ANNEX 2: INTERVIEW GUIDE – FOR UGANDA RED CROSS VOLUNTEERS

Interview guide:
for URCS volunteers involved in CBHFA Immunisation campaign (Kampala)

1-Reasons for volunteering

Objective: to understand the volunteers’ motives for starting volunteering

- Tell me the story of how you came to become a volunteer?

In general

- Why did you decide to start volunteering?

For the RC

- How did you learn about the possibility of being a RC volunteer?
- What attracted/motivated you to become a RC volunteer?

2-Volunteer role and task

Objective: to identify the task and the role the volunteers have and if the tasks have the potential to motivate the volunteers

- How would you describe the kinds of work you do?
- What is your role?
- Can you give me some examples of the type of activities you have been doing the past month?

See probe 1

3-The Benefits the volunteers’ receive from volunteering

Objective: to identify the volunteers’ perception on the benefits they gain from volunteering and if their expectations are satisfied

- What do you like about this role or when working as a volunteer in community health? (either in your broader life or something specific the organisation does)
- How do you feel about your role and the work you are doing? Are you satisfied with your role? If yes, why are you satisfied?
- Would you like to work on something else?
- Do you feel you are making a difference in the health or the well-being of people in your community, in your family? If yes, in what way? If no, why not?

See probe 2
4-Effort in volunteering activities

Objective: to understand why volunteers would put effort on volunteering activities and would stay longer

- In your experience working here, what you think makes a good volunteer?
- What do you think makes for a bad volunteer or a less successful volunteer experience?
- Why would you put effort in your volunteering activities?
- Why do you keep on volunteering? (reasons either in your broader life or something specific the organisation does)
- What things would make you stop volunteering? (either in your broader life or something specific the organisation does)
- What are the things you do not like (about volunteering)? What challenges or problems do you face? (either in your broader life or something specific the organisation does)

See probe 3

5- Organizational context

Objective: to identify the volunteers’ perception on the kind of support they receive when volunteering from the RC

- In which ways do you have received or do you receive support from the NS?
- What the NS would need to do in the future if it wanted to persuade volunteer to stay longer? What are your suggestions?

See probe 4

6- volunteers thoughts on researcher assumptions

Objective: to raise discussion on researcher assumptions

Question: What do you think about the following paragraph?

I have a feeling that a volunteer will stay highly motivated if:

- the organisation supports the volunteer and meets volunteer expectation and needs, such as providing:
  o recognition and respect,
  o strong support with on-going feedback and problem solving support,
  o involving the volunteer in decision making,
  o providing opportunities for gaining and using new skills and knowledge,
  o the possibility to solve health problem in volunteer family or community,
  o opportunities to meet other people and to work in a group,
  o Task that are well designed, focused and achievable,
  o Task that are matched with volunteer personal interests,
  o Task where the role and responsibility of the volunteer are well defined.
the community or family supports the work of the volunteer“

7-volunteer intent to remain

- How likely is it that you will quit your work as a volunteer at the RC within the next 6 months?
- How likely is it that you will continue your work as a volunteer at the RC for the next two years?

8- Generic characteristics

(For the interviewer: if you don’t have such information at the end of the interview)

- Gender
- Age
- Education and employment
- Time (months or years) volunteering with the current activities for the RC
- Previous experience as a volunteer with health related activities. If yes, location of previous experience? In which organisation or association?
- Other current experience as a volunteer with health related activities? If yes, In which organisation or association?