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**VOLUNTEERING EXPERIENCE: THE RELATIONSHIPS AND ROLE OF YOUNG
CITIZENS IN STRENGTHENING CIVIC DISPOSITION AND CIVIC
PARTICIPATION**

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ABSTRACT

A good and smart democratic society must concern on citizens and the environment. However, there is an attitude of individualism that is increasingly prominent because each individual feels able to do it himself easily and quickly which has an impact on behavior, deviations and lack of participation. Building and strengthening the character (civic disposition) and participation (civic participation) in the nation's generation, in this case, is that young citizens are the most important thing as a good society. Volunteering experience obtained through activities has a positive impact in strengthening the character and participation of young citizens. The purpose of this paper is to determine the role and relationship of the Volunteering Experience in strengthening civic disposition and civic participation. Qualitative research with a case study method was conducted by collecting data from 10 respondents. The results showed that the volunteering experience has a positive impact on strengthening the character (civic disposition) is better with the desire to always help and provide benefits and participation to create solidarity, interaction and good communication. Individual involvement in volunteer activities can build good social relationships and gain new knowledge and skills obtained from volunteer activities, this is a positive psychological and social impact (Wilson, 2000).

KEYWORDS

Volunteering experience, young citizens, civic disposition, civic participation

INTRODUCTION

Social changes or social phenomena that occur cause various problems which become collective obligations in handling a problem. Time development and change give birth to modernity which has an impact on the individuality of a person. Based on the results of research conducted by Sihombing (2013) with ⁵ more than 2,000 open questionnaires distributed in four major cities in Indonesia, namely Jakarta, Bandung, Semarang and Surabaya, a total of 1209 questionnaires were used to identify current Indonesian values. The results show that democracy, religion, harmony, warmth, mutual cooperation, religious fanaticism, and individualism becomes Indonesian values today. Individualism is often associated with the state of modern and advanced society, while collectivism is identical to primitive and traditional societies (Trompenar & Turner, 1997). Individual attitudes that are increasingly dominant because each individual feels able to do it himself easily and quickly. It is caused by the lack of sensitivity and individual participation in the social environment. The lack of participation is a natural part of contemporary society as a reflection of modernization. Individualist habits or cultures can change the collective culture and override the norms used to live in people's lives. The complexity and massiveness of the modernization lead individuality to be fused. Therefore, volunteering/ volunteerism is one of the answers that has been significantly considered in civic due to the increase of individualization (Waele & Hustinx, 2014). Volunteering is an effort to create conditions for mutual learning and provide benefits for the volunteers themselves and for their environment (Purdey, 2017).

The social changes that gave birth to modernity are not easy to avoid. One of the factors that underlies social change is the existence of new discoveries that can be distinguished in terms of discovery and invention. Social change has an impact on individualism, as well as on patterns of social behavior in society due to the lack of filters and lack of strong ideology.

According to Thomas Lickona, there are ten signs of the times that must be watched out for, among others: (1) increasing violence in the community; (2) deteriorating use of language and words; (3) the influence of strong peer groups (gangs) in acts of violence; (4) increased self-destructive behavior, (5) increasingly blurred good and bad moral guidelines, (6) decreased work ethic, (7) lower respect for parents, (8) low respect for individuals and citizens, (9) a culture of dishonesty, and (10) mutual suspicion and hatred between people (Lickona, 1992). Social changes that have an impact on changes in behavior and morals today such as drug abuse among adolescents, criminal delinquency such as brawls and others.

Education has an important role in shaping the civic disposition so that it has a good personality and behaves well. Civic Disposition includes personality characteristics such as civility or civility (respect for others and participation in the community), responsible individuals, self-discipline, sensitivity to citizenship, open mindedness, tolerance for diversity, patience and obedience, compassion, generosity and loyalty. in a nation with all its rules (Quigley, et al, 1991: 13-14). Building the character of citizens (civic disposition) is the most important thing in maintaining the existence of a nation and state. ¹⁸ Judge Learned Hand in a speech in 1944 in New York who expressed the importance of the character of citizenship which is now so well known (Bronson,

¹ *“Liberty lies in the hearts of men and women; when it dies there, no constitution, no law, no court can save it; no constitution, no law, no court can even do much to help it. While it lies there, it needs no constitution, no law, no court to save it.”*

This is in line with the main objective of civic education, namely to prepare a good citizen (Kalidjernih, 2011: 167). According to the CCE (Center For Civic education), a good citizen must have civic knowledge, civic skills, and civic disposition, all of which will form the ideal democratic citizen (Winataputra & Budimansyah, 2007). In fact, the Civic Education (Civics) learning process currently has weaknesses. There are several empirical

indications that Civic Education does not lead to the mission as it should, namely the learning and assessment process in Civics has more instructional effects (instructional effects) which are limited to mastery of the material and emphasize only the cognitive dimensions. while the affective and psychomotor dimensions as a companion (nurturant effect) as a "hidden curriculum" have not been properly considered (Winataputra & Budimansyah, 2007: 118-120). Therefore, new things are needed to support Citizenship Education in forming a smart society and good citizen. The formation of civilized citizenship is the goal of citizenship education in general (citizenship education) and is developed through citizen intelligence, one of which is the civic disposition, which eventually results in civic participation through participatory learning (Winataputra in Ubaidilah, 2003). Innovations are needed to support Citizenship Education in forming a smart and good citizen society. The formation of civilized citizenship is the goal of citizenship education in general (citizenship education) and is developed through citizen intelligence, one of which is the civic disposition, which eventually results in civic participation through participatory learning (Winataputra in Ubaidilah, 2003).

Volunteerism is one of the activities that can develop citizenship attitudes through participatory activities. Volunteerism in volunteering activities is a form of civic participation which includes social, planned, non-obligator activities that are beneficial to others (Penner, 2002). Volunteerism through its activities called ¹⁶volunteering has a positive effect on the psychological and social development of adolescents or young citizens (Cemalcilar, 2009). In addition to shaping behavior, volunteer activities are considered capable of shaping the personality of residents to be more sensitive to social conditions (Adha et al, 2019). Therefore, the individual involvement in volunteer activities can build good social relationships and gain new knowledge and skills obtained from volunteer activities, this is a positive psychological and social impact (Wilson, 2000).

The Beneran Indonesia Foundation is a foundation engaged in character and citizenship education that involves young citizens as volunteers to join together in shaping individual attitudes to become wiser, more participative (civic participation), responsible and committed to improving the strengthening of the attitude or character of citizens (civic disposition) to get better. Beneran Indonesia is a non-profit organization engaged in character and citizenship education by presenting citizenship education learning in a relevant and fun way (Instagram Beneran Indonesia @Beneran.Indonesia). Beneran Indonesia develops to work voluntarily in the realm of value education, norms, social activities by both program participants and volunteers (Adha et al. 2019). Volunteering activities carried out by volunteers in the Beneran Indonesia program have a positive impact, namely providing volunteering experiences so that they can increase positive character and behavior (civic disposition) and increase participation (civic participation) so that Beneran Indonesia volunteering activities take part in developing educational learning citizenship. This article or article focuses on the volunteering experiences of young citizens related to relationships and the important role in strengthening the character of citizenship (civic disposition) and civic participation. Volunteering activities carried out by volunteers in the Beneran Indonesia program have a positive impact, namely providing volunteering experiences so that they can increase positive character and behavior (civic disposition) and increase participation (civic participation) so that Beneran Indonesia volunteering activities take part in developing educational learning citizenship. This article or article focuses on the volunteering experiences of young citizens related to relationships and the important role in strengthening the character of citizenship (civic disposition) and civic participation. Volunteering activities carried out by volunteers in the Beneran Indonesia program have a positive impact, namely providing volunteering experiences so that they can increase positive character and behavior (civic disposition) and increase participation (civic participation) so that Beneran Indonesia volunteering activities

take part in developing educational learning citizenship. This article or article focuses on the volunteering experiences of young citizens regarding relationships and the important role in strengthening the character of citizenship (civic disposition) and civic participation.

MATERIALS AND METHODS

This research article used a qualitative research method with a case study approach grounded on activities programmed by Beneran Indonesia. The programs were extremely interesting and unique, namely by involving citizenship participation through volunteering activities that provided voluntary experience to form or strengthen young people / citizens who are responsible, participative, and have positive experiences impacting volunteers and the environment.

Qualitative research is used to generalize and analyze based on data, information, and findings (Miles & Huberman, 1984). Data and information collection techniques were carried out by observing Beneran Indonesia programs and activities as well as responses from respondents involved through Beneran Indonesia social media, especially Instagram, interviews and documentation studies obtained from various literature such as journal articles that examined Beneran Indonesia activities. Researchers conducted interviews and observations to obtain direct information from 10 respondents who had been involved as volunteers in Beneran Indonesia. Respondents were selected based on their involvement in the Aku Cinta Indonesia (ACI) program which was held in the city of Bandung for 2 days.

RESULTS AND DISCUSSION

Volunteering Experience: Benefits for volunteers in the Beneran Indonesia program.

Volunteering (volunteering) is the activity of giving free time to provide assistance to other people, groups, or an organization (Wilson, 2000). Volunteering (volunteering activities) is action-oriented, as an individual activity and experience (Ganesh & Mcallum, 2009). Volunteering is broadly defined as volunteering as someone who offers himself for a service without the obligation to do it voluntarily and without payment (Shure, 1991; Cnan et al, 1996).

Participation of residents or communities in volunteering activities has an influence or benefits for a volunteer to become more productive, build enthusiasm, increase knowledge, experience and new creativity. There is a history of being able to understand motivation in volunteers, which is based on the theory of altruism and is also selfless because the main motivation is a sense of wanting or willing to help others (Phillips, 1982). It has been believed by most people that helping others is good and beneficial for recipients of assistance and aid providers (Wuthnow; 1991).

Table 1. Voluntary Experience in activities I Really Love Indonesia

Activity	Experience	Knowledge	ills
<i>Beneran Race</i>	<ul style="list-style-type: none"> Meet new friends Visiting five locations for the beneran race 	<ul style="list-style-type: none"> new five the History of the museum 	<ul style="list-style-type: none"> Character and Citizenship (Civic Education) History of the museum
<i>Social Experiment</i>	<ul style="list-style-type: none"> Feel empathy and sympathy in 	<ul style="list-style-type: none"> Learning is fun Games that 	<ul style="list-style-type: none"> Tolerance Cooperation Communication Good interaction Honesty Competing in

the	social	provide	self-	sportsmanship
experiment		reflection		<ul style="list-style-type: none"> • Compactness • Collaboration
<i>Inspiring Talk Show</i>	<ul style="list-style-type: none"> • Inspired by the experience of the resource person 	<ul style="list-style-type: none"> • Information related to the experience of the resource person / speaker 		<ul style="list-style-type: none"> • Find the potential that comes from being inspired by the speaker • Spirit is better

Activities and programs carried out by Beneran Indonesia have involved many young citizens as volunteers in various events or activities carried out in several cities in Indonesia such as Jakarta, Bandung and Surabaya. Beneran Indonesia provided opportunities for volunteers to gain voluntary experience (voluntary activity). The benefits or experiences that a volunteer obtained in Beneran Indonesia activities included tolerance. Indonesian volunteers had different religious backgrounds, namely Islam, Christianity, Catholicism and Hinduism. Diversities were able to build good tolerance through coordination, interaction and communication in the activity process.

Beneran Indonesia was engaged in character and citizenship education and Civic Education learning in a relevant and fun way. Beneran Indonesia activities also provided new knowledge and experiences for volunteers about character and citizenship. Civic Education learning currently has more instructional effects emphasizing mastery of the material. Beneran Indonesia provides education related to fun Civic Education learning through activities such as understanding Pancasila (Five Pillars), not merely about the cognitive aspect but understanding Pancasila with concrete activities, namely Aku Cinta Indonesia

program (beneran race, social experiment, inspiring talk shows). Beneran race activities are carried out using games, quizzes, discussions and social experiments. These activities provided knowledge and experience for participants and volunteers, especially for volunteers who work as Civic Education educators / teachers. The locations chosen by Beneran Indonesians were museums, city icons such as Monas (Jakarta), which provided experiences for doing activities and at the same time visiting historical places such as museums.

The Role of Volunteering Experience in Strengthening Civic Disposition and Civic Participation

Volunteering or volunteer activities have a positive effect on the psychological and social development of adolescents (Cemalcilar, 2009). Social psychologists convey that the motivation of a volunteer is volunteering which is carried out without strings attached (Cnaan et al, 1996). However, some sociologists consider volunteer motivation to shape behavior (Civic disposition) (Fisher & Schaffer 1993, Wilson 2000). Selfless volunteerism shows that the good character of society individually can form a good society. There are differences in the characteristics of the individual youth who participate in volunteer activities and those who do not participate in volunteer activities. The results of research conducted by Cemalcilar (2009) in the Small Steps for a Big Future Program of the Turkish Volunteers Foundation (TOG) Community of 505, students consisting of 288 students did volunteer activities and 117 did not volunteer. The results showed that a group of adolescents who were given the opportunity to participate in social activities had positive effects such as having better social responsibility than adolescents who did not volunteer. This results showed that volunteering activities are very important and have a positive impact on the character of citizenship (civic disposition) and (civic participation). The results showed that a group of adolescents who were given the opportunity to participate in social activities had positive effects such as having better social responsibility than adolescents who did not volunteer.

Figure 1. Benefits of volunteering experience



Civic Disposition is one of the components in civic education which is considered to be able to make a person have a good personality and dignity. One of the components of civic disposition is participating in political and social life (Patrick & Vontz, 2010). Civic education is interpreted broadly to include the preparation of young citizens to play a role and participate actively and are expected to experience positive changes in their environment to develop a lasting commitment to participation in society (Eyiuche & Lilian, 2013). Based on this opinion, to become a smart and good citizen in line with the objectives of civic education, it is hoped that every citizen or community will have a civic disposition and good civic participation. Participating as a volunteer in volunteer activities can build the soul and enthusiasm of young citizens in developing knowledge and creativity (Adha et al, 2018).

Table 2: Values or Characteristics of Civic Disposition and Civic Participation

<i>Civic Disposition</i>	Process	<i>Civic Participation</i>	Process
Tolerance	<i>Volunteer</i> different religions, and beliefs	Opt-in	<ul style="list-style-type: none"> • Volunteer recruitment process • Attendance of

<p>Discipline</p> <p>Timeliness in activities and moving from one place to another</p>	<p>activity meetings</p> <ul style="list-style-type: none"> • Attendance during activities
<p>Solid</p> <p>Solidarity between volunteers and participants</p>	<ul style="list-style-type: none"> • Facilitator • Games Guide • Documentation
<p>Nationalism</p> <ul style="list-style-type: none"> • The names of national heroes are used as the names of the group • Museum history screening as a location for activity and reflection. 	

The Beneran Indonesia Foundation is a foundation engaged in character and civic education that involves citizens (civic participation) as volunteers to join together in shaping individual attitudes to become wiser, more responsible and committed in improving the strengthening of the attitude or character of citizens (civic disposition) to be better. The

involvement of volunteers in Beneran Indonesia activities has a positive impact on self-discipline, responsibility, honesty, interaction between individuals, among volunteers and participants. Volunteering activities in the Beneran race, which are one of the programs, are able to strengthen and improve the discipline of participants and volunteers. This is in accordance with the concept of civic disposition characteristics, namely, civility, responsibility, self-discipline, openness, cohesiveness,

Actually the step was done by moving from one place to another. In this activity, participants and volunteers were expected to run according to the time specified so that the volunteers try to facilitate and educate in self and group discipline. The interaction between participants and volunteers from various religious backgrounds seemed to be harmonious and tolerant. The Beneran Indonesia Program also implemented the values of nationalism so that the spirit of nationalism felt by the participants and volunteers became stronger and increasing. For example, the names of Indonesian national heroes during the independence era were used as names in each group of participants (Adha et al, 2019). In every program that will be implemented by Beneran Indonesia, it always involves volunteers to participate, experience and gain experience in volunteering experience activities. Before joining the Beneran Indonesia program, volunteers registered themselves online first. Volunteers who register themselves come from various cities, this proves that volunteering has a role in strengthening civic participation as democratic citizens.

CONCLUSION

Volunteering activities have become interesting and important among democratic societies to achieve the goal of becoming a good society with good behavior (civic disposition) and civic participation. Involving volunteers in every activity carried out by the

Beneran Indonesia Foundation has had a positive impact. Volunteering activities provide volunteering experiences and strengthen the civic disposition and civic participation of a Beneran Indonesia volunteer. The results of the study indicated that the experiences gained from volunteering include:

1. *Civic Disposition*, included responsibility, honesty, tolerance and nationalism.
2. *Civic Participation*, included the involvement of young citizens as volunteers/ committees in the volunteering activities of the Beneran Indonesia program and the participant facilitation process by providing Civic Education knowledge and learning through the Aku Cinta Indonesia activities, this involvement developed an attitude of personal responsibility and discipline in carrying out duties as a volunteer.

Strengthening civic disposition and civic participation formed through volunteering activities is an illustration of the formation of smart citizens or communities and a civilized society in accordance with the goals of civic education, namely to be good citizens (Wahab & Sapriya, 2011).

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