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A STUDY OF VOLUNTARY PARTICIPATION
IN COMPUTER USER GROUPS

A Thesis Submitted to the Graduate School
in Partial Fulfillment of the
Requirements for the Degree
of Master of Science

by

Alan Engels

PITTSBURG STATE UNIVERSITY

Pittsburg, Kansas

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A STUDY OF VOLUNTARY PARTICIPATION IN COMPUTER USER GROUPS

An Abstract of the Thesis by
Alan Engels

The purpose of this study was to determine ways to increase participation of members in Computer User Groups. The problem addressed was that a small select group, less than ten percent, in the Parsons Apple/Macintosh Users Group was doing ninety-five percent or more of the work. If this scenario does not change soon, the overworked and overburdened select few may suffer burnout and quit. Case in point, Joplin, MO, had a large Computer User Group, but about seven years ago, it vanished when the select few refused to serve anymore. The same process of decay and erosion has happened in other community organizations. The first objective was to find out why only a select few acquire the burden. The second objective was to determine how more members could be induced to help with the work. Surveys were designed and administered to eight User Groups across the nation, including Amiga, Apple II, Macintosh, WinTel (MS-DOS) groups. This study indicates that as many non-volunteering members are serving in leadership positions as volunteering members. One disturbing result is that the boards of the User Groups are failing to design and give descriptions of jobs to the membership when they announce these positions. It was discovered that introducing mandatory service as part of membership

requirements should not adversely affect membership numbers. It was also discovered that the introduction of a mentorship program in each Computer User Group could be a very positive method of promoting members into leadership positions.

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CHAPTER I

INTRODUCTION

Computer User Groups have been organized for various brands and architectures of computers. Historically, a number of Computer User Groups have formed, and many of them have disbanded due to a decrease of interest among the members of the group. The members have usually joined the Computer User Groups in order to obtain basic information on how to operate various kinds of computer programs. However, some members have joined the groups to obtain personal satisfaction from assisting other individuals in being able to operate the programs. Perhaps it would be beneficial to discern ways to identify members of the Computer User Groups who desire to fulfill basic needs and those who would like to gain personal satisfaction from assisting others with their computer problems.

Statement of the Problem

This study was conducted to evaluate, through a multi-state survey, Computer User Group members to discern ways to identify and develop members who would be likely to participate in active volunteerism and methods to activate these prospects.

Research Questions Addressed

The following Research Questions were posed to assist in gathering data in relation to the problem:

- 1 Is there a relationship of the Social Interest Scale Scores and participation?
- 2 Do non-serving members like to share information about computers?
- 3 Do Computer User Groups encourage their membership to participate and serve the group?
- 4 Do Computer User Group members know how much service is being accomplished in their Computer User Group, and do they realize how many members are performing the services?
- 5 Would requiring a specified amount of service by each Computer User Group member adversely affect membership numbers?
- 6 Are there sufficient numbers of membership willing to serve with a mentor?

Definition of Terms

Hacker -- A person who is able to make unauthorized changes in computer software and hardware.

Users Group or User Group-- A formal or informal group of computer users who learn from each other and lend helping hands to other computer users.

Volunteer -- A person freely associating with, belonging to, paying dues to, and providing services in or for an organization.

Assumptions

The first assumption was that the need for Computer User Group services in communities will continue.

The second assumption was that Computer User Groups can provide even more services to their communities.

The third assumption was that Computer User Groups can provide self confidence and training for their members.

Delimitations

This study contacted nineteen Computer User Groups throughout the United States of America and requested their participation in the survey.

The study did not attempt to predict the success of Computer User Group members.

The study did not determine nor evaluate the abilities or education of Computer User Group members.

Limitations

The study is accurate in so far as the people surveyed respond to items honestly.

The study is accurate in so far as the people surveyed understood the items.

Importance/Significance of the Project

Finding a means to increase the motivation of Computer User Groups' general membership would benefit the clubs in a number of ways. Increased involvement of the general membership would help Computer User Groups educate their members and the public. In addition, increased involvement

of the general membership broadens the Computer User Group's base of expertise and ability to give to their surrounding community. A broad base of knowledge will help Computer User Groups reach and train the public and be of assistance to local businesses and schools.

Organization of the Study

- Chapter I Is used to define the statement of the problem and to assist the reader in determining what guidelines are used in the study.
- Chapter II Provides a review of literature to further define the background of the study.
- Chapter III Gives the Procedures to assist the reader in knowing how the data were gathered, where and when it was gathered, and how it was tabulated.
- Chapter IV Gives Tables, Figures, and Narrative used to report the findings of the study.
- Chapter V Includes the Summary, Conclusions, and Recommendations for the study.

CHAPTER II

REVIEW OF RELATED LITERATURE

Related Literature

This section reviews published materials dealing with the same or similar problems in other organizations.

To survive, an organization must plan for success. First, the organization must examine itself for problems and seek the direction it wishes to pursue. Second, it must decide how best to get there. All too often, this is done when the organization is in great trouble, so plans are made without a thorough understanding of steps one and two above. These actions do little to help the organization, as they are merely bandages applied to some of the symptoms, and the real problem continues to grow like a cancer (4). The rule is to plan, to do, and to evaluate. Consider this: a job needs to be done; who will do this job? Before recruiting a volunteer, it is necessary to design the position. Designing the position is actually determining the job description. Designing the position helps to properly recruit and place a volunteer. Another area of concern is that of communications. It is important that the public understand what the organization is doing and has to offer those requiring its services and potential volunteers (26). Recent studies have shown that motivation of volunteers runs the full gamut of human needs and ambition. These needs include not only the desire to

"do good" and "make a contribution," but also the desire for social interaction, the desire for achievement, the desire for professional or personal growth, the desire to open the door to paid employment, and the desire for power and prestige, to name a few. A definition of a volunteer is as follows:

- Service to something larger than, or beyond oneself.
- A commitment of personal time or effort beyond the scope of normal responsibilities.
- A commitment of personal time or effort beyond a formal for-pay relationship (27).

Volunteers must be motivated from within. However, motivation can be stimulated by providing volunteers with challenging opportunities, appropriate support, and warm acceptance as valuable team members. If volunteers have job satisfaction and a sense of belonging, they will continue in their current position or seek a more challenging role as part of their volunteer career development. If, however, they are not using their individual skills and have poor direction, they may seek greater job satisfaction elsewhere. There are three major types of motivated people: Achievement-Motivated people (Goal: Having success in a situation, which requires excellent or improved performance), Power-Motivated people (Goal: Having impact or influence on others), and Affiliation-Motivated People (Goal: Being with someone else and enjoying mutual friendship). A sense of inner satisfaction and personal achievement is a driving force,

but not the only factor in volunteerism. Volunteers need encouragement and deserve continual recognition—signs of the appreciation of others—that are both tangible (awards and honors), and intangible (words of praise). It has been said that "recognition is respect made visible." To be effective, recognition should be:

- Formal and informal.
- Continual.
- Constantly evaluated and adapted.
- For all volunteers.
- A stimulus to the growth of the individual.

Rewards may be different to different people. Some volunteers find pins, certificates, and honoring ceremonies meaningful forms of recognition. Others do not. The reward for affiliation-motivated volunteers is in being with people. They establish warm relationships with those who like and respect them for their personal qualities and for their concern for others. Marlene Wilson in *The Effective Management of Volunteer Programs* states that:

There are some achievement-oriented people who will honestly tell you that the most meaningful recognition they can receive is more responsible and meaningful work...in other words, a promotion. To a power-motivated individual, a new title or the opportunity to train or supervise other volunteers holds much more value than a pin or plaque.....It is our responsibility to know which strokes for which folks (24, III-15).

A social interest scale has been designed to assess a person's interest in the welfare of others. This instrument requires the individual to choose which of two values are considered more important. Twenty-four pairs of

words, with a one word trait relevant to social interest and one that is less relevant, are included in the list, but only 15 specified pairs are used for scoring. The extra pairs are merely window dressing. If the persons taking this test score above 10.87, they are considered to be very likely to volunteer time to a charitable organization. If, on the other hand, the test takers score below 7.73, they are not likely to volunteer time to a charitable organization (5).

A survey of 759 college students was taken, and 260 students identified themselves as community service participants. Twelve reasons were identified for being participants. The most frequent were the following six reasons:

- 1 a sense of satisfaction from helping others;
- 2 involvement through club, activity, or class;
- 3 duty to correct social problems;
- 4 meeting people;
- 5 acquiring career skills and experience;
- 6 attraction of the work itself.

According to R. Rutter and F. M. Newman, developmental gains are likely to be limited unless greater attention is given to the possibilities for social and moral learning (18).

Volunteers assume a wide variety of responsibilities. Volunteers may be asked to fulfill a number of roles and given such responsibilities as tutoring, counseling, problem solving, and decision making. Volunteers may also be sought who work to make community agencies and

individuals aware of a need for social and community change. Knowing why people volunteer their time and talents is important to understanding volunteer motivation and involvement. Some reasons they volunteer are to help other people, to benefit society, to use socializing skills, to develop or maintain personal development skills, and for employment-related motives. Recruitment of volunteers should be done with the needs of the agency, the needs of the volunteer, and the needs of the director considered. The applicant should be presented with a job description and should be properly trained. Principles of adult education are helpful in developing meaningful, effective training programs. Another important consideration is retention, which is best accomplished through the development of feelings of importance and belonging. Rewards and recognition are important to many volunteers (13).

In a study, 120 individuals (ages 18-65 years), who were active in one of three types of volunteer organizations, completed the Social Interest Scale. Findings partially validated the idea that individuals involved in an ongoing commitment to a prosocial voluntary activity demonstrate a higher level of social interest values than those who do not volunteer. There was no support for the theory that social interest was a more important factor than the availability of leisure time in explaining participation in volunteer programs (9).

Previous studies have used a variety of measures to examine differences between samples of volunteers and

nonvolunteers. But the Eysenck Personality Inventory and the Sixteen Personality Factor Questionnaire have shown volunteers to be less socially inhibited than nonvolunteers. These same measures also showed that volunteers possessed greater self-acceptance, self-confidence, and self-esteem. Other personality traits attributed to volunteers are a greater sense of trust and more persistence in fulfilling one's commitments, and an attitude of social conformity, as measured on the Comrey Personality Scales. Findings can also be used to show a significant difference between the group of successful volunteers and nonsuccessful volunteers, in that, the successful volunteers are usually better educated (20).

Volunteers are defined as individuals or groups who contribute services to human service programs without remuneration, and volunteerism focuses on the persons who volunteer, the services they provide, and the professionals to whom they relate. Volunteerism is related to the economy as follows: Business commands eighty percent of the economy of the United States of America. Government is second in size with approximately fourteen percent of the economy. The third sector, also referred to as "voluntary" or "independent" or "nonprofit," constitute the remaining six percent of the national economy. There are at least five main types of voluntary action with corresponding types of individual "volunteers" and various types of groups and organizations. The main types are: service oriented voluntarism, issue-oriented or cause-oriented voluntarism, consummatory or self-expressive voluntarism,

occupational/economic self-interest voluntarism, and philanthropic/funding voluntarism. According to a 1975 U.S. Census Bureau survey, there are seven top reasons that people became involved in community service. These reasons, in order from most important to least, are:

- wanted to help people;
- enjoyed volunteer work;
- had a sense of duty, had a child in the program;
- could not refuse;
- had nothing else to do and hoped activity would lead to a paying job.

A 1988 Gallup survey suggested that people who volunteer do so because of a strong commitment to personal goals and values. Motivations most frequently mentioned were:

- need to be useful;
- the desire to help a family member or friend;
- a sense of religious obligation.

According to Neal and Johnson, the main reasons given by college students for not volunteering were lack of time, lack of knowledge in how to join, and unfavorable attitude toward people in social activities, lack of required skills, and lack of personal rewards in participating (8).

The structural properties and functional attributes of self-help groups are related in theory as both relate to volunteerism. The following features characterize a self-help group structure:

- self-help groups share the properties of small groups;
- they are problem centered, organized with reference to a specific problem(s);

- self-help groups hold common goals;
- action is group oriented;
- the role of the professional is not clear cut, if it exists at all;
- power and leadership in self-help groups are on a peer or horizontal basis.

The following functional attributes flow from the aforementioned structural characteristics:

- communication is horizontal rather than vertical;
- personal involvement becomes a requirement, with each member expected to work for the good of the group;
- members of the group are held responsible for their own actions;
- groups are action-oriented, their philosophy being that members learn by doing and are changed by doing.

In Katz's review of sociological, psychological, and small group literature, he suggested that a series of processes occur which may be usefully applied in the analysis of self-help group phenomenon. They are:

- peer or primary group reference identification;
- learning through action;
- facilitation of communication because members are peers;
- enhanced opportunities for socialization;
- emotional and social support of members by one another;
- provision of an acceptable status system where the member can achieve his/her place;
- simulation of, or proximity to conditions of the outside world in the group.

Additionally, the "helper" principle described by Riessman holds that in "helping" others, group members achieve therapeutic goals for themselves. Understanding the aspects of "helping" and the reasons for helping assists our understanding of a specific type of prosocial behavior known as volunteerism, an activity intended to benefit others with no financial reward.

A common explanation of why people volunteer is the traditional view of altruism, concern for the welfare of others, as opposed to egoism; selflessness, however, or altruism may not be the only reason that a person volunteers. A number of researchers and scientists became critical of any definition of altruism in its absolute form (i.e., without any reward, internal or external, real or psychological). Ordinarily, volunteers will not participate in helping others unless they are in some sense helping themselves. If it is assumed there is no absolute form of volunteerism without any reward, either internal or external, then the concept of needs in relation to motivation of volunteers must be examined. There are two categories of needs associated with external motivation. Existence needs are responsible for the pursuit of food, water, sleep, sex, warmth, and safety. An examination of voluntary work reveals that it indirectly has the potential to contribute to the fulfillment of important existence needs. For example, many young people engage in voluntary work as a way of gaining insight into future vocations and careers. The second is relatedness needs. These needs are concerned with the social side of human activity.

Relatedness needs account for much of the human tendency to seek out, interact, or affiliate with other people. The dependency on sources outside the person for relatedness needs are often perceived as extrinsic motivation. Clearly, the desire to satisfy relatedness needs accounts for a portion of voluntary activity.

The essential nature of motivation is related to efforts that bring their own rewards. This is because there is no obvious external reward or purpose for an individual's actions. The activity itself is motivation and is closely related to Maslow's higher levels, or "growth" needs for self-actualization, self-esteem, competence, and achievement. Studies of volunteerism have shown that self-fulfillment and personal development are major results of voluntary behavior and, for many people, may be the most important or primary reason for volunteering. Feelings associated with volunteering frequently include personal worth, importance, and general satisfaction about oneself. Also, there appears to be a need for power. A need for power can motivate a person because an individual attempts to win over active adversaries or empower others to achieve their own goals. Many voluntary activities provide an individual with opportunities to influence, direct, or control the lives of other people. There are many similarities among the needs for achievement, self-actualization, self-esteem, and competence. Different people express themselves in different ways about volunteer actions and most serve more than a single need at a time (17).

Volunteerism is particularly evident in organizations. In a fraternity, for example, before an action can be taken to correct a problem or enhance functioning, those involved must recognize and be aware that there is a need for a change. To identify and clarify the need for change, the parent organization must make the initial contact. However, raising awareness of chapter deficiencies requires entry into the chapter operations (3).

John Wilkins, President of a Remote Control Club in Missouri, was asked to help a sister club solve the problem of low volunteerism. He instructed the board to have the membership vote on a few projects, as they might normally do. After all, the projects had been voted on and passed by a large majority of the membership; assignments were given to the membership for each project. A few responded immediately that they could not serve at the times assigned. They were told that it would be their responsibility to trade with someone or whatever; however, their assignments must be covered. A few had to be reminded that they voted for the projects, so it would not be fair to the others if they did not provide a share of the duties. Surprisingly, they lost only a very small percentage of their membership, and a large number of those who were forced to participate willingly volunteered for future projects (25).

Volunteers are the lifeblood of any organization regardless of their reason for joining. Computer User Groups especially depend upon their volunteers. Such groups are started in many different ways. One Computer

User Group was formed by accident when students marched into the Dean's office demanding to know when the promised computers were coming (12). In the past, users formed groups spontaneously at community or company meetings where they gathered to help each other make sense out of complex technical issues. Today, some groups have evolved into institutions. They no longer distribute information just through meetings, but also through print and electronic publishing (22). Some computer stores cooperate with user groups and may even be members or sponsors, but some refuse to cooperate. The uncooperative stores state that clubs offer free help to users, recommend certain makes of computers, and help potential buyers find the best prices (15).

User groups are not new. User groups for mainframe computers existed in the early 1950's (16). Now personal Computer User Groups are forming everywhere, and membership is on the rise. The Northwestern Arkansas Microcomputer Users Group in Springdale, Arkansas, a city of 25,000, gains two to six new members at each meeting. In June of 1991, its membership stood at 90 (11).

Computer User Groups serve as the computer industry's political action committees, but they also serve as institutions of higher learning and as social clubs. User groups help computer users keep informed, find good contacts, and resolve problems(16).

Most Computer User Groups started as support centers for those who had questions and needed more "brains to pick" for answers. Times are changing though, and now, the

majority of users of Macintoshes use their computer strictly for business. The new business oriented members join a group to find solutions to specific problems. They do not add their expertise to the organization and leave after they obtain the information they want. As a result, some groups have hired experts to provide high level services to their members. BMUG (Boston Macintosh User Group) has grown to over 8,500 members, making it necessary to hire nine full-time employees, and adopt a business structure. "In order for a user group to survive long term it must become a business," Jones said. "It must transcend being someone's hobby to become someone's occupation" (22). Strikingly similar is the American Red Cross. They hire people to perform jobs for which volunteers are not available. They have about seventy volunteers to each person on the payroll (27).

The primary purpose of most Computer User Groups is to disseminate information from connecting peripherals and pointers on using software to ambitious educational projects. To do this, most groups tap the expertise of their members. Most groups offer training in several areas: software (Shareware) libraries, newsletters containing information (articles of interest, how-to-features, classified ads), some maintain electronic bulletin boards. For some of the larger groups, vendors such as Lotus will give a demonstration and mail announcements to as many as 10,000 customers in the nearby area. Most groups have individual annual membership fees of \$25-\$50 (11).

Most Computer User Groups are not-for-profit and tax exempt; However, some may enter into commercial ventures to raise money. These profits are reinvested into the organization, allowing it to offer more services for its membership (22).

Through a survey, it was found that new users or novices who are hopelessly lost when using Lotus 1-2-3 or staring at a non-producing printer often ask for help from other users (1).

Interestingly enough, user groups are changing. Because there are fewer hackers and technology enthusiasts now and many more users, the groups focus on users (11). User groups have a lot to offer, especially to new users. Meetings for different groups are held in public buildings, homes, computer stores, company facilities, and schools. Members range from senior citizens to children, and their level of experience is as widely varied. Computer user groups offer the services and assistance which vendors should, but do not. Vendors either do not have the resources, or have no desire to help. If they do, it is likely hard to reach them, long distance. How can users explain in correct detail what their system is or is not doing when they do not understand it. "When you need help, when they get stuck in front of a computer, dumbly looking at the thing and you simply don't know what to do next -- that's where a user group comes in," says McGinley (15, 51-52).

Summary

It is evident that the Computer User Groups, though having similarities to other community groups, are unique. This uniqueness presents some obstacles not present in organizations like the Red Cross. It is logical to assume that those joining the Red Cross would join to help or for social reasons. Some other organizations get involvement from parents of children involved with the organization, and because of their children's involvement the parents serve the organization. Computer users join Computer User Groups for several reasons, only one of which is to receive help with computer operation problems. Obviously, the Computer User Group would have no purpose in being if it could not help those in need. The needs of the individual are basic areas to be considered. However, the Computer User Groups need to determine, the needs of the individual computer user. One basic need is assistance, but others may be the need for socialization or the need to feel useful by helping others. It is imperative that those wanting to be useful be identified and then given the opportunity to help. Along with providing the opportunity to help, the Computer User Group has a responsibility to properly train volunteers too. Also, enough planning and designing must be put into a position before anyone is asked to fill it. Computer User Groups must design volunteer positions, identify members willing to be helpers, and properly train these helpers. Without the volunteer helpers, the Computer User Group would probably not exist for long. For this reason, a way must be found

to identify the volunteers and then determine how best to involve the volunteers.

CHAPTER III

RESEARCH PROCEDURES

Sampling Procedures

This descriptive research was undertaken to determine how to motivate more members of Computer User Groups to become involved in projects and perform worthwhile functions. It was hoped that the information provided would also help other public and community organizations.

A simple survey instrument was developed and 19 Computer User Groups across the United States were contacted. Those groups who agreed to participate were asked to distribute the instruments at their next regular meeting for completion and collection at the same meeting. They were to return complete as well as incomplete instruments.

Treatment

Since this was a descriptive study, rather than an experiment, neither a control nor an experimental variable were used. Data collected from the study were tabulated and interpreted.

Measuring Instrument

The Measuring Instrument used was a survey instrument (see Appendix A) given to members of Computer User Groups (see Appendix B) at a regular Computer User Group meeting.

A letter (see Appendix C) was included with the survey instruments sent to each Computer User Group to be read to the membership. Design of the instrument was based upon facts gathered from the related literature review. The survey instrument was given to members of The Parsons Apple/Macintosh User Group's board for validation.

Procedures

The procedure followed for obtaining data from the members was as follows:

- 1) Survey instruments were given to Computer User Group members attending March meetings.
- 2) Of the nineteen Computer User Groups contacted to receive the surveys, eight Computer User Groups elected to participate, and are listed in Appendix B.
- 3) Seven (7) days or fewer after each Computer User Group's meeting, a telephone call was made to remind the group of the importance of returning the instrument immediately.
- 4) Three (3) weeks after the surveys were sent out, tallying and compilation of the responses began.
- 5) Six (6) weeks after distributing the survey instrument, analysis of compiled data began, and collection of data then ceased.

Analysis of Data

The survey instrument was designed to determine what motivates members of not-for-profit Computer User Groups to participate actively. The items on the instrument were grouped into four main groups:

- 1) General information
- 2) Reasons for being a member of the organization
- 3) Reasons for being an active worker of the organization
- 4) Social Interest Scale

The responses to the various items on the survey instrument were individually reviewed, and each response was included in a cumulative tally based on the number of responses. Items which had no response were recorded as such. The results were analyzed and reported. Fundamental portions of the data were also illustrated in figures and tables.

CHAPTER IV

REPORT OF FINDINGS

Introduction

The data collected represents only a portion of the total number of the Computer User Group population. Packets of surveys were sent to the eight participating Computer User Groups. These are listed in Appendix B. Each Computer User Group was sent ten (10) more surveys than the number of their average attendance at recent meetings. All surveys handed out at each meeting were completed and returned, along with the unused surveys. Two User Groups returned the surveys after the analysis of compiled data began, and collection of data had ceased. All surveys placed in the hands of User Group members by March 31, 1995, were completed and returned. A total of 94 completed and usable surveys were used for this research.

The researcher realizes the data gathered with this survey are inconclusive, and caution should be taken making assumptions from such a small group. The data obtained may raise questions for further study. The raw data collected is shown in Appendix E.

Analysis of Data

From the response of the Computer User Group members it was determined that the Computer User Groups may be harvesting volunteers about as well as other social

organizations when compared to the Social Interest Scale as shown in Table I. Item 10 on the survey instrument was

TABLE I

Social Interest Scale Scores

Social Interest Scale score	Items 10 & 11 Are or Have Served in User Group	Items 13 & 14 Are or Have Served in other organizations	Total Surveyed
0	0.0%	0.0%	0.0%
1	3.2%	1.9%	2.1%
2	0.0%	0.0%	3.2%
3	6.5%	3.8%	3.2%
4	3.2%	3.8%	6.4%
5	0.0%	0.0%	4.3%
6	12.9%	11.5%	8.5%
7	16.1%	11.5%	14.9%
8	9.7%	13.5%	11.7%
9	0.0%	3.8%	2.1%
10	16.1%	19.2%	14.9%
11	16.1%	9.6%	13.8%
12	3.2%	5.8%	3.2%
13	3.2%	5.8%	4.3%
14	6.5%	7.7%	4.3%
15	0.0%	0.0%	0.0%
N.A.	3.2%	1.9%	3.2%
Total	100.0%	100.0%	100.0%

used to elicit the number of respondents who hold one or more offices or leadership positions in their Computer User Group. Item 11 on the survey instrument was used to elicit the number of respondents who have held one or more offices or leadership positions in their Computer User Group. If one or more positions were indicated for either item, that member was classified as being in a leadership position. Item 13 on the survey instrument was used to elicit the

number of respondents who hold one or more offices or leadership positions in another club or social organization. Item 14 on the survey instrument was used to elicit the number of respondents who have held one or more offices or leadership positions in another club or organization. For each possible Social Interest Score, the percentage of respondents meeting the criteria is shown. The percentage of respondents receiving each possible Social Interest Score of the total 94 respondents is also shown. Figure 1 is used to allow the reader to see the relationship.

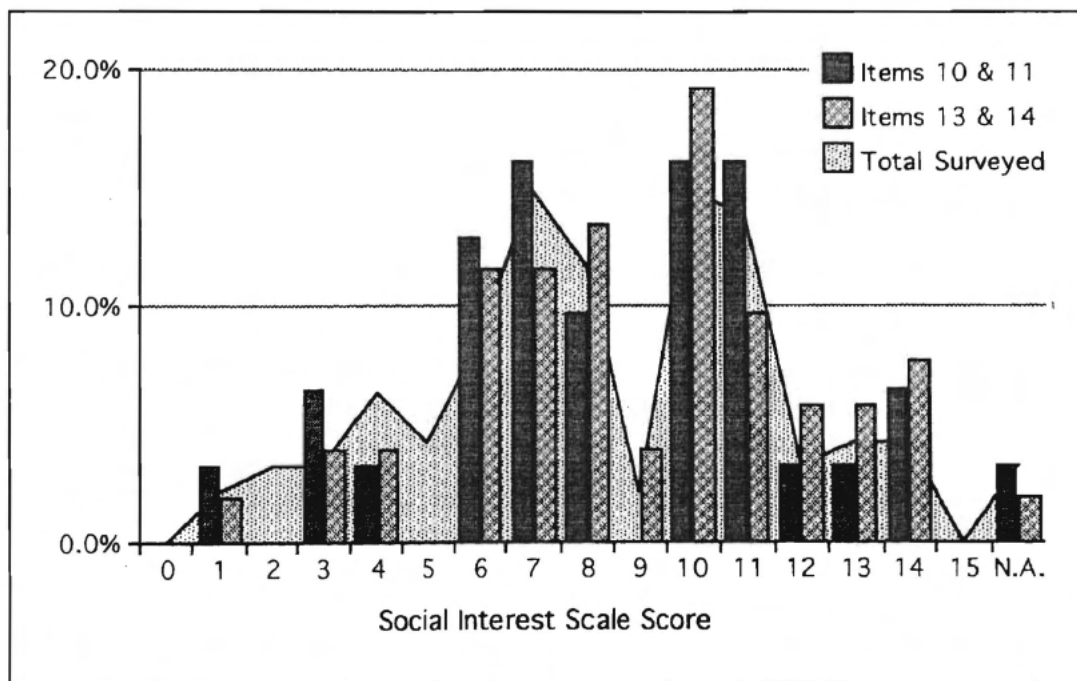


Figure 1 Social Interest Scale Scores

By grouping the Social Interest Scale scores into three groups – non-volunteers, may or may not volunteer, and volunteers – it can be seen in Figure 2 that the Computer

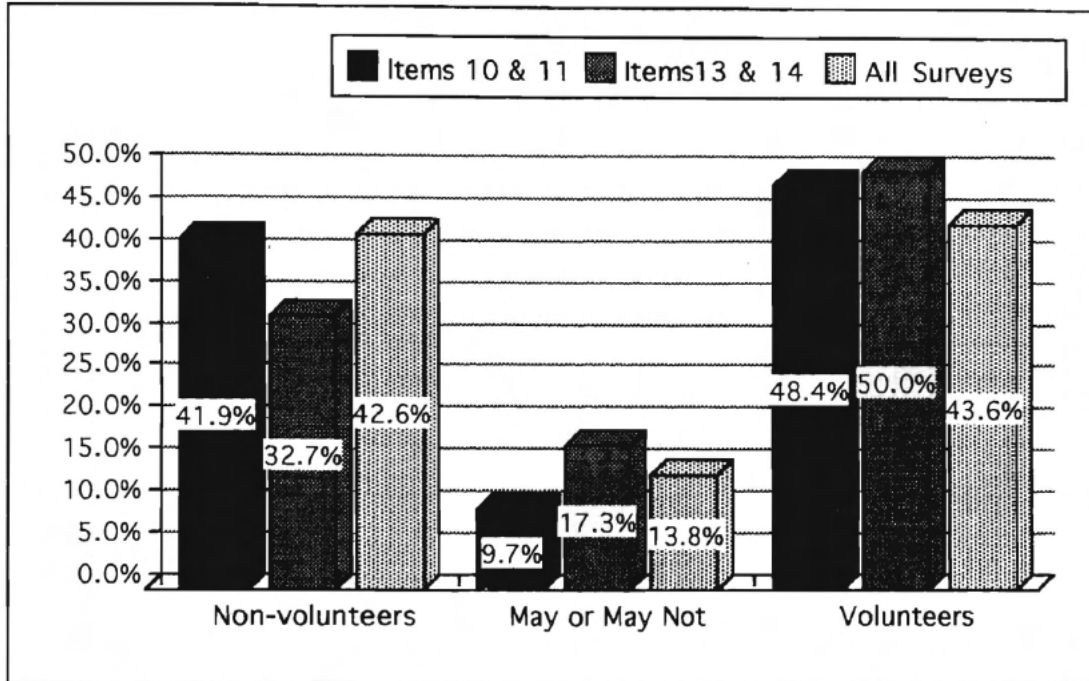


Figure 2 Grouped Social Interest Scale Scores

User Group does slightly better than other organizations at recruiting non-volunteers to serve. According to Crandall's Social Interest Scale, volunteering time to a charitable agency meets the following criteria:

Those with scores on the Social Interest Scale of 10.78 or greater are likely to volunteer while those receiving a score of 7.73 or less are not likely to volunteer and are categorized as non-volunteers. For this illustration, those with a score of eight or less were categorized as non-volunteers. Those with a score of eleven or greater were categorized as volunteers. The remainder were classified as may or may not volunteer.

Of those surveyed for this study, 87.2% indicated that they like to share their knowledge of computers. Of those not serving or having not served as an officer or in a leadership position in the their Computer User Group, 50% indicated that they like to share their knowledge of computers.

When asked questions pertaining to the Computer User Group promoting participation (Items 29 and 31), a large majority of members indicated that their Computer User Group board promotes participation, as shown in Table II.

TABLE II

Announcements of Positions & Position Descriptions

	Yes	No	Not sure	Not Answered
Item 24 — Announce needs for volunteers	54.3%	18.1%	23.4%	4.3%
Item 29 — Encourages Active Participation	80.9%	5.3%	11.7%	2.1%
Item 31 — Promotes Active Participation	66.0%	8.5%	23.4%	2.1%
Item 25 — Supplies a Job Description	33.0%	27.7%	34.0%	5.3%
Item 26 — If Board would Define Positions	27.7%	19.1%	45.7%	6.4%
Item 27 — Well Defined Goals & Purposes	44.7%	14.9%	36.2%	4.3%
Item 28 — Should Evaluate Program Needs	56.4%	9.6%	28.7%	5.3%

Also, a majority of members indicated that their Computer User Group board announces the positions it needs to fill (item 24). When asked if their Computer User Group board

supplies a sufficient job description with a request for volunteers (item 25), nearly one-third indicated no, and nearly one-third were not sure. When the respondents were asked if they would volunteer if their Computer User Group's board would define the positions it needs to fill (item 26), about one-quarter indicated yes, but nearly 50% were not sure. This is better illustrated in Figure 3.

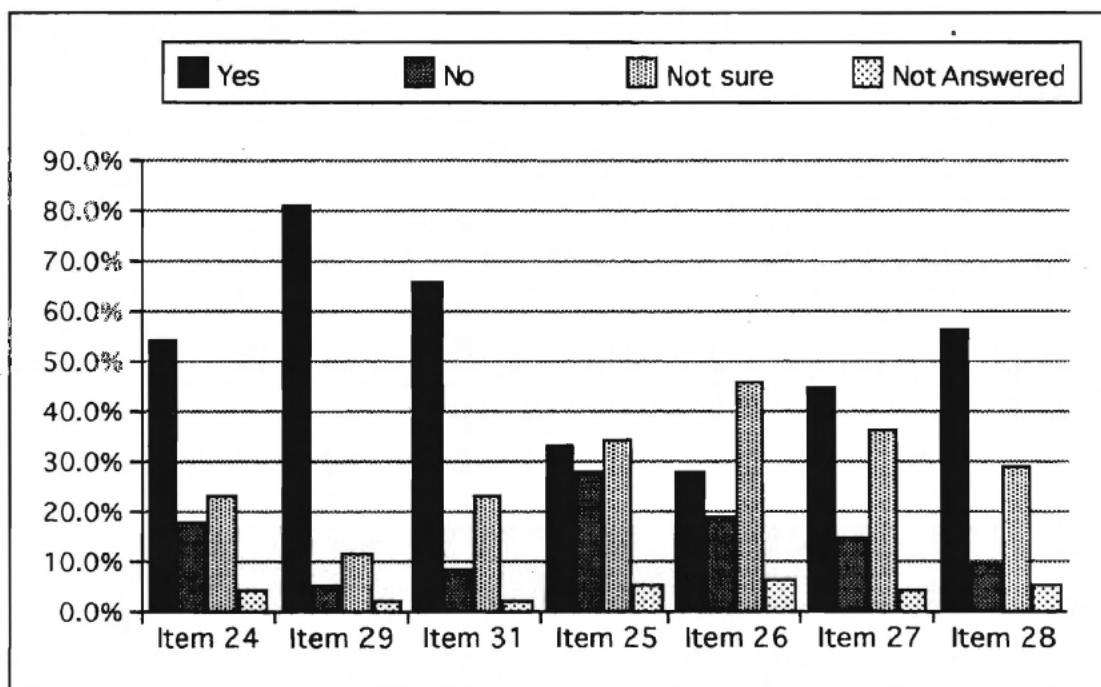


Figure 3 Announcements of Positions & Position Descriptions

Of those surveyed, 17% did not answer when asked how many in the group actually did the work (item 41). Of those that responded, approximately 25% thought that 5% or fewer performed 90% of the work, and nearly 30% felt that 6% to 10% performed 90% of the work. Nearly 50% were not sure if the Computer User Group provides service to the

surrounding community (item 21). Only 11.7% felt they worked harder than others (item 40). Whether volunteering or not, it would appear that most User Group members realize work needs to be done.

When asked if service on a project each year should be required, members were divided about equally between Yes, No, and Not Sure, as shown in Table III. Only a small

TABLE III

Effect on Membership Caused by Requiring Service

	Yes	No	Not Sure	Not Answered
Should Require	30.9%	30.9%	35.1%	3.2%
Would Have Joined	57.4%	12.8%	26.6%	3.2%
Would Renew	60.6%	6.4%	28.7%	4.3%

percentage would not have joined or renewed membership if service on a project were required as part of the membership each year. An overwhelming percentage would have joined or would have renewed even if such requirements existed. About half as many were not sure. Only a small number would not have renewed their membership if they were required to participate in a project, as shown in Figure 4. Interestingly, less than one third of those surveyed felt their Computer User Group was serving the needs of the community.

In looking toward a mentorship program, respondents were asked if they would like to work one-on-one with someone. Of those not serving or not having served in the

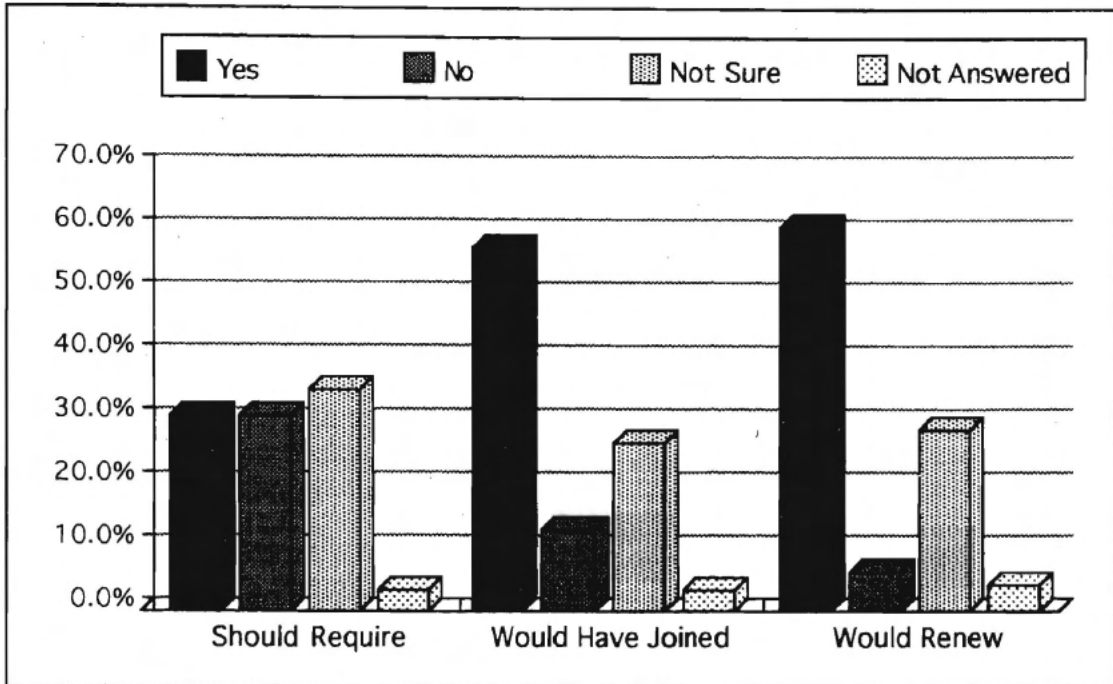


Figure 4 Effect on Membership of Requiring Service

Computer User Group, 17% responded with a yes, and 24% were not sure, as shown in Table IV. If a Mentorship program were introduced into their Computer User Group, those who

TABLE IV

Likely Prospects For a Mentorship Program

	Would Like to Work One-on-One	Not Sure if Would Like to Work One-on-One
Including All Surveyed	31.9%	30.9%
Not Serving & Have Not Served in UG	17.0%	24.5%
Not Serving & Have Not Served in Any Organization	7.4%	17.0%

affirmed an interest and those who were not sure would be good candidates.

Additional information may be interpreted from the raw data in Appendix E. There are many other areas covered by the survey that could be scrutinized.

CHAPTER V

SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS

Summary

The challenge of cultivating a growing and thriving Computer User Group requires a commitment to a tremendous amount of work. Placing this burden on the shoulders of a few select members may work for a time, but at some point, these overworked loyalists become tired and burnout. The researcher has seen groups dwindle and sometimes crumble to nothing when the overworked loyalists stop serving, because there have not been volunteers trained or willing to step in and carry the workload. The workload must be shared by a greater percent of the membership to keep a non-profit organization prosperous. The problem is how to encourage a greater number of members to share the workload. This study has investigated why some members serve and others do not. This study also sought ways to promote active service among all members.

Conclusions

Research question number one was used to identify a relationship of Social Interest Scale scores to Computer User Group members actually serving in leadership positions. The Computer Users Groups are obtaining services from almost as many members who are not likely to volunteer as from those who are likely to volunteer. The

researcher did not expect to find such a large percentage of non-volunteers serving in the organizations. It could be theorized that this group does not know how to say "no"; therefore, they are serving grudgingly. It could also be theorized that a force exists within these members greater than their lack of desire to volunteer. Many theories could be developed to explain why this phenomenon occurs, but such theories would be useless without further study.

Research question number two used to inquire about Computer User Group members' willingness to share information. With so many respondents indicating that they like to share knowledge about computers, the question in the researcher's mind is, "Why are they not participating?" When they responded that they like to share, did they mean that they like receiving the information? This could be clarified through further study.

Research question number three used to investigate promotion of participation. Respondents indicated that the Computer User Group boards promote active participation; however, only slightly over one-half thought the needs were being announced, and one third-felt that an adequate description of the job was supplied. Over one-quarter indicated that they would be inclined to volunteer if position announcements included descriptions. Interestingly, a little less than one-half of the respondents thought the Computer User Group goals are well defined, and more than one half of the respondents thought the Computer User Group should evaluate its needs. Two things seem to be happening here. The Computer User Group

boards are announcing needs but not clearly, and in most cases, there is a failure to design the position and supply a description of the job when announced.

Research question four used to examine whether Computer User Group members see how much work is being done and by how many. Whether volunteering or not, it would appear that most realize that work needs to be done. Most of the respondents indicated that the major portion of work being done is performed by a small number of members. Respondents also thought the Computer User Group is not doing a very good job of serving the surrounding community. At least there is an underlying perceived need for service and an underlying need for members to serve. This could be used as a foundation on which to build volunteerism.

Research question five used to inquire about attitudes and willingness to stay with the Computer User Group when service is a requirement for membership. Even though there seems to be an equal division on whether requirements of service should be a part of membership, it is clear that only a small decline in membership would result from such a requirement. Also, if the Computer User Groups were actually to serve their surrounding communities, would membership increase? According to the data received, the researcher thinks so.

Research question number six was used to explore the willingness of non-serving members to work with mentors. Many of the respondents indicated a willingness to work one-on-one. This indicates that a sufficient pool of volunteers could be trained as leaders through a mentorship

program. The researcher feels that this would be a good base on which to start such a program.

Recommendations

The data collected has brought out many areas that could use further study. For instance, a new survey could be used to study the reasons for double entry into volunteer positions. Are the volunteers who rated low on the Social Interest Scale doing a halfhearted performance, or are they less motivated than those who find it easy to volunteer? More research could possibly find improved ways to locate and encourage talented performance personnel.

It is painfully obvious that the Computer User Group boards are not getting the word out about group needs; and worse yet, the needs are not defined or described. Each group needs to define its goals, evaluate its needs, and make a concerted effort to announce and explain these goals and needs. Positions to be filled need to be designed and described in detail.

Besides more study on the effect of required service as a requirement of membership, perhaps each Computer User Group should also look at what it can do now. For instance, two membership fees could be created. Those who accepted a volunteer position during the year would receive a fifty percent reduction of his or her membership renewal fee.

Stepping into a volunteer position is frightening, unless the volunteer has been prepared for it. A mentorship program could remedy the problem by preparing a

number of volunteers equal to the present number serving. At the end of the first year, this would double the pool of volunteers to serve as officers or on committees or as project members.

Even though Computer User Groups are very unique, this researcher feels that the information gathered in this study can apply to most social and non-profit community groups, since all of them must rely on volunteers from their memberships if their organizations are to function, let alone to grow.

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APPENDIX A

SURVEY

PLEASE NOTE: This research is being conducted to identify and evaluate the reasons why the majority of Computer User Group membership is willing to be passive when they could be actively participating. Your help in completing this survey will be greatly appreciated.

For the following items, please check those that apply.

- 1 Age: ☐ 18 & under
☐ 19-25
☐ 26-40
☐ 41-50
☐ 51 & over
- 2 Sex: ☐ Male ☐ Female
- 3 Profession or Occupation:
☐ Student ☐ Professional
☐ Business owner ☐ Retired
☐ All other
- 4 Years of education completed:
☐ Less than 12 ☐ 12 or more
☐ 14 or more ☐ 16 or more
☐ 18 or more
- 5 I own or use a personal computer.
☐ Yes ☐ No
- 6 I use my computer in my occupation.
☐ Yes ☐ No
- 7 I use my computer for education.
☐ Yes ☐ No
- 8 I use my computer for personal uses.
☐ Yes ☐ No

- 9 Please check all that apply to this Computer User Group.
I am:
☐ an elected officer
☐ a standing committee or continuing project member
☐ serving on a temporary committee or temporary project
☐ a chair of a standing committee, temporary committee or leader in a continuing or temporary project
☐ other _____
- 10 In this organization, I hold _____ number of leadership positions (listed in item 9) at the same time.
☐ 0 ☐ 1 ☐ 2
☐ 3 ☐ 4 or more
- 11 I have held _____ number of leadership positions (listed in item 9) at the same time.
☐ 0 ☐ 1 ☐ 2
☐ 3 ☐ 4 or more
- 12 I am a member of another club or social organization(s).
☐ 0 ☐ 1 ☐ 2
☐ 3 ☐ 4 or more
- 13 I hold _____ number of leadership positions, as listed in item 9, in another club or social organization(s).
☐ 0 ☐ 1 ☐ 2
☐ 3 ☐ 4 or more

14 I have held _____ number of leadership positions, as listed in item 9, in another club or social organization(s).

- ☐ 0 ☐ 1 ☐ 2
☐ 3 ☐ 4 or more

15 The following is my best information source from the Computer User Group?

- ☐ Other members
☐ Newsletter
☐ Meeting
☐ Other _____

16 I joined the Computer User Group for the following reason/s:

- ☐ interests (socializing)
☐ Information or learning
☐ Helping others
☐ Other _____

If more space is needed, use a separate piece of paper.

17 SIGs (Special Interest Group)s are groups within the club that have special interests such as type of computer or specific category of system software used. Please rate the following statement:

I am _____ in a SIG(s).

- ☐ Very Interested
☐ Interested
☐ Somewhat Interested
☐ Slightly Interested
☐ Not Interested

18 I am interested in the following SIG(s).

- ☐ Business
☐ CAD
☐ CD ROM
☐ Database Applications
☐ DeskTop Publishing
☐ Education
☐ Games
☐ Graphics
☐ Multimedia
☐ Music
☐ Telecommunications
☐ Word processing
☐ Spreadsheet Applications
☐ Other _____
☐ Other _____

19 The Computer User Group fills my needs.

- ☐ Yes ☐ No ☐ Not Sure

20 Overall, the activities provided by the Computer User Group are great.

- ☐ Yes ☐ No ☐ Not Sure

21 The Computer User Group gives an ample amount of service to the surrounding community.

- ☐ Yes ☐ No ☐ Not Sure

22 I feel an urgency to help with projects.

- ☐ Yes ☐ No ☐ Not Sure

23 The Computer User Group provides ample projects to challenge me.

- ☐ Yes ☐ No ☐ Not Sure

24 The Computer User Group's board announces needs for volunteers on projects.

- ☐ Yes ☐ No ☐ Not Sure

- 25 The Computer User Group's board supplies a sufficient job description with a request for volunteers.
☐ Yes ☐ No ☐ Not Sure
- 26 If the Computer User Group's board would define the positions it needs to fill, I would be more inclined to volunteer.
☐ Yes ☐ No ☐ Not Sure
- 27 The Computer User Group has well defined goals and purposes.
☐ Yes ☐ No ☐ Not Sure
- 28 The Computer User Group should evaluate its program needs.
☐ Yes ☐ No ☐ Not Sure
- 29 The Computer User Group encourages active participation.
☐ Yes ☐ No ☐ Not Sure
- 30 The user group assigns activities so the novice can feel accepted.
☐ Yes ☐ No ☐ Not Sure
- 31 The user group promotes active participation.
☐ Yes ☐ No ☐ Not Sure
- 32 I think members should be required to participate in a minimum of one project per membership year.
☐ Yes ☐ No ☐ Not Sure
- 33 If I had to do a project as part of my membership fee, I still would have joined the Computer User Group.
☐ Yes ☐ No ☐ Not Sure
- 34 If I am required to do a project or participate in a project in the next year, I ____ renew my membership.
☐ Will ☐ Will Not ☐ Not Sure
- 35 I would like to have some sort of initiation for new members.
☐ Yes ☐ No ☐ Not Sure
- 36 I would like to work one-on-one with an individual such as a board member or other person in leadership.
☐ Yes ☐ No ☐ Not Sure
- 37 I attend regular meetings.
☐ 80 - 100% ☐ 60 - 79%
☐ 40 - 59% ☐ 20 - 39%
☐ 0 - 19%
- 38 I participate in activities.
☐ 80 - 100% ☐ 60 - 79%
☐ 40 - 59% ☐ 20 - 39%
☐ 0 - 19%
- 39 I like to share information I have learned about computers?
☐ Yes ☐ No ☐ Not Sure
- 40 Compared to the work done by the average member of the Computer User Group, I work ____ for the group.
☐ A lot harder than others
☐ About as much as others
☐ Less than most of the others
- 41 ____ percent of people do 90% or more of the work or duties in this Computer User Group.
☐ 5% or less ☐ 6 to 10%
☐ 11 to 25% ☐ 26 to 50%
☐ More than 50%

- 42 Below are 24 pairs of personal characteristics or traits. For each pair, choose the trait which you value more highly. In making each choice, ask yourself which of the traits in that pair you would rather possess as one of your own characteristics. For example, the first pair is "imaginative/rational". If you had to make a choice, which would you rather be? Write 1 or 2 on the line in front of the pair to indicate your choice.

Some of the traits will appear twice, but always in combination with a different other trait. No pairs will be repeated.

Be sure to choose one trait in each pair.

"I would rather be...."

- | | | |
|----------------------------------|-----------------------------------|--------------------------------------|
| — 1 imaginative
2 rational | — 1 generous
2 individualistic | — 1 happy
2 mature |
| — 1 helpful
2 quick-witted | — 1 responsible
2 interesting | — 1 alert
2 cooperative |
| — 1 neat
2 sympathetic | — 1 capable
2 tolerant | — 1 imaginative
2 helpful |
| — 1 level-headed
2 efficient | — 1 trustworthy
2 wise | — 1 realistic
2 moral |
| — 1 intelligent
2 considerate | — 1 neat
2 logical | — 1 considerate
2 wise |
| — 1 self-reliant
2 ambitious | — 1 forgiving
2 gentle | — 1 sympathetic
2 individualistic |
| — 1 respectful
2 original | — 1 efficient
2 respectful | — 1 ambitious
2 patient |
| — 1 creative
2 sensible | — 1 practical
2 self-confident | — 1 reasonable
2 quick-witted |

Items 43 and 44 are optional.

- 43 My suggestions for improvement for future studies regarding this subject matter are:

If more space is needed, use a separate piece of paper.

- 44 The following space is provided for open comments. If a comment refers to an item in this survey, please indicate the item number.

If more space is needed, use a separate piece of paper.

APPENDIX B

Nineteen Computer User Groups were contacted. A list of the eight Computer User Groups that participated in the survey are as follows:

Apple Core of Sioux Land
Dennis Shearer
Box 90002
Sioux Falls, SD, 57105
605-334-2539
Apple/Mac

Apple Tree of Central Florida
Ann Bennett
795 32nd St
Orlando, FL 32805
407-843-0545
Apple

Cedar Valley Computer Users
Ken Rhodes
3870 N Minersville Hwy 22
Enock, UT 84720
801-586-6938
IBM/Clones

Hershey AppleCore
John Buttler
P.O. Box 634
Hershey, PA 17033-0634
717-531-1300
Apple II/Macintosh

Macintosh User Group of Roanoke
Fred Hoffman
6158 Burnham Rd
Roanoke, VA 24018
703-772-1655
Mac

MAGI
Robert Laughton
6 Southfork Av
Merced, CA 95343
209-722-3220
Amiga

Northwest Arkansas Microcomputer Users Group
Bill Shook
18861 N Hwy 112
Springdale, AR 72762
501-361-2963
DOS

Parsons Apple Users Group
Norman Leistikow
PO Box 1081
Parsons, KS 67357
316-421-4933
Apple/Mac

APPENDIX C

Feb 23, 1995

COMPUTER USER GROUP MEMBERS:

Some Computer User Groups have experienced rapid growth; however, some have not seen a substantial spirit of service from their general membership. It is felt that a substantial spirit of community involvement and volunteerism will insure the growth and longevity of user groups. This research proposes to ascertain whether the majority of a Computer User Group's general membership is actively involved and evaluate the activities in which they participate. Your participation will be greatly appreciated.

Eight groups are being surveyed. The data from the surveys will be shared with each participating user group. However, no user group will know the identity of any group's specific data.

Please complete the survey and return it tonight.

Thank you.

Have a nice day,

Alan Engels
President, PAUG
3121 Belmont
Parsons, KS 67357
316-421-4461

APPENDIX D

Fri, Feb 24, 1995

Bill Shook

Northwest Arkansas Micorcomputer Users Group
18861 N Hwy 112
Springdale, AR 72762

Hi!

Enclosed is a self addressed and postage paid Priority Mail Envelope to use in sending the surveys back to me. The surveys and a letter to be read to your members in attendance at your next meeting are in the Priority Mail Envelop. Please read the letter to your membership when you are going to distribute the surveys. At some time during the meeting, please, collect the surveys and put them in the Priority Mail Envelope along with the extra surveys. I am enclosing 50 surveys and I should get 50 back, completed or not, if I am to get my theses committee to willingly accept my procedures.

I appreciate your help and hope our efforts help both of our groups grow and prosper.

Have a nice day,

Alan Engels

3121 Belmont
Parsons, KS 67357
316-421-4461

P.S. I am getting very enthused as this project has progressed. I see our groups making great leaps forward. Some of the information I have already gotten through research is opening my eyes and the eyes of some of our membership of ways to bring about a steady and solid growth for our group.

APPENDIX E

- 1 Age: 4 18 & under 5 19-25
16 26-40 28 41-50
41 51 & over
0 Not Answered
- 2 Sex: 79 Male 12 Female
3 Not Answered
- 3 Profession or Occupation:
10 Student
33 Professional
9 Business owner
28 Retired
13 All other
2 Not Answered
- 4 Years of education completed:
4 Less than 12
22 12 or more
21 14 or more
33 16 or more
14 18 or more
0 Not Answered
- 5 I own or use a personal computer.
92 Yes 2 No
0 Not Answered
- 6 I use my computer in my occupation.
62 Yes 30 No
2 Not Answered
- 7 I use my computer for education.
69 Yes 24 No
1 Not Answered
- 8 I use my computer for personal uses.
94 Yes 0 No
0 Not Answered
- 9 Please check all that apply to this Computer User Group.
I am:
21 an elected officer
12 serving on a standing committee or continuing project member
4 serving on a temporary committee or temporary project
3 a chair of a standing committee, temporary committee or leader in a continuing or temporary project
- 36 other:
13 Member or Member Only
3 New Member
- New member as 18 Mar '95
- Charter Member - Initial President Initial Newsletter Editor
- help as needed
- SOFTWARE EVALUATION
- Author of Column in NL
- 1st time attendee
- guest
- none/member
- Hull
- Just joined, but served as officer in past clubs.
- nothing
- none
22 Not Answered
- 10 In this organization, I hold _____ number of leadership positions (listed in item 9) at the same time.
60 0 19 1 6 2
2 3 0 4 or more
7 Not Answered
- 11 I have held _____ number of leadership positions (listed in item 9) at the same time.
54 0 14 1 14 2
2 3 0 4 or more
10 Not Answered
- 12 I am a member of another club or social organization(s).
26 0 21 1 21 2
14 3 8 4 or more
4 Not Answered
- 13 I hold _____ number of leadership positions, as listed in item 9, in another club or social organization(s).
50 0 22 1 12 2
3 3 3 4 or more
4 Not Answered
- 14 I have held _____ number of leadership positions, as listed in item 9, in another club or social organization(s).
39 0 14 1 14 2
4 3 15 4 or more
8 Not Answered

15 The following is my best information source from the Computer User Group?

- 33 Other members
13 Newsletter
32 Meeting
16 Other
 - Board Mtgs
 - MacUser & MacWorld
2 Internet
 - School
 - Sales/Tech. personnel
 - Interaction
 - Magazines, etc.
5 Not Answered

16 I joined the Computer User Group for the following reason/s:

- 36 interests (socializing)
61 Information or learning
28 Helping others
8 Other
 - PD software
 - This group (two group names ago!) was very helpful when I first entered world of micro computers.
 - PERSONAL DEVELOPMENT
 - Member purchase plan
 - getting acquainted with other PC users
 - Currently a Guest - Will probably Join. 1st time guest
 - being helped
 - Wanted to add one thing that was fun & for Me
2 Not Answered

17 SIGs (Special Interest Group)s are groups within the club that have special interests such as type of computer or specific category of system software used. Please rate the following statement:

I am _____ in a SIG(s).

- 19 Very Interested
88 Interested
24 Somewhat Interested
3 Slightly Interested
4 Not Interested
6 Not Answered

18 I am interested in the following SIG(s).

- 26 Business
18 CAD
36 CDROM
18 Database Applications
33 DeskTop Publishing
28 Education
21 Games
29 Graphics
26 Multimedia
11 Music
39 Telecommunications
30 Word processing
22 Spreadsheet Applications
13 Other
 - Newton
 - Programming
2 Windows
 - MOST OF THE ABOVE
 - Networking
 - Beginners Group
 - Typesetting
 - Library Research
 - Video Applications
 - Genealogy
1 Other
 - Internet

19 The Computer User Group fills my needs.

- 61 Yes 8 No
22 Not Sure
2 Not Answered

20 Overall, the activities provided by the Computer User Group are great.

- 64 Yes 9 No
20 Not Sure
1 Not Answered

21 The Computer User Group gives an ample amount of service to the surrounding community.

- 28 Yes 20 No
45 Not Sure
1 Not Answered

22 I feel an urgency to help with projects.

- 21 Yes 28 No
40 Not Sure
5 Not Answered

- 23 The Computer User Group provides ample projects to challenge me.
36 Yes 24 No
29 Not Sure
5 Not Answered
- 24 The Computer User Group's board announces needs for volunteers on projects.
51 Yes 17 No
22 Not Sure
4 Not Answered
- 25 The Computer User Group's board supplies a sufficient job description with a request for volunteers.
31 Yes 26 No
32 Not Sure
5 Not Answered
- 26 If the Computer User Group's board would define the positions it needs to fill, I would be more inclined to volunteer.
26 Yes 18 No
43 Not Sure
6 Not Answered
- 27 The Computer User Group has well defined goals and purposes.
42 Yes 14 No
34 Not Sure
4 Not Answered
- 28 The Computer User Group should evaluate its program needs.
53 Yes 9 No
27 Not Sure
5 Not Answered
- 29 The Computer User Group encourages active participation.
76 Yes 5 No
11 Not Sure
2 Not Answered
- 30 The user group assigns activities so the novice can feel accepted.
40 Yes 22 No
29 Not Sure
3 Not Answered
- 31 The user group promotes active participation.
62 Yes 8 No
22 Not Sure
2 Not Answered
- 32 I think members should be required to participate in a minimum of one project per membership year.
29 Yes 29 No
33 Not Sure
3 Not Answered
- 33 If I had to do a project as part of my membership fee, I still would have joined the Computer User Group.
54 Yes 12 No
25 Not Sure
3 Not Answered
- 34 If I am required to do a project or participate in a project in the next year, I _____ renew my membership.
57 Will 6 Will Not
27 Not Sure
4 Not Answered
- 35 I would like to have some sort of initiation for new members.
17 Yes 53 No
19 Not Sure
5 Not Answered
- 36 I would like to work one-on-one with an individual such as a board member or other person in leadership.
30 Yes 21 No
38 Not Sure
5 Not Answered
- 37 I attend regular meetings.
60 80 - 100% 13 60 - 79%
4 40 - 59% 2 20 - 39%
9 0 - 19%
6 Not Answered
- 38 I participate in activities.
28 80 - 100% 16 60 - 79%
15 40 - 59% 3 20 - 39%
19 0 - 19%
13 Not Answered

- 39 I like to share information I have learned about computers?
82 Yes 0 No
8 Not Sure
4 Not Answered
- 40 Compared to the work done by the average member of the Computer User Group, I work _____ for the group.
11 A lot harder than others
41 About as much as others
33 Less than most of the others
9 Not Answered
- 41 _____ percent of people do 90% or more of the work or duties in this Computer User Group.
23 5% or less 28 6 to 10%
14 11 to 25% 8 26 to 50%
5 More than 50%
16 Not Answered

42 Social Interest Scale Ratings:

Scale	Number receiving this rating
0	0
1	2
2	3
3	3
4	6
5	4
6	8
7	14
8	11
9	2
10	14
11	13
12	3
13	4
14	4
15	0
NA*	3

*NA = Not Answered

- 43 My suggestions for improvement for future studies regarding this subject matter are:
- N/A
 - As a member of another UG which has application-related SIGs active, I see a benefit this club could provide by organizing SIGs.

- Beginners/Novices SIG Groups. Put info about Group Goals, what's available for members etc. on the disk showing what Shareware is available. *All speakers need microphones.
- I'm going to get off the stick and have a proposal by next month on how to run a computer consulting service for nonprofit organizations.
- Unknown at present
- Take a stats course. Also a Theory course on how to develop a survey would be helpful. You have a bias in several questions. It could be avoided with more time put into word choice.
- I have no idea what the question means

44 The following space is provided for open comments. If a comment refers to an item in this survey, please indicate the item number.

- Meeting time goes too fast - not enough time to get into detail about topics
- Used to be officer in group-but on mommy track now. Group is more of a social club for me.
- Item 6: own computer at home-company computer at office-
- Item 42 is a brain buster, but beautiful. I really liked it.
- The reason I am not more active is that I live a considerable distance from the hub of our user group. It is a long distance call for me to reach any one else.
- A groups function is share knowledge and experiences. Most people don't have the time to be very active in their membership.
- I would like to see more like this.
- Scale of 1 to 5 would have been useful
- Notes are in margins.
- Have more demo.