

# PORTRAIT OF ORGANIZATIONAL RESCUE VOLUNTEER AND THEIR PERSONALITY AND MOTIVATION

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**Abstract:** *In literature, no studies have addressed a comparison of apparent personality characteristics, between organizations of rescue professions in emergency service experience. Current study is regarding a "rescue personality" volunteer that serves in some organizational volunteering professional organizations of emergency services, simultaneously, on a basis of common personality denominator characteristics that might be identified. In our opinion, emergency medical or police or fire rescue volunteers, etc., have a function of stable pre-employment personality traits and service experience, in order to ensure efficient performance of rescue organizational duties.*

*A rescue personality should be classified as behavioral and/or cognitive outcome of a social experience. We believe that the rescue personality concept has some major theoretical orientation which could propose trait approaches in personality psychology and motives. Consequently, current study will review as a first step, a rescue personality as a multi-professional rescue volunteer in one personality, rather than within and between group comparisons. Once personality characteristics of individuals from multi-rescue professions is identified, it can possibly be used to propose a comprehensive rescue personality that uniformly describes all individuals attracted to multi-emergency service career.*

**Key words:** *emergency service ; common denominator of characteristics; "rescue personality"; Portrait ; organizational rescue volunteer; personality;*

*motivation; emergency medical or police or fire; pre-employment personality; trait theory; extraversion; neuroticism; ; openness; ; agreeableness; ; conscientiousness; a multi-professional rescue volunteer in one personality; socio-demographic variables; profile ;social exchange theory; "social exchange theory" ;organized volunteers; spontaneous volunteers; altruistic; Psychological factors; cognitive capacity; past learning history; psychopathy; mental disorders; neurological functioning; Biological (genetic) factors.*

### ***Introduction***

We must emphasize that current study is on organized volunteers affiliated with volunteer organizations rather than spontaneous volunteers who have arrived at the scene independently. From the very beginning, we have to assume that personality of rescue volunteers displays an important role in field of altruism rational choice, sociology individualism, psychological risk-taking, biological roots, and national security activism. In our opinion, assessing personality and rescue volunteers from a bio-psycho-social model provides a multidimensional analysis that incorporates each of these influences that shape “rescue personality” and behavior.

In initial studies regarding organizational rescue volunteers, the general idea was that the causes would be found in one or two factors such as sociology and psychological motivations. Nevertheless, there is still an ongoing debate regarding how strongly each factor (genes as opposed to environmental, etc.) in fact influence personality and what kind of environmental characteristics influence personality in which way. Only evaluation through a multidimensional approach and development of a profile could provide more depth to current study regarding organizational rescue volunteers.

Participation in civic action is an indication of a society commitment of engagement and responsibility. Volunteering engagement is complex, it is as well a non-profit, philanthropic subject, and the decision to volunteer has great variety of interpretations of motivations, socio-demographic variables and cultural aspects that shape a volunteer's profile (Ariza-Montes, Tirado-Valencia, Fernández-Rodríguez & Hager, 2018, p. 82-111).

### *Analyses*

**Rescue volunteers fill an important role in field of altruism.** Formal organizations focused on rescue are three main emergency services: Police – which role is to provide security to the public and to maintain public order, prevent crime and harm to people and property. Firefighters are primarily responsible for firefighting and rescue operations. Emergency medical teams provide emergency medical services through teams and ambulances. In addition to these organizations operating in emergency situations, the IDF, which is responsible for the civilian population in times of emergency through the Home Front Command, assists in rescue and rescue operations through various units such as Unit 669, Security operations along the coast, search and rescue operations, mountain rescue, rescue units by regions, and more. United Hatzalah was recognized in the Security Service Law as a civilian security body authorized to employ civil security personnel. It operates in Panama City, Detroit, Boston, USA, Brazil, Uman, Ukraine, and India and assists sister organizations in Dubai and Bangladesh. The activities of the volunteers are saving lives.

**United Hatzalah multi rescue organizations volunteer** (research population) success in reducing response times and increasing quality of care has changed consecutively to national survival rates: in the 10 years since United Hatzalah Organization's inception, the rate of cardiac-arrest deaths has decreased

by 50%, according to Israel Heart Society. At 46.4 deaths per 100,000 people, the World Health Organization reports that Israel ranked 12<sup>th</sup> out of 192 countries in terms of coronary-related mortality.

Developing a composite profile of a multi rescue organizations volunteer, is a step towards understanding the factors that making the differences between rescue volunteers and non-rescue volunteers, allowing researchers and national security authorities to begin developing and testing training programs to help upgrading the altruism level of rescue organizations, while improving the mismatch correlation between potential candidates rescue volunteers to rescue organizations. Therefore, we choose a rescue organization from Israel in which volunteers serve in more than one rescue organization (multi-volunteers) and save lives (United Hatzalah Organization). In United Hatzalah Organization, volunteers are active 24 hours a day, 365 days a year, including Saturdays and Holidays. The findings of recent 2018 survey in Israel indicate 5,000 rescue volunteers (4,000 medical personnel – paramedics and physicians, and another 1,000 volunteers who assist the elderly population as well as psychological assistance in general). Over the past year, 5,000 United Rescue organization volunteers from all over Israel have handled 295,000 medical emergencies at a time of arrival of 160-90 seconds. The organization is certified as an official emergency body by the Ministry of Health and its volunteers represent all segments of Israeli population: Jews, Arabs, secular, ultra-orthodox, men and women. The organization was established in New York several decades ago. In 2006, upon the outbreak of Second Lebanon War, when all the United Hatzalah Organization volunteers helped in the war, the conclusion was that all types of volunteers should be united under one organization, in order to create uniformity in both professional and the operational aspects (United Hatzalah, 2019).

In general, emergency volunteers are unpaid, and they willingly make an effort to ensure emergency preparedness and response activities. Types of emergency volunteers according to ASTHO Legal Preparedness Series (2012, p. 1-3) are: A) Volunteers – Governmental organized emergency volunteers to supplement professional, paid emergency responders; governmental emergency organized volunteers e.g. physicians, nurses, etc.; B) Emergency Volunteers nongovernmental organizations (e.g., businesses and nonprofit organizations) as well recruit, organize and train volunteers for emergency response activities ; C) A Good Samaritans, organized or independent, or not organized social service agencies, humanitarian organizations, or emergency services voluntarily provides medical assistance or treatment to a victim at the injury scene or during a sudden emergency; D) Civic volunteers – civic volunteers perform unpaid work for government or nonprofit organizations (e.g. faith-based institutions, social service agencies or emergency services).

As stated, we have emphasized that current study is on organized volunteers, we represent the "social exchange theory" study with a sample of 472 which made comparison between organized and spontaneous volunteers during an ongoing real emergency situation in Israel. It found that the contributions of volunteering among organized volunteers were motive of personal empowerment and satisfaction with extrinsic rewards of volunteering. Spontaneous volunteers' important motives were the intrinsic and the extrinsic rewards of volunteering. It was found that motives of social solidarity and of escape from reality through volunteering are higher amongst volunteers in late adolescence than amongst volunteers in middle and late adulthood (Kulik, 2015; Kulik, Arnon & Dolev, 2014; 2016).

Thus, social exchange theory can be applied to the context of volunteers and their volunteering activity and engagement (Hallmann & Zehrer, 2015, p. 20-21).

Biological (genetic) factors include factors related to neurological and neuropsychological dysfunction and genetics. In general, these include: dysfunctions that affect the capacity to weigh risks, costs and benefits of behavior; mood-altering chemical substances that stimulate or accelerate neurological processing; offense-specific characteristics such as heightened physical abilities. Biological factors are present at or near birth and are either biologically or genetically based. They are linked to impulsivity, temperament (Zukowski, 2001, p. 15-23).

Psychological factors include cognitive capacity, personality traits, past learning history and psychopathy psychological factors such as mental disorders, neurological functioning. Personality traits and cognitive ability influence personality development and behavior manifested while working consecutively with biological and sociological factors. Personality factors may interact with one another as well as with biological and sociological characteristics to influence behavior, necessitating the need to look at the totality of individuals to understand the motives of behavior and combination of factors that separate white-collar offenders from their business professional colleagues. In such a manner, individuals differ in their valuation of material wealth and enjoyment of life. Individuals should be more emotionally stable, agreeable, and conscientious, however less extraverted and open (Specht, Egloff & Schmukle, 2008-2019, p. 865).

Some studies focused on the importance of individual characteristics including personality traits, motivations and values. There is a tendency to engage in a wide range of pro-social and altruistic practices, including volunteerism (Mowen & Sujana, 2005). Penner et al. (2005) argue that prosocial behavior has three levels: (a) the "meso" level – the study of helper-recipient dyads in the context of a specific situation; (b) the micro level – the study of origins of prosocial tendencies and sources of variation in these tendencies; and (c) the macro level – the study of prosocial actions that occur within a context of groups and large

organizations. (Research findings documented that volunteering is associated with number of personality traits including resilience, externalization, self-efficacy and low levels of neuroticism (Carlo, Okun, Knight and de Guzman, 2005; Matsuba, Atkins & Hart, 2007).

Personality trait is following psychological factors which determine individual characteristics and define an individual or a personality dimension. Modern psychology has already demonstrated that traits are separate from rest of personality system, static and unresponsive to social environments and life contexts (Srivastava, John, Gosling & Potter, 2003, p. 1051). If psychological traits are important predictors or risk-taking factors for common forms of rescue volunteers, their potential application to rescue volunteer activities is a logical extension and an important issue to explore in context of these rescue volunteers. We believe that in comparison to cognitive ability, personality traits are responsive to parental behavior, investments in education and policy interventions, making personality change a possibility well into adulthood. Non-cognitive skills more generally may be seen as stable inputs into numerous profitability decisions (Cobb-Clark & Schurer, 2011).

Studies regarding psychological traits referred the traits to an individual's general tendencies; these are consistent and stable ways of interacting with the external environment and refer to terms such as sociable, aggressive or fearful (McIntosh Fuller, 2012, p. 16). In summary, personality traits have been found to play a key role in rescue behavior. Presence of increased number of biological, psychological and sociological factors might lead to rescue personality behavior under emergencies.

Sociological (environmental) factors help shape biological and psychological factors by incorporating interactions of an individual with their environment. The social environment individuals live in, shapes development and

personality, resulting in vicarious learning and modeling of behavior. (Pontell & Geis, 2007, p. 83).

From the very beginning, we should emphasize that personality of organizational rescue volunteers fills an important role in field of altruism and risk decision-making of non-rational choice in psychology, sociology motives, genetics of biology, religion and philosophy. In our opinion, assessing personality of organizational rescue volunteering from a bio-psycho-philosophic -social model provides a multidimensional analysis which incorporates each of these influences that shape personality and behavior.

In initial studies of organizational rescue volunteers, the general idea was that the causes to volunteering would be found in motives or other personality traits. Nevertheless, there is still an ongoing debate about how strongly each factor affects personality in practice and what kind of environmental characteristics affect personality in which way. Only an evaluation through multidimensional approach and development of a profile could provide more depth to current study on organizational rescue volunteers.

The model of person-environment transactions assumes that stable factors within the person as well as external influences of the environment interact to influence both stability and change of organizational rescue volunteers in personality due to several specific mechanisms. For example, individuals differ in their preferred environments, their perceptions of environments and the ways in which they are perceived by and react to others. As a result, we believe that there is an objective necessity to examine organizational rescue volunteers through a lens that combines bio-psycho-philosophic-social perspective. Indeed, personality is one of a number of factors that influence altruistic behavioral choices and as described in the bio-psycho-philosophic-social model, interacts with biological, cognitive, environmental, sociological and psychological interactions and

psychological influences, with individuals responding differently to situations and their environment. National security analysts have to receive the knowledge about altruism and risk decision-making of non-rational choice which included the aspects of psychology, sociological motives and individualism, genetics of biology and philosophy, can be changed.

Developing a composite profile of an organizational rescue volunteer, is a step towards understanding factors that separate rescue volunteer from other rescue volunteers, allowing researchers and businesses to begin developing and testing training programs to help upgrade the risk-taking volunteers' personalities in rescue volunteer organizations, while creating pre-tests of potential candidates.

Organizational rescue volunteers do not form a homogenous group with respect to their risk-taking in emergencies, on level of danger perceptions in risky events. Current study will be dedicated to the analysis of biological, social, philosophic and psychological factors, which have great impact on personality of an organizational rescue volunteer.

As a result, we assume that individuals who are exposed to biological, philosophic, psychological and sociological risk factors, have an increased likelihood to develop personality traits that lead them to develop altruistic behavior resulting in the core factor of taking risk.

Sociological (environmental) factors help shape biological and psychological factors by incorporating the interactions of individuals with their environment. The social environment individuals live in, shapes development and personality, resulting in vicarious learning and modeling of behavior such as altruism and empathy. Sociological factors not always work alone; rather, they are influencers of personality and behavior. Sociological factors in rescue volunteering can include income, social class, and family unit as a child, parental history of helping people, parental styles and organizational environment.

In field of theoretical part of current study, we agree with Kulik, Arnon and Dolev (2016), who maintain that it should be mentioned that generally, essentially positive volunteering experience can be seen from the high general satisfaction level and from the intrinsic and extrinsic rewards of volunteering, which were rather high, as well as from assessment of the personal price of volunteering, which was found to be low amongst all volunteers. Kulik, L. (2015) which has experience in the area, focused on Volunteering during Red Color warnings, according to Volunteering experience among Operation Protective Edge volunteers.

The statement about positive volunteering experience is reinforced by a finding indicating high motivation of volunteers, which is basically altruistic-ethical and was expressed in a strong sense of solidarity, while motives of self-empowerment and escape from a harsh reality were found to be only in second place, as revealed in other studies (Cottrell, 2012).

Multi rescue organizations volunteers are unique. According to the U.S. Bureau of Labor Statistics (2016), volunteers were working for two or more organizations and most volunteers were involved in either one or two organizations – 72.0 percent and 18.3 percent, accordingly (U.S. Bureau of Labor Statistics, 2016). A number of studies focused on volunteer work more precisely. Two of them took place amongst those who had been volunteering for two or more organizations (Musick & Wilson, 2008; Musick & Wilson, 1997).

The first study on volunteering concentrated on the question of descriptions of who volunteered and who has not. The first big surveys, conducted by the US Department of Labor in 1965 and 1973, revealed that women were more likely to volunteer than men and opposite distribution by age was revealed, with the highest rates of participation of people in middle age. More educated people and White had higher income rates of volunteerism. These relations were found in any subsequent study (Chambre & Einolf, 2011, p. 5).

Chambre and Einolf (2011) argue about the option of Hybrid Theory. They describe three major theoretical perspectives: sociological theories which stress the importance of social context, social integration and social networks; prosocial and value orientations which emphasize the impact of individuals' attitudes and beliefs regarding the importance of altruistic behavior and a sense of social responsibility; and resource theories that focus on the human capital and economic factors which both allow individuals to volunteer in meaningful ways and make them attractive to organizations. It was found that the most predictive variables were those measuring social context, roles and integration, followed by measures of values and then measures of resources. Combining variables from all three traditions with demographic controls predicted 40.7% of the variation in volunteering. A parsimonious model with eight variables from the three traditions predicted 36.1% of the variation in volunteering.

Preliminary support for conceptual framework to identity approaches to understand long-term service of volunteers in organizations, and role identity models and prosocial personality of volunteerism – were found as most supportive of role identity model of sustained volunteerism. Role of identity and perceived expectations from volunteers' organizations were found to be the strongest predictors of volunteering and length of service (Finkelstein, Penner & Brannick, 2005).

Volunteers' motivations study results, with 351 volunteers, regarding their motivations, described the motivations reported, in order of importance: to help others and learn, foster social relationships, feel better and pursue career goals. Young volunteers reinforced career motivations whereas retired and unemployed volunteers reported on stronger social motivations (Planalp & Trost, 2009).

Rescue volunteering is generally regarded as being committed particularly to altruism. Thus, a paramount consideration is the result of saving people's lives.

At the same time, we ask ourselves, why do people volunteer to rescue organization while it puts their own lives at risk?

In our opinion, it happens due to creation of a significant function of a volunteer while fulfilling the most important need of altruism. Rescue volunteering can be attributed to a motivation to achieve personal needs; culturally, it means the opportunity to do something for society. There have been numerous attempts to explain rescue volunteering; however, far less attention is given to motivations, rationalizations and mental perceptions of volunteers.

Motivation depends upon an individual's personality, physiological or psychological urge or need. It activates a behavior or a drive that is aimed at a goal or encouragement (Ashraf, 2019).

Motivation can take the form of a desire for or status within some human context. We believe that for rescue volunteers, there are several characteristics of vital necessity: increasing and protecting social status, personal dignity and self-expression in social surroundings; self-assertion. What is the usual motive of rescue volunteers? The answer is an affirmative one – altruism. A motive is the specific reason that prompted rescue volunteers to engage in helping people in emergency situations. That reason, however, does not explain the whole picture of altruism. Altruism is the core reason; however, it is too general a condition to provide a theoretical explanation for a specific act. Good theories of volunteering should clearly explain the differentiation between non-risk volunteering and volunteering under risk. Explaining rescue volunteers' behavior poses special challenges for the NS space.

Personality refers to how we think and behave. After 80 years of research it can be determined that five core factors have emerged, describing personality characteristics or traits efficiently and accurately – the “Big Five”: conscientiousness, emotional stability, openness to experience, agreeableness and

extraversion. Conscientiousness related to sense of duty that can be observed through conscientious organizational citizenship behavior. Emotional stability protects wellbeing at times of stress. Openness to experience represents the intelligent behavior which promotes creation success and flexible thinking in business. Agreeableness represents values and interpersonal efficiency. Extraversion improves social confidence and willingness to contribute to performance. Introversion is the considered approach to decision-making and problem-solving (Dale & Harrison, 2017, p. 4, 15).

Biological (genetic) factors include factors related to neurological and neuropsychological dysfunction and genetics. Generally, these include capacity to weigh risks, costs and benefits of behavior; mood-altering chemical substances that stimulate or accelerate neurological processing. Biological factors are present at or near birth and are either biologically or genetically based. They are linked to volunteering including impulsivity, temperament and deficits in attention. Drug and alcohol use classified as biological factors (Zukowski, 2015, p. 15-23, 119-120).

Until 2012, the possibility was not made public that children might inherit from their parents a genetic predisposition to volunteer. It seems that there is a link between parents' involvement in volunteering activity and between their children's volunteering, similar to other pro-social behaviors. It was found that volunteering parents influence continuity of volunteering in the family and serve as role models and instill altruistic values and pro-social attitudes in their children. The results of a survey in Israel indicated that 65% of the youth who reported that a member of their family was a volunteer, volunteered themselves. It was found that there is a positive correlation between aspects related to social status of parents and their children's social status in choosing to volunteer. It was found that children are more likely to internalize their parents' educational values that realize these values in their daily behavior (Arnon & Bar, 2012, p. 82-83).

Son and Wilson (2010) argue that their Research has shown that prosocial behaviors of various kinds are passed from generation to generation, but the genetics function in the transmission of volunteerism has been unexplored.

Furthermore, it is a fact that physiological traits correlate volunteering by reviewing the evidence on genes, hormones, neurological phenomena and health. Bekkers, Konrath and Smith (2014, p. 1-2) show that physiological characteristics are related to volunteering, including specific genes (such as OXTR genes, AVPR genes, DRD4, 5HTTLPR), but health consequences of volunteering have been studied quite extensively in social epidemiology and gerontology, while little have been studied about physiological causes of volunteering.

Another genetic influence in prosocial behavior research, examined oxytocin receptor (OXTR) polymorphism rs53576, as well as vasopressin receptor 1a (AVPR1a) polymorphisms rs1 and rs3 in a national sample of US residents (n=348). It was found that these polymorphisms interacted with perceived threat to predict engagement in volunteer work or charitable activities and commitment to civic duty. Oxytocin, vasopressin and their receptor genes might significantly affect prosocial behavior and might lie at the core of caregiving behavioral system (Poulin, Holman & Buffone, 2012).

Son and Wilson (2012) believe that philosophical factors use normative theory explaining the effect of religion and education on volunteering. Studies have found that more religious volunteers have no direct connection of obligation to volunteering, and higher education creates obligation and social norms that should not be ignored in explanations of volunteerism.

Personality trait as following psychological factors determine individual characteristics and define an individual or personality's dimension and might play a particular role in emergency medical personnel (EMP) behavior and decision-making, while dealing with critical situations. One group cluster revealed

personality characteristics that seemed particularly suitable for EMP ('resilient crisis manager'). 'Anxious' and 'insecure' personality traits were found in two clusters in doctors' group. Mental health problems in participants or their relatives or the experience of loss increased scores in dimensions of neuroticism and openness. 50-70% of EMP can be characterized as 'resilient and stable', up to 30-40% as 'anxious and insecure'. The presence of mental health problems might trigger feelings of insecurity and/or anxiety in emergency situations. It was found that the personality characteristics are not homogenous and do not differ substantially from one group to another (Pajonk, Andresen, Schneider-Axmann, Teichmann, Gärtner, Lubda, Moecke & von Knobelsdorff, 2010).

Therefore, in our opinion, science can identify a rescue personality, that represents the characteristics of those who are attracted to these dangerous and emotionally involved careers, with common denominator evidences. We shall argue that even should there not be homogeneity of risk status, yet we can find the "common denominator" of rescue volunteers and rescue volunteering organizations. Emergency services homogeneity assumed to be reflected in the rescue personality, characterizing the type of present individual rescue-related work. Therefore, the little evidence for a distinct personality type that is reflective of emergency service workers as a whole, must pave the way to create a "common denominator" of all rescue voluntarism due to the fact that the basis of risk-taking must be the fact that volunteers have multiple common traits rather than differences of traits.

### ***Conclusions***

As a result of this article we have obtained the following conclusions:

(1) Current study discusses the most important classifying characteristics of organizational rescue volunteer types, and assumes which types were mainly

covered in earlier studies, and other types that are still under-researched. Out of this discussion we represent an approach for a new study, practical recommendations regarding organizational mutually exclusive rescue volunteers which serve in more than one organizational rescue volunteering .

(2) Owing to progressive literature we have formulated the definition of organizational rescue volunteering, as Hybrid volunteering for rescue organizations, which is non-utilitarian, they are altruistic, expressing love and caring for others, and have a good influence of a volunteer as a personal, emotional and intensive experience. Exposure to suffering of another creates a sense of collective mission amongst volunteers. Rescue organizations reflect not only naiveté and idealization, but rather require skill, professionalism and efficiency for saving people like doctors for example. An organizational volunteer has a "rescue personality" for activities in emergencies or disaster events such as war, terrorism, earthquake, floods, fires, tsunamis, etc. Rescue volunteers in organizations are part of the emergency system of any country and are in fact a part of the fabric of National Security.

Our definition of the concept of organizational rescue volunteerism is a commitment to act effectively in field of emergency disaster response situations, under definite risk conditions, that have a harmful effect by inflicting harm to or threatening the society which causes loss to life and injury and property damage. Rescue volunteerism concept means a sociological-psychological-biologic-philosophic and economic phenomenon with influence of altruistic traits. We have demonstrated that intrinsic and extrinsic rewards of volunteering mediate between motives for volunteering and general satisfaction with volunteering. Amongst spontaneous volunteers it was different. Spontaneous volunteers' activity is very different in emergency events. The core problem of their activities is the main reason that they are not organized, which can cause problems for rescue activity.

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