

# *Psychological Investigation and Strategy of Hospital Volunteer Service from the Perspective of the Public*

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## **Abstract**

China's medical and health system places great emphasis on the construction and development of the hospital public voluntary service system to promote the extensive development of the medical field and to enhance the public's enthusiasm and participation in the medical and health cause.[1] However, the current hospital volunteer service often lacks long-term motivation, leading to the instability of hospital volunteer work, and the hospital's volunteer training work is more tedious, failing to fully utilize the service efficiency of volunteers. Through a service psychology survey of hospital volunteers for the public, this paper actively seeks a more optimized scheme for the volunteer service system, balancing volunteer needs with the actual conditions of the hospital, so that the hospital voluntary service system can develop more comprehensively and enhance public participation in service.

**Keywords:** Hospital Volunteer Service; Hospital Volunteers; Hospital Volunteer Service Training; Public Perspective

## **1. Research Plan**

### **1.1. Research Population**

A broad survey was conducted across all age groups, with a primary focus on the middle-aged and young population. Questionnaires were distributed to this group, and some respondents were selected for interviews to understand specific situations. The questionnaires were disseminated through a combination of online and offline methods, followed by random selection of interviewees to delve into particular circumstances.

### **1.2. Research Methods**

A combination of questionnaire surveys and interviews was used to understand the public's service psychology and actual needs from their perspective. This includes the willingness and reasons to participate in volunteer services, feelings after hospital services, the completeness of the hospital service system, and the actual and intended remuneration for volunteers.

### **1.3. Research Scope**

A total of 130 valid questionnaire responses were collected.

#### 1.4. Data Collection and Processing Methods

Samples were collected using the "Questionnaire Star" WeChat mini-program, and data were analyzed and integrated using SPSS.

## 2. Survey Data and Analysis

**2.1.1.** Characteristics of the Respondents Based on the data from Tables 1, 2, and 3, it can be seen that the survey mainly targeted the middle-aged and young population, with approximately 30% of the respondents having previously participated in hospital volunteer services. Among the respondents, about 30% have been involved in hospital volunteer services, indicating a relatively high level of enthusiasm and active participation in volunteer activities. Among the 39 participants, only 10.26% have participated four or more times. The majority have only participated once, indicating a low sustainability of volunteer service participation. Most people do not participate in hospital volunteer activities on a long-term and regular basis, suggesting there is significant room for improvement in the long-term sustainability of hospital volunteer activities.

*Table 1: Age Characteristics of the Respondents*

| Age Characteristic | Frequency | Proportion (%) |
|--------------------|-----------|----------------|
| Under 18           | 74        | 56.92          |
| 18-30 years old    | 11        | 8.46           |
| 30-40 years old    | 22        | 16.92          |
| 40-50 years old    | 15        | 11.54          |
| 50-60 years old    | 4         | 3.08           |
| Over 60 years old  | 2         | 1.54           |
| Prefer not to say  | 2         | 1.54           |
| Valid responses    | 130       |                |

*Table 2: Whether the Respondents Have Participated in Hospital Volunteer Services*

| Option | Frequency | Proportion (%) |
|--------|-----------|----------------|
| Yes    | 39        | 30             |

| Option          | Frequency | Proportion (%) |
|-----------------|-----------|----------------|
| No              | 91        | 70             |
| Valid responses | 130       |                |

*Table 3: Number of Times Respondents Participated in Hospital Volunteer Services*

| Option            | Frequency | Proportion (%) |
|-------------------|-----------|----------------|
| Once              | 25        | 64.1           |
| 2-3 times         | 10        | 25.64          |
| 4-5 times         | 2         | 5.13           |
| More than 5 times | 2         | 5.13           |
| Valid responses   | 39        |                |

**2.1.2.** Intention and Reasons of the Respondents to Participate in Hospital Volunteer Services Based on the data from Tables 4 and 5, among the 91 respondents who have not participated in hospital volunteer services, the majority expressed a willingness to participate, demonstrating the public's enthusiasm for volunteer services. However, 10.99% of the respondents indicated that they are unwilling to participate in hospital volunteer services. The main reason for their unwillingness is a lack of sufficient time, accounting for 70%. Additionally, 60% of the respondents believe that the work is too tedious or monotonous, and a few are unwilling to participate due to the absence of remuneration. Therefore, the author believes that addressing the scheduling of volunteer service time, establishing an appropriate duration mechanism, enhancing the interest of hospital volunteer services, simplifying the work content, and providing volunteers with comprehensive self-protection items are urgent measures to attract more people to participate in volunteer services.

*Table 4: Whether the Respondents Are Willing to Participate in Hospital Volunteer Services*

| Option    | Frequency | Proportion (%) |
|-----------|-----------|----------------|
| Willing   | 81        | 89.01          |
| Unwilling | 10        | 10.99          |

| Option          | Frequency | Proportion (%) |
|-----------------|-----------|----------------|
| Valid responses | 91        |                |

*Table 5: Reasons for Unwillingness to Participate in Hospital Volunteer Services*

| Reason                                     | Frequency | Proportion (%) |
|--------------------------------------------|-----------|----------------|
| Fear of infection                          | 2         | 20             |
| Work is too tedious                        | 4         | 40             |
| Work is too monotonous                     | 2         | 20             |
| Dislike interacting with patients          | 2         | 20             |
| Time constraints                           | 7         | 70             |
| Lack of remuneration                       | 1         | 10             |
| Do not want to attend pre-service training | 1         | 10             |
| Valid responses                            | 10        |                |

**2.1.3.** The Sustainability of Volunteer Services Among Respondents Based on the data from Table 6, among the population that has participated in hospital volunteer services, 100% are willing to continue participating in subsequent services. This indicates a strong sustainability of hospital volunteer services among those who have already participated, reflecting that the feedback from hospital volunteer services can basically meet the needs and intentions of volunteers. However, according to the data from Table 3, although most volunteers have the psychology of continuing service, the actual number of volunteers who continue to participate is still small, reflecting a lack of follow-up measures for volunteers' continuous service in hospitals and weak contact with volunteers who have participated in the service.

*Table 6: Whether Respondents Are Willing to Continue Participating After Hospital Volunteer Services*

|     | Frequency | Proportion (%) |
|-----|-----------|----------------|
| Yes | 39        | 100            |

|                 | Frequency | Proportion (%) |
|-----------------|-----------|----------------|
| No              | 0         | 0              |
| Valid responses | 39        |                |

**2.1.4.** The Situation of Pre-service Training Provided by Hospitals Based on the data from Table 7, the vast majority of respondents who have participated in volunteer services indicate that hospitals have conducted pre-service training, but 2.56% have not received pre-service training, indicating that a very small number of hospitals' pre-service training is not comprehensive enough. 71.79% of respondents believe that the pre-service training content provided by the hospital is professional and highly adaptable, indicating that most hospitals have relatively mature experience in pre-service training for volunteers, which is conducive to volunteers quickly integrating into work and exerting their service effectiveness.

**Table 7: Whether Hospitals Conduct Pre-service Training and the Quality of Such Training**

| Option                                                                  | Frequency | Proportion (%) |
|-------------------------------------------------------------------------|-----------|----------------|
| Yes, training content is professional and highly applicable             | 28        | 71.79          |
| Yes, training content is sufficient to complete professional activities | 10        | 25.64          |
| Yes, training content is insufficient and not applicable                | 0         | 0              |
| No                                                                      | 1         | 2.56           |
| Valid responses                                                         | 39        |                |

**2.1.5.** Attitudes and Actual Situations of Respondents Regarding Remuneration According to the data from Tables 8, 9, and 10, among the respondents who have actually participated in volunteer services, the vast majority have not received additional remuneration, and about 20% of the respondents have received remuneration. At the same time, most respondents believe that participating in volunteer services does not require remuneration. Among those who believe remuneration is needed, 43.48% think the remuneration should be between 30-50

yuan/day, and the actual proportion receiving 30-50 yuan/day is not high. This reflects that in the hospital volunteer service population, the vast majority do not require remuneration, but it is also possible to consider attracting more people to participate in the service by providing remuneration.

*Table 8: Whether Respondents Have Received Volunteer Remuneration*

| Option                           | Frequency | Proportion (%) |
|----------------------------------|-----------|----------------|
| Yes, approximately below 30 yuan | 3         | 7.69           |
| Yes, approximately 30-50 yuan    | 4         | 10.26          |
| Yes, approximately above 50 yuan | 2         | 5.13           |
| No                               | 30        | 76.92          |
| Valid responses                  | 39        |                |

*Table 9: Whether Respondents Believe They Should Receive Remuneration for Volunteer Services*

| Option          | Frequency | Proportion (%) |
|-----------------|-----------|----------------|
| Yes             | 23        | 17.69          |
| No              | 107       | 82.31          |
| Valid responses | 130       |                |

*Table 10: Expected Remuneration Range for Volunteer Services According to Respondents*

| Option                | Frequency | Proportion (%) |
|-----------------------|-----------|----------------|
| Below 30 yuan per day | 3         | 13.04          |
| 30-50 yuan per day    | 10        | 43.48          |

| Option                 | Frequency | Proportion (%) |
|------------------------|-----------|----------------|
| 50-100 yuan per day    | 6         | 26.09          |
| Above 100 yuan per day | 4         | 17.39          |
| Valid responses        | 23        |                |

### 3. Hospital Interview Results

**3.1.** Interview Subjects Doctors and volunteers from the Second People's Hospital of West Lake District, Hangzhou City

#### 3.2. Interview Results

Based on the interviews, the author has summarized two main issues to understand the public's attitude towards hospital volunteer services and the situation of volunteer organization by the hospital.

##### 3.2.1. There is a significant difference in volunteer service time

Through interviews, the author learned from volunteers and hospital staff that most volunteers mainly participate in volunteer activities on weekends and holidays, while fewer volunteers go on working days.

##### 3.2.2. The willingness to volunteer varies according to age

Through interviews, the author found that the vast majority of middle-aged and young people participate in hospital services mainly to meet the volunteer service requirements of schools or workplaces. Although the content and feedback of the activities are quite good for the volunteers, they rarely continue to participate later due to time reasons. In contrast, some retired individuals continue to participate in hospital volunteer services, mainly for the purpose of subjective willingness to volunteer, the desire to contribute to society, and to receive service remuneration. Therefore, the retired group currently has a stronger continuity in the hospital volunteer group.

##### 3.2.3. The hospital's pre-service training is very helpful to volunteers

Through interviews, the author learned from several doctors and volunteers that the hospital's pre-service training is a necessary way for volunteers to master basic service skills. The specific training content is determined according to the service content, including route guidance, instructing patients on registration, and helping patients choose departments. Work to help patients choose departments requires certain medical knowledge and is generally carried out under the accompaniment of hospital staff.

#### **4. Solutions Proposed for the Problems Found in the Survey**

Through this survey, the author has summarized the main problems in the hospital volunteer service system and proposed corresponding solutions to improve the perfection of the hospital volunteer service system.

##### **4.1. Main Problems and Phenomena**

There is a difference in volunteer service time, with fewer people serving on working days; the sustainability of volunteer service is insufficient; the middle-aged and young groups are tight on time to participate in volunteer services; there are some groups that are potential groups for hospital volunteer services but have not yet served.

##### **4.2. Measures and Plans for the Problems**

###### **4.2.1. How to Improve Public Participation**

###### **4.2.1.1. Improve publicity work**

Excellent publicity work is the key to attracting volunteers. Publicity can attract people, thereby enabling more people to participate in volunteer services. Hospitals can distribute more flyers, posters, etc., and also send online advertisements. In short, attention should be paid to the dimensions of publicity, from point to line, from line to surface, to avoid single publicity channels, untimely reporting, dull content, and single form. [4]

###### **4.2.1.2. Improve the incentive mechanism**

A certain degree of reward can stimulate people's enthusiasm and make volunteers more motivated. Hospitals can consider a comprehensive range of factors such as



service duration, service attitude, and work efficiency to provide rewards for volunteers. According to the hospital's situation and the local volunteer service environment, gradually explore and establish a comprehensive evaluation system for volunteers, and motivate volunteers through a comprehensive, multi-dimensional, and full-process assessment method. [5]

#### **4.2.1.3. Strengthen cooperation with the social level**

Hospitals should strengthen communication and exchange with various schools, government departments, retirement personnel sanatoriums, and grassroots communities, and carry out publicity activities regularly to attract more people with volunteer service experience and medical literacy to participate in volunteering. At the same time, hospitals can also provide measures to promote some medical services to society according to their own situation. If hospitals want to refine, refine, and make the work carried out by volunteers effective, they should move towards the direction of social workers. [6] In the current era of diversity, combining with the social level is conducive to promoting the renewal of the hospital volunteer system and the influence of volunteer service in society.

#### **4.2.1.4. Volunteer organizations should strengthen the overall coordination of volunteers**

The author learned through the survey that nearly 70% of the respondents said that the main reason for not wanting to participate in volunteer service is time constraints. For volunteers who are willing to serve but are tight on time and prone to conflicts, the hospital's responsible department should timely adjust the posts and reasonably allocate time. At the same time, volunteers should also clearly state the time period they can participate in when they sign up, and the hospital should also plan and set up service projects according to the situation of the volunteers, reflecting the hospital's humanity and public nature to provide the due service for patients. [5]

#### **4.2.1.5. Hospitals should optimize the pre-service training work for volunteers**

If volunteers do not have certain volunteer experience, they may feel nervous or even reject when facing patients for the first time. Hospitals should encourage and psychologically guide volunteers in a timely manner, and have professional personnel accompany and guide new volunteers to build an "old brings new" volunteer training system. At the same time, hospitals should improve the application effect of volunteer training, have a special person responsible for the pre-service training of volunteers, so that volunteers have a full understanding of the work they are about to engage in, can adjust their mentality, and be able to master the necessary skills and knowledge for the work they are responsible for.

#### **4.2.1.6. Hospitals should provide volunteers with necessary facilities to prevent infection**

According to the survey, some groups worry that during the volunteer service process, there may be an increased risk of infectious disease infection when in contact with patients. Therefore, it is recommended that the functional departments of the hospital provide sufficient protective measures and tools when volunteers work, such as disinfectant, masks, gloves, and other basic protective items.

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