so that I could make sure that all the participants in my study were treated with respect. These requirements are (my translations) the requirement of information (informationskravet), the requirement of consent (samtyckeskravet), the requirement of confidentiality (konfidentialitetskravet) and the requirement of use (nyttjandekravet) (ibid., p. 6ff). In short these requirements means that I have to inform the participants of the purpose of the study, I have to explain that it is voluntary to participate and that I will compile all the research material with confidentiality. Finally that I store all material about who has participated in a safe place that only I can access, I will only use my material for science and not for commercial or non-scientific purposes (ibid., p. 6ff).

Because of ethical considerations I have chosen not to have kids participating in the study, I did not want to interfere in there lives and I was not sure that asking them questions would not rip up any old wounds and cause them harm in some way. Because of this fact I do not know how the kids experience the volunteers and their presence in their life.
4. Previous research

A relatively large amount of research has been conducted on the subject of volunteer working. When it comes to volunteering in developing countries, two main themes can be distinguished: the motives for choosing to volunteer and the impact volunteers have on the communities they volunteer in.

There is a new and an old way of volunteering. In the old or traditional kind, where the travels are arranged by political parties or religious groups, volunteers are often said to have altruistic motives and often have a long-term commitment. The new or modern one is more project orientated and personal benefits for the volunteers are described as a primary motive. (Rehberg, 2005, p. 109-110).

Volunteer work and travel have become something that many youth today combine, but it is not a new phenomenon even though it has increased in numbers over the last few years (Raymond & Hall, 2008, p. 530-531, 541). The increase in numbers of people who travel as backpacker tourists has contributed to a critic against this form of travel due to the economic, environmental, social and cultural impact it might have. On the other hand volunteer tourism has been seen as a more sustainable way of travelling with its altruistic motives (Ooi & Laing, 2010, p 191, 202-204). Ooi and Laing (2010) say that volunteer tourism can be a value-adding activity for those seeking a new and different way of travelling. They think that the volunteer tourism easily could attract the backpacker tourist (ibid., p. 191, 202-204). It has been discussed whether this form of travelling creates more cross-cultural understanding or if it just stigmatises through the expectations the volunteer has on the community and on the people living there (Raymond & Hall, 2008, p. 530-531, 541). There is also the possibility that the volunteers themselves are stigmatised by other volunteers and people living in the communities. A wide range of volunteer tourism programs exist and can vary in duration from two weeks to several months (ibid, p. 530-531, 541).

There are different kinds of volunteer jobs you can do in developing countries. Volunteer work in developing countries can be divided into two categories: relief and development work. Relief work is required when an acute situation arises, like a natural disaster and it often involves long working hours. Development work on the other hand involves trying to build up communities so that they can manage on their own. (Stone, 2006, p. 62-63)

The reason as to why people volunteer can differ and Finkelstien (2010, p. 445, 450) divides these reasons into two categories: collectivistic and individualistic reasons. Collectivistic reasons for volunteering are closely related to altruistic reasons; a motivation to
strengthen social ties and a motivation to develop a voluntary identity, while individualistic reasons are concern more career-related volunteer objectives. People who volunteer, both those with individualistic and collectivistic reasons, are willing to volunteer but for totally different reasons (ibid, p. 445, 450). Another study divided the reasons for volunteering into two groups: collective and reflexive volunteering (Rehberg, 2005, p. 110). Collective volunteering is a more community based form of volunteering and is associated with altruistic motives. On the other hand there is reflexive volunteering and there the motivation comes from life crises or from a self-directed motive. To clarify the motives for volunteering the author of the article divided the volunteers into three groups; “Achieving something positive for others”, “Quest for the new” and “Quest for oneself” (ibid., p. 110). The results show that most of the young Swiss volunteers have “reflexive” volunteer characteristics. Only 11% of the participants of the study had what could be described as purely altruistic reasons for volunteering. More often the altruistic reasons were combined with more self-centred reasons as a quest for something new or a stronger self image (ibid., p. 119-120). Stone (2006, p. 62-63) writes that whether the motivation for the travel is to help others or if it is to take on new challenges the person is in on a journey that he or she will never forget.

This is a summary of what kind of research there is on the subject of volunteers and their experience of their work. I have chosen articles to show what kind of research there is according to my aim and research questions. I have briefly described the research I found that describes how volunteers experience their work, and also the research on the reasons volunteers have for volunteering. I have also described the research on whether volunteer work creates more cross-cultural understanding.

The articles *The development of cross-cultural (mis) understanding through volunteer tourism* by Eliza Marguerite Raymond and Michael C. Hall (2008) and *Altruistic individualists: Motivations for volunteering among young adults in Switzerland* by Walter Rehberg (2005) are merely touched upon here, as they are the two articles chosen as comparative material for my analysis and as such will be described more closely in Chapter Six.
5. Results
I will start with introducing all of the participants of the study to give a sense of who they are and their previous experiences. I will then shortly describe the organizations that the volunteers are working with, this because there are many organizations mentioned in the study and I think it will be easier to understand and follow the results if you as a reader first are introduced to each of them. To avoid participants being identified, all names of the participants have been changed and there will be no mention of the names of the organizations they work with. The organizations I have chosen to mention by letters instead of their real names.

5.1 Introduction of the participants of the study
*Antonia* is 45 years old, a South African citizen and works as a volunteer at a children’s home in Cape Town. She has a full time job as a homeopath and volunteers at her spare time. She came in contact with the children’s home when she heard about the woman who started it, a woman that was of great inspiration to her. She has been volunteering since 2002.

*Camilla* is 20 years old, she is a German citizen and she has worked for a couple of months as a volunteer at a children’s home in Cape Town. Earlier she has also been on an exchange program organised by the German government, working as a volunteer for one year in Cape Town. She has graduated high school and has earlier been working a part time job at a school in Germany. She came in contact with the orphanage she is now working at through the Internet. She pays for the trip herself but gets free accommodation from the organisations she is working with.

*Hanna* is 19 years old and (she is) a German citizen. She works as a volunteer at a kindergarten in a township outside of Cape Town. The placement is for one year and is arranged through a German government exchange program. Hanna has graduated high school and has had some part time jobs in Germany. The German government takes care of all the costs for the trip.

*Daniel* is 20 years old, a German citizen and he works as a volunteer at a kindergarten in a township outside of Cape Town. He is there for one year and is a volunteer through an exchange program that the German government arranges. He has graduated high school and in Germany he has worked at a kindergarten and with youths, as a leader at camps etcetera. The German government takes care of all the costs for the trip.

*Ulf* is 25 years old, a German citizen and he works as a volunteer at a children’s home in a township outside of Cape Town. He lives in the township in an apartment at the children’s
home. He has studied nursing in Germany for three years and earlier did his civil service in Germany at a psychiatric hospital and has worked at a kindergarten. The German government takes care of all the costs for the trip. In the children’s home he uses his experience from his studies as a nurse.

_Nathalie_ is 21 years old, a British citizen and she works as a volunteer at several places. She works at a hospice where there are a lot of children and she also works for two organizations that works with changing attitudes among youths and tries to educate them in the subjects of sex and HIV. She has earlier been in Ghana working with teaching children and has studied some psychology and media at the university. She is in Cape Town right now volunteering for a couple of months. She found the volunteer job at the hospice through a website on the internet that helps provide volunteer jobs for a fee, the other volunteer jobs she found on her own through internet.

_Monica_ is 30 years old, an American citizen and she works as a volunteer at a children’s home in a township outside of Cape Town. She is on a year long trip around the world with her boyfriend Stanley. She is volunteering for six weeks and she got in contact with the children’s home through an organization on the internet that arranges volunteer jobs for a fee. In the US she works as a teacher in a high school and is in the process of earning a Master's in English.

_Stanley_ is 30 years old, an American citizen and he works as a volunteer at a children’s home in a township outside of Cape Town. He is on a year long trip long trip around the world with his girlfriend Monica. He is volunteering for six weeks and he got in contact with the children’s home through an organization on the internet that arranges volunteer jobs for a fee. In the US he has a degree with a major in film and television.

_Sofia_ is 24 years old, an American citizen and she works as a volunteer at a children’s home in a township outside of Cape Town. She has studied sociology in the US and has worked with autistic children. She has travelled a bit before, but this is her first time away for a longer time and also the farthest she has been. She is volunteering for twelve weeks and she got in contact with the children’s home through an organization on the internet that arranges volunteer jobs for a fee.

5.2 The organizations

_Organization A_ - An organizations that helps you find a volunteer job in return for a fee.

_Organization B_ - A catholic children’s home, hospice and an old peoples home, founded over 100 years ago.
Organization C – A children’s home that cares for children whose parents are infected or affected by the HIV-virus. They are dependent on people donating money.

Organization D - A national HIV prevention initiative for young people. It is a non governmental organization (NGO). They campaign on a nationwide community-level to reach out and support programmes that promote healthy HIV-free living among South African teens.

Organization E – Is a NGO that focuses on youth development and community empowerment. The organization is also involved in teacher training and student support programmes.

Organization F – An organization that helps you find a volunteer job in return for a fee.

Organization G – A program supported by the German government. The people attending the program volunteers for a year in a developing country at one of the organizations projects. The persons attending get all expenses paid for like accommodation, flight tickets, money for food and pocket money. They also get a few weeks of vacation.

5.3 First Theme – Why volunteering?
Antonia explains that she chose to volunteer because she wanted to give something back to the community. She thought an ideal place would be at a children’s home where she could use her experience of working as a homeopathic. She feels that she can help to make a difference in a child’s life and help the child to heal since many of the kids have difficult experiences in life. As she herself puts it:

You know and it also gives you a feeling that you have done something for the day. Some of the children are here for quite a long period of time and in a sense it makes you feel good to know that you made a difference in that child’s life, I helped to get that child together to put that child together again.

Camilla explains that she wanted to go abroad after school and that it was something she had thought of for a long time. She says; “I was interested in a new culture and I wanted to go abroad in general and I wanted to be committed to a social institution”. This is her second time volunteering; she really liked it in Cape Town the first time she was there and wanted to come back and that is why she now is volunteering in Cape Town again. She is currently volunteering at a different place than last time.

Hanna has almost the same story and says that she knew for a long time that she wanted to go abroad after high school, she says that the reason she wants to volunteers is; “I always wanted to do something, not that it makes sense, but I think that making an au pair job maybe
is one-sided and I wanted to do as much as I can and... yeah like a little bit idealistic reasons”. The main reason why she came to Cape Town was not because she wanted to work with kids but because she wanted to work in a developing country, to do developing work. She explains; “So I was exited to work in a township and to deal with the poverty and see, because the centre is an NGO, so to see how an NGO works”.

Daniel says that he had to choose from attending social services in Germany – with the possibility to do it somewhere abroad – or he had to do military service. He really did not want to do the military service so he decided to go abroad. He had not thought of going abroad for a long time but when he heard about the project and that they would get supported by the government he took the opportunity. Ulf has a similar story he says that he had not thought of volunteering for a long time, he just wanted to go abroad for a longer period before he started studying again; “I just wanted to get some experience in another country and I can’t afford work without getting paid that’s why I chose such a program”.

Nathalie has been abroad earlier and done some voluntary work, she was in Ghana teaching English to children and really enjoyed it. When she returned home she got what she calls the “holiday blues”, therefore she felt she wanted to go abroad again. She thinks that in Scotland people have so many “white people's problems” and that they moan about whether they have the latest iPod or not, this she feels is not real problems. She failed some classes at university and because of that could not go to Mexico to volunteer, which is why she came to South Africa instead;

When I came back to Scotland I got the holiday blues and the people with the, what you can call, “white problems”, you know the white people’s problems like if they do or don’t have the latest iPod or not. And so I didn’t do so well at the first year of my university studies and I failed so I had to re-sit in the summer which meant I couldn’t go and volunteer in Mexico, which made me even more unimpressed with university so I dropped out for a year to come here.

When Nathalie talks about what motivates her she says that she is passionate about the cause. She has an interest in the subject of HIV prevention and treatment and when she is not working she is trying to learn more about it. Also she thinks that when she is working as a volunteer she might become a better person;

I’m pretty passionate about the cause so… that helps, because to get up at half past six in the morning for no good reason might be hard, but I’m here and I work a lot and if I’m not working I’m trying to learn stuff so. You know people usually don’t do that sort of thing for free. So I suppose I’m pretty passionate about it and I’m just trying to kind of maybe even be a better person.
Sofia always wanted to go to Africa and work with children. After she graduated she started looking around for an organization to work for. She just had to convince her parents that she could go because her parents thought it might be dangerous to go to Africa. She had some friends that inspired her to go overseas and who had done some voluntary work abroad before.

Monica and Stanley are on a longer trip together and so their stories is in a way one and the same, they are off for one year just travelling the world. Monica says that they wanted to do some volunteering and she just knew she wanted to go to South Africa to do it;

I guess I and Stanley have kind of a joint story, since we are travelling as a couple. We knew we wanted to do some volunteering. We are on a part of a longer trip we are taking a year of to travel, so we were thinking we wanted to do some volunteering and I knew I wanted to be in South Africa for some reason, this country has always really appealed to me.

Stanley also says that he always wanted to adopt and that is one of the main reason to why he wants to volunteer, he says; “I always wanted to work in an orphanage since I always wanted to adopt a child”.

5.4 Second Theme - The volunteer and the organization

The children’s home at which Antonia works, referred to in the study as Organization C, is not based on any particular faith or religion but it has what she describes as good core values based on humanitarian values. The reason why she chose this organization to work at is because it does not have religious, sexual or racial barriers, it is open for all, something that she finds very important;

...good core values you know it’s humanitarian values. Global humanitarian values and that is one of the reasons why I associate my self with the institute, because it does not have religious barriers or sexual barriers or colour and creed barriers. Which to me it is an open for all race which to me is wonderful. They are thought the core values of life. The core values that you live by, and that I think is most important, in all the religious forms in life.

The organisation, Antonia says, was started by a woman called Jenny, who had a long history of working with orphans: “she has always been involved with orphans they are one of her passions”. Antonia explains that Jenny is very engaged with the kids and it really inspires Antonia; “When you see her interact with the kids and hear her talk and she’s just like a ray of light and it makes me want to become equally involved. It makes you actually feel lazy for not doing enough”.

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Antonia has visited some other children’s homes before and she believes there is a huge difference. Antonia says that at other children’s homes she has visited she saw that people were being institutionalised and they are often cold and clinical environments, she thinks that it is important not to have it like that in a children's home. According to Antonia, the children's home where she works does not fit the image of the stereotypical children’s home. Antonia says that the staff is very respectful and thoughtful with the children, nothing like the bully attitude she thinks might be part of the stereotype. Also the staff does not work there just because they want a job, there is more to it;

…the one thing that I saw was that a lot of people were being institutionalised, cold clinical, not that type that I wanted to see. I wanted to see an open door culture and all the people being open for children’s characteristics so the children could feel like a belonging like a home and not an institute. And I think I’ve seen some of it here, more like a home.

…there are a lot of stories going around about orphanages that are like that and a picture of that if it is an orphanage there will automatically be a thought that there are bully attitude among them in charge among the staff. And I can tell you that it is not like that here, it never occurs and if it does it would not be tolerated I’m kind of glad that its not like that here people don’t come here merely because it’s a job

Antonia says she is starting a project at the children’s home a “green project”, where they teach the children about gardening. This so that the kids can see that the plants they have planted is growing and that it is possible to sell them later on. Antonia believes this will make the children grow as humans and feel a sense of achievement.

Why Camilla chose the children’s home of Organization B to work at was mainly because she saw the web page and had quite a good impression of it and then contacted them right away. Nathalie also found her way to the organization through the Internet; she searched for different organizations and came in contact with Organization A, which she felt had good core values and they helped her to get in contact with Organization B, for this she paid a bit over 800 dollars. She also works at two other organizations Organization E and F these she came in contact with herself through the internet. She feels that she have learnt that she does not have to travel with a big organization and pay them to help you, you can easily manage to find an organization to volunteer at on your own.

Organization G is supported by the German government and the people attending are being paid. Daniel, Ulf and Hanna are working for this organization, but at different places at children’s homes and kindergartens. For one year in 2009/2010 Camilla was also working with Organization G, but she is now back working for another organization for a shorter period. The Organization G, Ulf describes, has both shown a negative and a positive side. He
feels that sometimes the way that the volunteers are treated by the staff at the orphanage is not so good. Ulf takes this as an example;

I was alone in the children’s home, the other volunteers all gone and there were people that needed to go to the hospital and I also needed to do some grocery shopping for the kids and there were one guy that wanted me to drive him to town just for a private purpose and I told him I can’t do that right now because I had to do the other things that was way more important and he called me selfish and that I just was thinking about my self for not driving him.

Ulf continues though mentioning some positive sides he has seen; most of the staff treat many of the kids as their own; “Some of the positive aspect is the atmosphere at the children’s home the care workers are really friendly and they really care about the kids, they take really good care of them and really love them. They treat some of them like their own children”.

Camilla and Daniel say that the seminars they attended organised by the organization before they travelled to Cape Town were a great help and comfort.

Daniel says that the organizations do not care about you that much and some volunteers do not work that hard and can sleep in without anyone recognising it;

The thing I don’t like is that there are some volunteers that just do whatever they want, because it depends on yourself if you want to work or if you don’t want to work, it’s not like in school that they control you that much. Even if I sleep tomorrow and don’t go to work I think nobody will recognise it.

The job is very much what you make of it Daniel says and one of the things he has done is to start up some projects like brushing the kids’ teeth and going out with them. He would like these projects to continue, but is worried that when he leaves there will not be teachers to keep them up.

Another negative thing Daniel feels about the organization is that it is a little bit chaotic; “My organization is a little bit chaotic but I think that’s normal for South Africa, but you come from Germany and there is quite yeah you know… In South Africa everything takes time and, but still the organization is alright its fine”. Ulf explains further that; “It has been a lot of problems with the organization and with the leaders of the children’s home”…”I though it would be more support for us volunteers but there isn’t. We have to organize everything on our own”.

But a positive side Daniel says is that they received some education like massage training that he had a lot of use for in his work at the kindergarten especially with the more aggressive children.
Both Stanley and Monica found Organization F through a friend who recommended it and they both explain that all of the organization’s income goes to charity. Stanley felt that he wanted to be in a place where he could have a positive impact, so when they heard about the organization and the children’s home they both felt that it was the right place to be.

Sofia found the Organization F through searching the Internet for an organization that arranges volunteer work in South Africa and she felt this was the right organisation.

5.5 Third Theme – Experiencing something new
Two of the aspects that are vital to investigate for the purpose of this study are what the volunteers expectations and prejudices about South Africa looked like and also how they experienced meeting the children at the various children's homes and kindergartens.

5.5.1 The culture and the country
The first time Camilla came to South Africa and Cape Town she says it was a big chock., what she saw there she had never seen in Europe with the shacks (poorly made houses people live in built by wood and whatever material you might find) and the poverty, but it was also something that she got used to pretty soon. Before she came to South Africa she did not have any special picture of what it was going to be like. Sofia also talks about a culture chock; “It was a bit of a culture chock, even just driving to the children’s home seeing all of those shacks it’s totally different from what I’m used to”. When Ulf first saw the township he reacted strongly on the poverty, he explains that “you come there and see that the people are really poor and they got nothing they live in shacks”.

Before Camilla came to Cape Town for the first time she did not really know anything about the culture and she found there were many cultural differences that caused really big problems. She explains that it was really hard in the beginning and that it took at least half a year to really get used to the work and to really be part of the project.

Hanna says that in the beginning when she started working at the kindergarten it was quite easy because everyone was really friendly, both she and all of the other volunteers there were all really exited. It took a while for her to really know what her tasks were and figure out what the job was really about.

Facing the journey to Cape Town Ulf heard a lot of stories of what it was going to be like. “People tell that you can’t leave the airport without getting robbed and here in Cape Town I think it’s all right I didn’t have any bigger problems”. But he also adds that in the township, where he is living, it is not as safe as in town and the volunteers are not allowed by the organization to walk anywhere. They are not allowed to use public transports, so they always
have to have a car otherwise they can not leave the children’s home. But he also refers to living in the township as something positive because he gets to know the country; “We actually live there and we really get to know the country”. Sofia says that the conditions in Cape Town are better than she expected, with hot water and electricity in the apartment.

When Daniel came to Cape Town it was very different from what he had imagined. He thought that it was going to be poor, no hot water and lots of animals. His image changed a lot when he came to Cape Town and moved into a house with Internet and a pool;

Cape Town is a big city you actually have everything you need and normally when you think about South Africa, about Africa, you think it’s very poor and probably you think about lions and no hot water and nothing to eat… And then we’re sitting here in this house, we even have a pool and sit with our computers and surf it is different.

Before Daniel imagined that you had to feel bad for people living in poor conditions, but he noticed meeting these people that they are mostly happy people, they have lives just like people living under richer conditions;

Normally you thought all the people living in the shacks and these bad conditions and you have to take them out of there and these people can’t live there but now after you have been there and spoken to the people there you see that these are happy people. They have, they just have a life like you and me.

One big difference from Germany, Daniel thinks, is the size of the groups of kids in the kindergartens and the numbers of teachers taking care of them. Because of this he explains that things that he has learned at home will not work at the kindergarten because there are too few teachers. Sometimes there is no time to take care of all the children when they are fighting and screaming so as Daniel explains sometimes the teachers do not have any choice but to hit the kids;

All these things you get told when you started, social service and stuff won’t work here. It won’t work here because things like a teacher should never hit a child and it happens here because they have a hundred children and they are all screaming and fighting, so what should you do, so you have to like accept it in a way.

Monica tells about the women working at the children’s home, the women she calls sisters, they sometimes are in a bad mood and just leaves the kids on their own. But mostly the sisters are good with the kids;

Like any teacher they have a good day or a bad day. And sometimes the sisters as we call the women in charge of the kids, they just left the kids to do whatever they wanted, and I feel like they
must have had a bad day. But most of the time they are excellent I must say and we have learned a lot from them.

5.5.2 The Children

When Antonia started working at the children’s home her image of what the place would be like soon changed. She does not think it is an institutional environment, instead she says it is like a home. Antonia also thinks she can have a relationship with the kids, the children’s home does not just strive to get more governmental founding;

There are places that are more home environment you know, yes the children has discipline they have structure but it is not an institute, not a cold clinical environment. You know, I can have a relationship with the kids; it’s just not about just to get the numbers up to get more government founding.

Before Daniel came to Cape Town and the kindergarten he did not think too much about what it was going to be like. When he met the kids he says it was nice because as he says; “…they are smiling at you, they like you, they want to play with you”. But he keeps on telling that it has also been quite hard sometimes to see the kids as you can see that some of the kids do not get enough food at home by the way they are eating. Some other problems he has seen are alcoholism and aggressions among the parents:

…you can see the way that they are eating how much they get to eat at home and there are some who just get something and they just throw it in. And you see that some parents are quite aggressive and alcoholism and all this thing and you can see that they get hurt at home and yeah it’s not easy.

But the main thing Daniel thought when he first came to South Africa was that he could actually make a difference for the kids.

One thing that Daniel recognized was all the similarities between the kids in Germany and those in South Africa. He says; “I play the guitar and I play the same songs as in Germany and I play some games as in Germany I try to do it in English now but and the way I play with the children I think it’s the same”.

Sofia talks about seeing the kids in the children’s home and the difference from kids in America. The kids do not have to have expensive toys, instead they play with what they can find like tyres. She thinks that the kids seem to appreciate what they have;

Just seeing the kids play on the ground of the children’s home you see the kids playing with tyres and it’s all just like whatever they can find… and I’m used to seeing kids playing with iPods and it’s so different. They really appreciate what they have it seems so it’s nice to see that.
Monica has realised how great the kids that live at the children’s home are: “They are well-behaved kids by any standard. They certainly have their moments but they are toddlers and for what I have seen in any young classroom in the world these kids are just as gathered if not more gathered than other kids”. She thinks that it might be because they had to be so independent, they have grown up without having a mom and dad to take care of them. That forces the kids to grow up much faster than kids who have their parents around to take care of them, the people who work with the kids do not have time enough for all the kids;

It’s almost like you have a mom and a dad for yourself to sort of baby you, then you can afford to not maybe learn as much and as fast, but I see these kids are learning a lot from each other. And for example learning how to feed for them selves or learning how to potty-train, teaching themselves teaching each other because the people that work there don’t have the time for every single kid, even though they try.

Monica also explains that it might be just because the kids do not have as much one-on-one contact that they are doing so good and she thinks that the kids at the children’s home in her own words “they seem to do an even better job than other kids in the world”.

One thing that Daniel thought before he travelled was the he would be able to speak English with the kids, which turned out not to be true because most of them only speak Khosa. Even though verbal communication can be hard Daniel explains that he can communicate with the kids in other ways and that even if he is speaking German and they are speaking Khosa they can somehow understand each other;

It’s hard without the communication because the children only speak in Khosa and now I can say only a few words, it is alright and enough to understand each other in a way. But you don’t have to speak with children so much you can just, they understand you even if you just say something in German or they say something in Khosa you just look in their eyes and it works anyway.

Ulf also talks about the communication and mentions that it is not a big issue; “Some of them speak pretty good English and some of them speak Khosa, but there is always a way that you can communicate with them you can get someone to translate or you can communicate with signs or anything it’s quite all right”. Camilla also says that it was hard with the communication in the beginning with the kids, but after a while she learnt some Khosa and it got easier as time passed.

Monica talks about the image she had of children’s homes before she came and worked at one; “imagine that an orphanage is a scary and dark place so I think I had that image definitely before I came”. She keeps on talking about how that image changed during her time at the children’s home. She believes the kids are well taken care of and they have food,
clothes. The situation the kids are in she can feel is sad about but even so she thinks the kids at the children’s home are better off than many other kids;

When we got there and I started realising how well fed the children were, how well-clothed and how well-cared they were, and just how well access they have to volunteers and people wanting to learn them thing, my image just changed and I was just surprised, even though I sometimes were sad about their situation on the whole I realised that they are so much luckier than a lot of other kids.

Stanley was also surprised the kids had a lot of nurturing at the children’s home. Ulf was also surprised when he arrived; “I didn’t expect that it was going to be that much money, sometimes they do not have money for everything, but I expected it to be much poorer”.

Monica talks about the importance of having a family, but also emphasises that it might sometimes not be the best thing either; “…just because a kid has a family doesn’t guarantee comfort and safety”. This is something that Ulf also points out; “I think if they would have lived at home with their parents it could be much worse”. Monica saw that when she came to the children’s home “on a whole there is a lot of love and the kids get a lot of love and you can see that right from the beginning”.

The challenges the children’s homes face are different from those that Stanley imagined at the beginning of his stay, he says; “Just things like getting all the children to eat the right food at the right time is difficult and they manage to do that well”....”I’m surprised I think there are other challenges like just giving the kids an as good life as you can”.

5.6 Fourth Theme – Personal growth
Nathalie feels that working at Organization B has changed her into becoming a more spiritual person when she has come in contact with very ill people that soon might die. The place she works at she think gives people a little bit of hope in the end and she says that there is not much else to do, but to give them hope about a life after this;

It’s actually a really great place, they give people that little bit of hope they need at the end, at the very end. It’s not much else to say to them, there be something for you on the other side so, it really gets people hope and it inspired people to help other people so. I guess that’s the only way.

Antonia thinks that people that work at a children’s home are changed from that experience. While people work at the children’s home she thinks that they grow as people, they start value other things in life and appreciate life more;
People come in and they start working here and when they leave here, even if they have been here just for a while you can see a growth in them… they start to value and people are more aware of what they have shipped away, they shipped away from being furious, shipped away from being harsh and it shows that people can change and they start appreciating things more.

Antonia thinks that people who have the experience of working at a children’s home for a couple of months and might have had some selfish tendencies, can find them gone.

Camilla also thinks that people with the experience of working at a children’s home changes; “I think you appreciate everything at home more if you have been through this”

Camilla and Hanna talks about how the experience of being away from home for such a long time as they have changes you. Camilla says that you get more independent and grow more self-confident; “Well they change they get more self-confident and they get more independent I think or more independent from heir parents and their home”. Hanna also reflects; “Well I think when you have been in another country you can never forget what you saw there. So everything I learned or not learned I will always take with me maybe subconsciously but still…” But Hanna also points out that; “some is doing au pair work and some is studying there is always a change, because if the environment change, and the people around you change you also do”.

During her stay Hanna thinks that she has changed some as a person; “even now when I’m skyping with my parents or my friends I already see, I feel that there’s a difference… I’m more critical with my self and I’m… I how do you say that… I ask more I just don’t take things, I question them more”. Daniel thinks that people will notice a change in him as a person when he comes home; “I did experience a lot in this year so I’ve been in a different culture with different people and I think you can learn from all of these things so... it could be that I’m more adult now”.

Monica thinks that her value system has changed and because of that she has changed the way she acts; “I hope that I will just not go home and forget. It is easy when you get home to just get up in your old life and ways but I really hope I will remember”. Sofia also thinks that she has changed some; “I just appreciate things more I think”. Ulf also talks about appreciating his life; “I will appreciate that I grew up with my parents and my brother and I always had my private room with my private space. And a thing I will appreciate is that I will be able to just go out when I want and not thinking that somebody could rob me or whatever”.

Nathalie thinks that people that have the experience of working as a volunteer with kids have a broader perspective on life; “Life isn’t just in Britain it’s everywhere, there people have all of their, what I now would call, petty problems and they will always have them
because they have never experienced anything deeper than petty problems”. Sofia thinks that people without the experience she now holds are a bit more ignorant; “I’m sure that there are some ignorance there if you haven’t seen it first hand”.

Before when Camilla was away with the Organization G, she thought that a really positive thing was that they had seminars before they went out volunteering. There they met people who already had been out volunteering and who could tell them what to expect and how the job and life was for them when they were away for a year. One thing that Camilla remembers from the seminars was that they spoke about how many volunteers go away thinking that they can save people. At the seminar Camilla says that they were very clear on the fact that you can not really change anything. The only thing you can do she thinks is try to help and have your own experience;

Before I came here the first time I attended a seminar. I think there are many volunteers coming here thinking they can save all, but because of that I went to that seminar it was pretty clear to me that I can’t change anything. I can just come here and have my own experience and try to help. Before I came here first I was in a seminar before I came here first. I think there are many volunteers coming here thinking they can save all, but because of that I went to that seminary it was pretty clear to me that I can’t change anything. I can just come here and have my own experience and try to help.

This is something that Camilla has kept in mind and she feels it has helped her when she has been out volunteering. During the stay Daniel himself has come to a similar realization. He thought he had to do something for the world and that he had to go out into the world and see what is out there;

Before I came here I was like, I thought I have to do something for the world now, and I should go there and see what’s happening because of all this globalisation and we’re living in a world with all this globalisation we’re eating these tomatoes from Spain or wherever and coffee and wine from South Africa so you have to see where it comes from and so I were like you have to go there and see where it, just to know what happens out in the world.

Before Daniel went he thought he could make a change in the world, but now he says he understands that you cannot change things on a larger scale on your own, you can only do your part to help;

But now I think you can’t, you can help as we do as volunteers here, you can change something like we’re doing at the kindergarten, but to make the big steps to really do something specially or whatever, you have to be a big political person and you have to sit in the government because. And so I think as I go back to Germany I try to teach my surroundings there in Germany that you can’t like influence the whole world one person can’t do so.
5.6.1 The Future
Hanna wants to keep on doing some voluntary work in the future and she has a dream of doing that when she retires.

Monica and Stanley want to start volunteering at either a children’s home or some similar place when they come home to America. As Monica explains, “I hope, or I wont say that I will say this, in the past we talked about doing something like that and we have always had an excuse like “oh there is no time” rather than saying “I hope that there will be time”.”

A thing that is holding both Sofia and Ulf back from volunteering in the future is the fact that you can not support yourself on it. Sofia says that she would love to go out and volunteer again when she has the money.

When Daniel comes back to Germany he will probably start studying, either to become a teacher, study social work or communication and media science with a focus on media pedagogic. Ulf will start studying social work in Germany. Another person who will start studying is Camilla, she will start studying psychology when she gets back home.

Hanna wants to study law and later work with a NGO, a party or some kind of organization, this to carry on with the development work. She definitely thinks that this experience can help her in her future career. Also Ulf think this experience will have a positive impact on his career since it will make it easier for him to get a place when he wants to start studying. It is not the reason that he did this voluntary work but as he says it is “a bonus”. He also thinks that this experience will be good for his CV because “in Germany it is quite good if you have something like that in your CV, because I think people like if you have other experience than just school and studying and work in Germany”.

Sofia thinks that this experience might help her in her career but mostly the experience will help her in her life with all that she has learnt from it.

A thing that Nathalie always will think about is the importance of practising safe sex and she would like to educate others about all of the things she has learned in Cape Town.

The doubts that Stanley had about adopting are gone; “because I was always wondering would I become attached to it? Would I just not care? So getting attached to the kids has positively shown me that I could care enough or the same for a adopted child as for a biological child”.

For Monica this experience has made her long even more for a child as she saw the kids at the children’s home, how much they were learning and how strong their personalities were and now she says “I want to experience that with my own kid. That’s all I keep thinking about”. She also thinks that “I do think this experience will help me to become a better mom”.
Antonia says that she will keep on volunteering at the children’s home and she wants to develop the projects the children’s home has going on.
6. Articles
Here I will present two articles *Altruistic individualists: Motivations for volunteering among young adults in Switzerland* by Walter Rehberg (2005) and *The development of cross-cultural (mis)understanding through volunteer tourism* by Eliza Marguerite Raymond and C. Michael Hall (2008). I will use these articles as a sort of filter to pin down whether and in what way these two aspects, altruism and cross-cultural understanding, are evident in my own material. By using this filter I hope to focus and develop the analysis of my results and also increase their general applicability as they are compared to other research.

6.1 Altruistic individualists: Motivations for volunteering among young adults in Switzerland
This article wants to explore the motives that young adults in Switzerland have for volunteering. There is a new and an old way of volunteering. In the old or traditional kind, where the travels are arranged by political parties or religious groups, volunteers are often said to have altruistic motives and often have a long-term commitment. The new or modern one is more project orientated and personal benefits for the volunteers are described as a primary motive. (Rehberg, 2005, p. 109-110)

One motivation for volunteering can be something called collective volunteering. This is a more community based form of volunteering and is associated with altruistic motives. On the other hand there is reflexive volunteering and there the motivation comes from life crises or from a self-directed motive. (ibid., p. 110)

The aim of the study is to explore the motivation among young adults with regards to international volunteering. (ibid., p. 111)

6.1.1 Results and conclusion
The volunteers were divided into three groups; “Achieving something positive for others”, “Quest for the new” and “Quest for oneself” and with twelve different answers. In the results they answered as followed; “77% of the respondents were motivated by “Achieving something positive for others,” 75% were motivated by a “Quest for the new,” and 67% were on a “Quest for oneself.” (Rehberg, 2005, p. 113-114)

The group of “Achieving something positive for others” saw the people and wanted to “make a difference, by giving or doing good”. Some also answered that they wanted to “achieve or change something somewere” also driven by their ethical values like justice and equality. This answer was often combined with expectations of their own good. Some also
answered that they wanted to do something useful and wanted to feel useful. (ibid, p. 115-116)

In the second group “Quest for the new” the participants described reasons like “meting a new culture”, “learning something new about one self”, “doing something different”, “getting away from here” or “meeting a new culture in a deeper way”. In this group there were also reasons like “meeting new friends” and “meeting new people” and “learning or using a foreign language”. (ibid., p. 116-118)

The third group the “Quest for oneself” answered that they wanted to “gain experience”; they wanted to “get professional experience, clarification and development”. For example some wanted to work abroad later and thought volunteering might be helpful. Also some answered that they wanted to “discover or transcend their personal limits” (ibid., p. 118-119).

The results Rehberg (ibid., p. 119-120) claims clearly show that most of the young Swiss volunteers have “reflexive” volunteer characteristics. Most of those who were in the collective based volunteering group were members of a church or a religious community. Only 11 % of the participants of the study had a purely altruistic reason for volunteering. More often the altruistic reasons were combined with more self-centred reasons as quest for the new or oneself. 50 % of the volunteers in the study also had a relative or a friend who had been out volunteering.

6.2 The development of cross-cultural (mis)understanding through volunteer tourism
This article aims to discover “the ideal of developing a cross-cultural understanding through volunteer tourism” (Raymond & Hall, 2008, p. 531). Volunteer tourism combines volunteering and travelling. The form of travelling contributes both to development of the person travelling and it also helps the community in which they choose to do their voluntary work. International volunteering is nothing new, but there has been an increase of people volunteering in short term Volunteer Tourism Programs (VTP). There is a large variety of programs that the tourist can attend depending on their interest, duration of the travel and where they want to go. (ibid., p. 530-531)

It has been argued that this sort of travelling creates a cross-cultural understanding not only in the community that the volunteer work in, but also between volunteers from different countries. The volunteer tourism has further been argued to reduce conflicts and to create a feeling of a global citizenship. But recently it has been questioned if the large number of short
VTP:s really creates more cross-cultural understanding or just increases the stereotypes and deepens the feeling of “them and us”. (ibid, p.531-532)

Many sending organizations claim to be helping to create peace and to achieve justice in the world. But these organizations might often increase the cultural stereotype, through the use of words like the others and difference, without anyone questioning their views. The view on poverty is one issue that might be reinforced by the volunteer tourism if they are not encouraged to question their view. (ibid, p. 532-533)

6.2.2 Results and conclusion
The ideal that the VTP creates an increased cross-cultural understanding was evident in Raymond and Hall's study in two ways. Firstly, through the volunteers meeting locals and other volunteers, an experience that helped them reduce the stereotypes of people from different parts of the world. The people taking part in volunteer programs are often referred to as good, because they travel a great distance to do charity work. Even if there was a cross-cultural negative exchange it was sometimes referred to as an “exception of the rule”. (Raymond & Hall, 2008, p. 535-537)

The second way in which Raymond and Hall suggest that VTP create an increased cross-cultural understanding is by the volunteers getting to know the host country in a more accurate way. In their study, this was one of the main things that the volunteer tourists pointed out as a difference from them and the “normal” tourists. Volunteers attending longer programs felt that they had a chance to integrate with the host community, while those on a shorter program (for example two weeks) felt that they just interacted with the locals and had good memories rather than lasting friendships. (ibid., p. 537-538)

The sending organizations play an important part in the cross-cultural understanding. Through planning they can have a great impact on the volunteers and the cross-cultural understanding. It is important that they, among other things, develop the program with locals so that they can play an important part in the projects and not get undermined. The organizations should encourage the volunteers to be critical of their way of looking at the locals and the country. One way to get the volunteers to interact can be to place them in a local host family. The VPT can be of great value if they are carefully planned and managed, then the organizations can help to break the existing stereotypes. (ibid., p. 538-541)
7. Analysis
To gain a deeper understanding of the material presented in the results I will now, as explained before, use the two articles *Altruistic individualists: Motivations for international volunteering among young adults in Switzerland* (Rehberg, 2005) and *The development of cross-cultural (miss)understanding through volunteer tourism* (Raymond & Hall, 2008) as filtering tools in my analysis of the results.

7.1 Reasons for volunteering and personal growth
The first group “Achieving something positive for others” consists of people “wanting to make a difference, by giving or doing good”, or “they were driven by ethical values like justice and equality” (Rehberg, 2005, p. 115). All of the participants in my study expressed views that were related to the theme of doing good. The only one that stated she had a purely altruistic reason was Antonia. She used the words “giving back to the community”. Hanna explains one of her reasons for volunteering was that she “wanted to do something” she wanted to do as much as she could.

In the second group “Quest for the new” the volunteers have reasons like “meting a new culture”, “learning something new about one self”, “doing something different”, “getting away from here” or “meeting a new culture in a deeper way”. In this group there were also reasons like “meeting new friends”, “meeting new people” and “learning or using a foreign language”. (Rehberg, 2005, p. 116-118)

Camilla fits into the group of “Quest for the new” as she said; “I was interested in a new culture and I wanted to go abroad in general”. Also Daniel can be placed in this group as he expressed that he had to choose from attending social services in Germany or he had to do military service. He really did not want to do the military service so he decided to go abroad. Ulf can also be fitted into this group as he says that he had not thought of volunteering for a long time, he just wanted to go abroad for a longer period before he started studying again; “I just wanted to get some experience in another country”.

Sofia stated that she had always wanted to go to Africa and work with children. This can be interpreted as her wanting to meet another culture and/or experience something different.

Nathalie had been abroad earlier and done some voluntary work, something that she really enjoyed. When she returned to Britain she felt she wanted to go abroad again. As I interpret it she wanted to get away.
Monica said about her and Stanley; “We are on a part of a longer trip we are taking a year off to travel, so we were thinking we wanted to do some volunteering”. This can due to the fact that they wanted to do something different.

The third group “Quest for oneself” consists of people wanting to “gain experience”, “get professional experience, clarification and development” or “discover or transcend their personal limits” (Rehberg, 2005, p. 118-119). Hanna explained that one of her reasons for going volunteering was that she was “excited to work in a township and to deal with the poverty and see, because the centre is an NGO, so to see how an NGO works”. She wants to study law and later work with a NGO, a party or some kind of organization. She definitely thinks that this experience can help her in her future career.

Ulf also believed that this experience would have a positive impact on his career because it is easier to get a place when he wants to start studying. It is not his primary reason for doing this voluntary work but it is as he says it “a bonus”. So both Ulf and Hanna wanted to get some professional experience.

Stanley also said that he always wanted to adopt and that this was one of the main reasons to why he wanted to volunteer; “I always wanted to work in an orphanage since I always wanted to adopt a child”, during his work he discovered that; “because I was always wondering would I become attached to it? Would I just not care? So getting attached to the kids has positively shown me that I could care enough or the same for an adopted child as for a biological child”. This can be interpreted as a quest for one self since he tested his personal limits.

7.1.1 Conclusion
Collective volunteering is a more community based form of volunteering and is associated with altruistic motives. On the other hand there is reflexive volunteering and there the motivation comes from life crises or from a self-directed motive. (Rehberg, 2005, p. 110)

Only one of the participants had purely collective or altruistic reasons for volunteering. The rest had, to varying degrees, a more reflexive approach volunteering with more self-directed motives like meeting with the new, gaining experience or getting away etcetera.

The only one in the study that described collective reasons for volunteering was a South African citizen and the only one in the study that had her family and friends living in Cape Town, she was also older than the other participants.
7.2 Meeting with the new, the organizations and the volunteers' relations to the organisations

Here I will analyze with help from the article by Raymond & Hall and investigate whether meeting with the new increases cross-cultural understanding and whether the relation between the organization and the volunteers has an influence on this. The ideal that the Volunteer Tourism Programs (VTP) increases cross-cultural understanding was tied firstly to the volunteers meeting locals and other volunteers and secondly to the volunteers getting to know the host country in a more accurate way through the VTP. (Raymond & Hall, 2008, p. 535-538)

7.2.1 Theme one - meeting locals and other volunteers

To meet the locals and other volunteers might help the volunteers to reduce the influence of stereotypes of people from different parts of the world. Even if there was a cross-cultural positive exchange this was sometimes referred to as an “exception of the rule”. (Raymond & Hall, 2008, p. 535-537)

Daniel discovered when he came to the kindergarten the similarities between the kids in Germany and those in South Africa. He played music with the children in South Africa the same way he had in Germany. This might show a sort of cross-cultural understanding. An increased understanding might also have occurred when it comes to communication Daniel says that it was hard in the beginning to communicate with the kids but he noticed that it became easier after a while. He could speak German and the kids Khosa and just have eye contact and then they would understand without words.

Ulf also spoke about the communication “Some of them speak pretty good English and some of them speak Khosa, but there is always a way that you can communicate with them you can get someone to translate or you can communicate with signs or anything it’s quite all right”. Both Daniel and Ulf recognized that you can communicate without language.

Sofia had seen some differences between the kids in South Africa and those in America. She thought that the kids in South Africa seem to appreciate things they have more.

When Daniel first met the kids he says it was nice; “they are smiling at you, they like you, they want to play with you”. But during his stay it has also have been quite hard to see the kids because of the circumstances they have with poverty and social problems like alcoholism and violence in the family.

Monica has realised how great the kids living at the children’s home are: “They are well-behaved kids by any standard. They certainly have their moments but they are toddlers and
for what I have seen in any young classroom in the world these kids are just as gathered if not more gathered than other kids”.

Monica also talks about the image she had of children’s homes before she came; “imagine that an orphanage is a scary and dark place so I think I had that image definitely before I came”. She says that image has changed, the kids she thinks is well fed and are well cared for at the children’s home. The picture Monica had changed since she came to South Africa and saw the conditions for her self.

Stanley was also surprised the kids had a lot of nurturing at the children’s home. Ulf was also surprised when he arrived; “I didn’t expect that it was going to be that much money, sometimes they have money for everything, but I expected it to be much poorer”.

7.2.2 Theme two – getting to know the host country

The second way that the volunteers can get a cross-cultural understanding is through getting to know the host country in a more accurate way. This was one of the main things that the volunteer tourists participating in Raymond and Hall's (2008, p. 537-538) study pointed out as a difference from them and the “normal” tourists. In their study volunteers attending longer programs felt that they had a chance to integrate in the host community, while those on a shorter program felt that they just interacted with the locals and had good memories rather than lasting friendships. (ibid., p. 537-538)

Many of the participants described how when they first came to the country they were quite shocked. Camilla said when she first came to Cape Town it was a big shock, because what she saw there she had never seen in Europe with the shacks and the poverty. Also Sofia mentions a shock; “It was a bit of a culture shock, even just driving to the children’s home seeing all of those shacks it’s totally different from what I’m used to”. The first time Ulf saw the township he says; “you come there and see that the people are really poor and they got nothing they live in shacks”.

Ulf had also heard a lot of stories before he came to South Africa; “People tell that you can’t leave the airport without getting robbed and here in Cape Town I think it’s all right I didn’t have any bigger problems”. The conditions in Cape Town, Sofia said were better then she expected, where she lived they had hot water, electricity etcetera. By experiencing the country for themselves Ulf and Sofia expressed that they now had a more varied image of the country, a picture they probably would not have got if they had never gone to South Africa. When Daniel came to South Africa his image of the country changed. Before Daniel imagined that people were poor and that you had to feel bad for them because of this, but when he came
to Cape Town he moved into a house with a pool and things were very different. He also saw that people even though they did not have much money were happy, you did not have to feel bad just because people did not have money.

A difference from Germany is the size of the groups of kids in the kindergarten and the numbers of teachers taking care of them Daniel thought this meant you cannot always use what you have learned and sometimes there is no other way out than distributing physical punishment.

The township is not safe and the volunteers were not allowed by the organization to walk anywhere. Despite this, Ulf stated that “We actually live there and we really get to know the country”.

7.2.3 Conclusion
Most of the participants of the study have changed their image of the country and/or of the children’s home, kindergarten etcetera since they came.

The participants who are staying for a shorter period of time has more positive things to say about the country and the children’s home, such as that it has a higher standard than expected and that the kids are well behaved. Those who are in the country for a longer period express a more multi-faceted perspective with more troubling aspects as well, they see that the kids eat really fast because they might not get that much food at home or they realise the necessity of hitting the kids in the kindergarten.

Even though the people living in the townships are for the most part really poor some of the participants have recognized that they are happy people even if they do not have everything. Also the kids find their own way of playing with tyres etcetera.

It is hard to say if the result of my study shows an increase of cross-cultural understanding or if it shows an increase of a stigmatisation.
8. Discussion

While performing this study, it has sometimes seemed to me as if it rises more questions than it provides answers. The main issue I have been struggling with is if voluntary work only is good for the children and the communities or if it brings along certain problems. There are a lot of volunteers today that is working at children’s home and if new volunteers arrive every sixth week there are a lot of people in circulation. I think that it must be hard for a child to grow up like that.

It is hard to say if the result of my study shows an increase of cross-cultural understanding or if it shows an increase of a stigmatisation. I think that if you stay for a shorter period of time you can get a certain understanding of the country but maybe not get to know it in a deeper sense. The most important thing to create a cross-cultural understanding, I think, is the willingness of the people volunteering to get to know the people and the culture.

The motives for volunteering I think that you can interpret as altruistic or more egoistic depending on how you want to interpret the results. But I do not think that the most important thing is to recognize if the volunteers motives are egoistic or altruistic, the most important part is that people are willing to help others and to find the best way for them to do that.

Almost everyone that volunteer I believe do so out of good intentions, but what if this is not true for everyone? A thing that worries me is the lack of background check on the volunteers. I have never heard that any organization checks for example the volunteer’s criminal records. The short duration of stay for a large group of volunteers complicates things, how do you keep check on all volunteers, many of them new faces, in the chaotic and hectic environment of a children's home? Just to be clear I do not think that any of the participants in my study had anything but good intentions for working with children, these are just issues that have popped up in my head during the study.

Another issue I think is the organizations working with arranging volunteer tourism programs and charging a lot of money for that. Even though the organizations might say that the money goes to a good cause, how can we be sure? I think that it is a big ethical concern that companies are making, what I expect, a lot of money on people just wanting to do good. Even if some of the money goes to a good cause, I am pretty sure that not all of the money does.

If people who volunteer go with the intention to “fix” the poverty and the community issues I think that it can bring a lot of problems. The solutions of the problems in developing countries I do not think can be fixed by any other than themselves. Of course people from
western countries can come and contribute with money, experience and time, but I think that you should be really careful to say that you have the solution.

I think that the question of volunteer work is complex and even if it brings a lot of good, it might also bring some trouble along the way.

The results of my study I think have been very interesting, all of the participants had a lot of interesting thoughts about their work. I have learnt a lot from meeting them.

During my trip to South Africa, where I was for two months collecting material for my study, I saw a lot of inequalities. I found a friend in Cape Town that had some friends from a township, they came and visited me where I was staying in Camps Bay, which is a very rich part of Cape Town with electrical fences around the houses and more people driving Porsches and Ferraris then I have ever seen before in my life. In Camps Bay during my stay I never saw any black people, other than those working for white people. When my friend and her friends were visiting me sitting on my porch I felt embarrassed, embarrassed for all the things that the white people have done to their country, and there I was visiting their country, living in a white people’s area while they were living under poor conditions in a township.

Once I also went to a township with a friend who is also a European white girl. We went to a shopping area and as soon as we stepped out of the car everyone was starring at us, because there are almost never any white people visiting these areas. I have never felt that white in my whole life. I met a white South African girl once in a shared taxi and I told her about my visit to the township and the first thing she asked was “And you were not killed?”

The gaps that I saw between white people and black people in South Africa were scary. The white people have come and ruined their country and now we are trying to help them and fix some of the damage we have done for hundreds of years, through among other thing volunteer work.

During my trip I also visited two children’s homes and at those I did not see any white kids just coloured or black. At one of the places I asked about the fact that there were no white kids and they said that there are orphans that are white but it is not a common thing.

8.1 Future research
There are obviously some limitations in the research of this subject. Because of that I think it is important, not only to investigate the reasons to why people choose to volunteer, but also how they feel about their voluntary work.
Another thing I would like to see more research on is voluntary work and criminal offences. Because of the, from what I understand, total lack of background check of the volunteers there are risks that should be investigated further.

Furthermore, I think it would be interesting to see some research on possible issues with attachment for the kids at the children’s homes. There are many volunteers working and they often stay for no more than a couple of weeks up to a couple of months. This might I think create attachment problems for the kids and also the kids might get tired of creating bonds with people they know will leave them.
References

Appendix 1: Consent Letter for Individual Interview
This interview is for my final thesis that I’m writing at the Department of Social Work at Ersta Sköndal University Collage in Stockholm, Sweden. I received a scholarship from Minor Field Studies to be in South Africa writing my thesis. I’ve contacted several different organizations to find volunteers to interview.

The interview you are participating in is completely voluntary and can be called off at any time, you are also free to refuse answering certain questions or call of the interview at any time.

I will record the interview, and only I and my supervisor at Ersta Sköndal University Collage will be able to read or listen to the material. The material will be used only in my thesis and in the final thesis. The reader wont be able to know at which organizations the study have been made or relate to any individual statement made by you or others participating in the study. The raw material will be kept in a safe place so that only I can get access to it. After my thesis is finished I will destroy all the material.

After the interview I might get in contact with you for some complementary questions of course all the material for that will be handled as mentioned above.

After the thesis is finished you can of course get access to it. If you want the thesis please write your email address below so that I can send it to you as soon as it is finished:

Consent to the implementation of the interview

___________________________________________
Date:

___________________________________________
Frida Jonasson
Ersta Sköndal Univerity Collage, Stockholm, Sweden

If you have any questions please contact me!
Mobile:  +27 (0)74- 922 36 68 (South Africa), +46 (0)73- 045 44 13 (Sweden)
Email   frida.jonasson@student.esh.se or jonasson.frida@gmail.com

Thank you for participating!
Appendix 2: Interview guide

The interview will be set in three themes; one about the past, the second about present time and the last about the future. I will in the different themes ask about you and the organization you are working for. Remember that the interview you are participating in is completely voluntary and can be called off at any time; you are also entitled to refuse certain questions.

I will just start with some background information before the interview starts.

**Background**

**Interview number**

<table>
<thead>
<tr>
<th>Place of the interview</th>
<th>Date of the interview</th>
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**Age**

**Sex**

Male    Female

**Nationality**

**Previous experience**

- Job
- Education

**The Organization**

- The organization’s core values?
- Started in?
- Why did it start?

**The Past**

1. Why did you go here?
   - 1a. Is it something you thought about for a long time?
   - 1b. Do you have any friends or family that’s been away like this?
   - 1c. Is there any persons that’s inspired you to do this?
   - 1d. Is it for school or just for work?

2. What previous experience do you have?
   - 2a. Have you done any similar job before?
   - 2b. Have you travelled a lot in you’re your life?

3. What were your view of the organization before you left?

4. What expectations did you have before you came?
   - 4a. How did you think it was at a orphanage?

5. How did you get in contact with this orphanage?
5a. Tip from organisation, friends and/or family?
5b. Did you find it yourself? How?
5c. Was this the only orphanage you looked for?

6. Why just this orphanage?
   6a. What did they think about you coming here?

**The present**

1. Has your views about the orphanage and/or the organization changed?
   - 1a. How do you see it now?
   - 1b. What is the difference?

2. How was it when you came here?
   - 2a. How did it feel?
   - 2b. Was it easy to get into the work?
   - 2c. How was it to see the children?

3. Have you used your previous experience in your work here?
   - 3a. Can you give an example?

4. What parts of your personality can you use in your work here?
   - 4a. When you mentioned parts of your personality that can be useful is there also some parts of your personality that you feel can make your job harder or more difficult?
   - 4b. Can you give some example?

5. How do you feel about the organisation?
   - 5a. Are you positive or negatively surprised?
   - 5b. Is there any difference between your expectations before you went?
   - 5c. Can you give an example?

**Future**

1. How do you look at the future?
   - 1a. Will you keep on doing voluntary work?
   - 1b. How does your future in charity work look?
   - 1c. Can you take this experience with you in your future carrier?

2. How will you take this experience with you?
   - 2a. Will it reflect in your life?
   - 2b. If so, how will it reflect on your life?
   - 2c. Will this experience have any effect on your personality?

3. Do you think people with an experience like this change?
   - 3a. How do you think the change?
   - 3b. What is different between you and some of your friends that do not have this experience?

4. What do you think about your future?
   - 4a. What is your plans for the future?
   - 4b. Job, school or something else?
   - 4c. Do you think this experience is positive for a future carrier?
5. The organisation/ orphanage
   - 5a. Will you have a future attachment to this orphanage / organization?
   - 5b. If so, how will it look like?
   - 5c. How will your contact with the organization be? Or do you think you won’t have any contact with them?