

Volunteering and Citizenship: Empirical Evidences of the Positive Impact in Brazil

Voluntariado e Cidadania: Evidências Empíricas de Impacto Positivo no Brasil

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Abstract: As an expanding social phenomenon, volunteering has been recognized for its potential for developing citizenship by providing opportunities for participation and social innovation, supporting public and private actions aimed at collective well-being. This study aims to analyze the relationship between volunteering and citizenship through motivations, as they help to understand what drives human behavior toward a direction. Through quantitative research, descriptive statistical techniques were used to differentiate citizen attitudes from volunteers and non-volunteers, as well as structural equation modeling to relate research constructs. The results indicate an overlap of citizen attitudes of volunteers over non-volunteers, as well as a positive relationship between the motivation model and attitudes towards social, political and civil rights, contributing to the understanding of these fundamental constructs for the Third Sector.

Keywords – Non-Governmental Organizations Management; Volunteering; Volunteers' Motivation; Citizenship; Structural Equation Modeling.

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Resumo: Como fenômeno social em expansão, o voluntariado tem sido reconhecido por seu potencial de desenvolvimento da cidadania ao propiciar oportunidades para participação e inovação social, apoiando ações públicas e privadas voltadas para o bem-estar coletivo. Esse estudo objetiva analisar a relação entre o voluntariado e a cidadania, à luz das motivações, uma vez que estas ajudam a compreender o que impulsiona o comportamento humano rumo à uma direção. Por meio de uma pesquisa quantitativa, foram utilizadas técnicas estatísticas descritivas para diferenciar as atitudes cidadãos de voluntários e não voluntários, como também a modelagem de equações estruturais para relacionar os construtos de pesquisa. Os resultados indicam uma sobreposição das atitudes cidadãos dos voluntários sobre os não voluntários, assim como também uma relação positiva entre o modelo de motivação e as atitudes em prol dos direitos sociais, políticos e civis, colaborando com a compreensão destes construtos fundamentais para o Terceiro Setor.

Palavras-chave – Gestão de Organizações Não Governamentais; Voluntariado; Motivação de Voluntários; Cidadania; Modelagem de Equações Estruturais.

Introduction

In specialized literature, there is a particular understanding that a positive link exists between volunteering and volunteering organizations with citizenship (Brown, 1999; Reed & Selbee, 2001; Wilson & Musick, 2008). Although the results, when trying to analyze the citizen behavior, are not uniform, the majority of the outcomes indicate, in some measure, that civic awareness or social responsibility increases.

In this paper we propose to analyze the existence of relationships between voluntary motivation and its possible impacts on citizenship. The guideline is to find empirical evidence that volunteering is capable of stimulating citizenship, and more: volunteering motivation type influences the way citizenship is exercised. The analysis suggests the existence of relationships between voluntary motivation and its possible impacts on citizenship. This study finds resonance in the academic discussions that reinforce volunteering positively affecting citizenship attitudes, a fundamental attribute for the promotion and development of societies.

The citizenship analysis in this study is based on the concept of “attitude”. Attitude is a concept widely studied in social psychology. Lima (2000) states that attitude is a “hypothetical construct”, which is related to psychological tendency to evaluate something favorably or unfavorably. The hypothetical being, in this case, allows one to understand the attitude in several ways, from a way of reacting to objects

or people to the tendency to act in certain circumstances. The concept of attitude is important because it is closely linked to the people behaviors. It is an important way to understand how the subjects behave (Almeida and Ferreira, 2010).

Previously in the literature, Morgan and Streb (2000), Gray, et al. (1998) and Astin and Sax (1998) analyzed the relationship between citizenship and volunteering, concluding that volunteering stimulates citizenship. Flanagan, et al. (1998), Wilson and Musick (1999), Wilson (2000), affirmed that volunteering develops trust between people and institutions, so people tend to get involved in citizen participation. Worker, et al. (2020) assess that there are positive impacts on the lives not only of the beneficiaries of the voluntary actions but also on the lives of the volunteers themselves.

A relatively common point among third sector research is a wide range of research, starting from studies that observe corporate volunteering programs (Mascarenhas et al., 2013; Corullón, 2002), management, engagement, ambiguities, motivation and retention of volunteers (Aboramadan et al., 2019; Von Essen et al., 2019; Cavalcante, 2012; Silva & Neto, 2012; Evangelista, 2002; Silveira, 2002; Teodósio, 2002). Each of them demonstrating particularities and similarities at the intersection between volunteering and citizenship around the world.

However, unlike what happens with North American and European literature, researches in Brazil that relate these concepts are embryonic. Studies developed so far are focused on the practical contributions of volunteering, often dedicated to questions about the management of volunteering and also about the acts that voluntary work can bring to a society (Evangelista, 2002; Silveira, 2002; Teodósio, 2002; Cavalcante, 2012). Another authors (Pandolfi, 1999; Reis, 1999; Avritzer, 2009) also discuss issues such as social participation and civil society, citizenship, rights and democracy without addressing the issue of volunteering.

In addition, Musick and Wilson (2008), consider that motivation has an important role in volunteering studies. The literature on the subject (Mccurley & Lynch, 1998; Mostyn, 1983; Wilson, 2000; Cavalcante, 2012) indicates that motivation is explained by a particular set of values, among which, altruism, individual interest in contributing and sociability, in addition to religious reasons and feelings of guilt, obligation or responsibility and even selfishness.

Another point that moves us to reflect about this topic is the fact that, some authors, such as Carvalho (2016), Correia (2010) and Avritzer (2009) affirm that the historical construction of politics and citizenship in Brazil promote, in great measure, the depoliticization of the population, and undermine the forms of social participation. However, even in this scenario, there are several socially organized groups whose objective is to impact reality with regard to current social transformation.

According to Non-Profit Private Social Assistance Entities – PEAS 2014-2015, there are about 13.659 thousand third sector institutions created until 2015 (IBGE, 2015). The region where more NGOs were born in recent years was the Northeast, the macro-region of our data collection. Approximately, 25% of NGOs across the country were created in this region (IBGE, 2012). Paraíba was chosen because it presented the lowest number of formal workers among its NGOs in the Northeast (IBGE, 2012), which may suggest a relevant voluntary presence among its employees.

Furthermore, in a society where the Third Sector is an expanding phenomenon and in a country like Brazil whose social participation is not a primary feature (Wright, 1996; Strach & Adams, 2006; Avritzer, 2009), third sector organizations are increasingly seen as places where citizenship is present. We propose that studying the motivation of volunteers and the modeling of these motivations according to citizenship, can put light on new nuances of voluntary and citizen behavior in Brazil. Analyzing what motivates volunteers can also impact on new understandings about volunteering management taking into account their peculiarities (Duarte et al., 2017).

We share the notion of Morgan and Streb; 2000; Gray et al., 1998; Astin and Sax, 1998; Flanagan et al., 1998; Youniss et al., 1997, that third sector and volunteering can provide, through social participation, active citizenship. And yet, understanding what are the reasons that lead people to engage in voluntary activity can show their attitudes as citizens.

In this sense, the present study aimed to analyze relationship between volunteering and citizenship, through volunteers' motivations. Exploring these motivations as predictors of increased attitudes about social participation and citizenship. To reach this, differences in the citizenship of volunteers and non-volunteers are identified, based on statistical measures, to confirm that volunteers tend to have better citizen attitudes than non-volunteers.

Subsequently, it is intended to conduct a structural equation modeling to relate volunteer motivations against citizenship factors to indicate if different motivational profiles relate to citizen attitudes. Therefore, the paper aims to contribute to the current discussion about social changes, analyzing the difference between volunteers and non-volunteers, empirically testing a model that explains relationship between volunteering and citizenship in the researched sample.

Methodologically, the research is classified as quantitative, using the survey strategy for data collection with two non-probabilistic samples: one with 145 volunteers linked to educational NGOs and the other with 175 non-volunteers, both groups living in the state of Paraíba, in Brazil. In order to measure citizenship, an adapted Citizen Audit scale on citizens' attitudes is chosen, following the classical theory of Marshall (1967). Moreover, to measure the motivations of volunteer work, we use the model developed by Cavalcante (2012), validated in a national context and with volunteers.

Theoretical Framework

Citizenship

Citizenship is a complex and dynamic construct, surrounded by a diverse pool of concepts. It is such a complex concept that Souki (2006), in an article about citizenship in Brazil, begins by clarifying what it is not: it is not matter composed of body and life itself, it is not synonymous with democracy, and it is not equal to empowerment of civil society (although there are very close relations between these concepts). It is, therefore, a fundamental attribute to promote the development of society. According to the author, "citizenship is fundamentally a method of social inclusion," which represents the individual as a political unit.

According to Pinsky and Pinsky (2016) and Correia (2010), being a citizen is being a member of a larger body and belonging to some unit. Belonging to a nation (natural environment of the modern conception of citizenship) is the key to being a citizen. Also, to belong means to identify with a particular nation and be a bearer of rights and obligations guaranteed and guided by the State corresponding to that nation.

According Clemente (2015) and Souki (2006), Marshall (1967) has become one of the greatest promoters of citizenship studies, being an essential theoretical reference in this subject. His analysis portrays the process of developing citizenship in England. To him, what we can call full citizenship has been made possible by the conquest of civil, political and social rights, and can be defined as "a status granted to those who are integral members of a community. All those who have status are equal concerning rights and obligations of status (Marshall, 1967, p.76).

In this perspective, Marshall (1967) considers three dimensions of citizenship: civil, political, and social. The civil sphere portrays the rights and duties that imply individual freedom, enabling life in society, such as freedom of movement, speech, manifestations of thought and faith, property, justice, and association. They refer to the first moment of citizenship, developed in the 19th century. XVIII. The political dimension of citizenship enables participation in the governance of society, being a member of a vested body of political authority, or being a voter. They were designed in the 19th century. Furthermore, the social element focuses on economic well-being, security, and guarantees of minimum living standards, which they suggest from the twentieth century.

Having said that and, although the temporal linearity of the definition of rights to Marshall (1967) is a subject matter of many criticisms, we understand that this form of presentation is only one of the ways of turning such a complicated process into something intelligible, even though the real chronological/linear sequence of rights comprises intersections and setbacks between the centuries. The criticisms to the theory developed by the English sociologist expresses the concerns of the modern world, and not of the reality that Marshall lived. As Reis (1999) suggests: it is a concept in constant development by the cultural and historical passages that influence its definition.

In Brazil, and according to Carvalho (2016), the chronology and logic of the sequence described by Marshall (civil-political-social) were reversed, with distinct periods of expansion and conquest and periods of retraction. We can say that the ideal of citizenship, diversely of what happened in the European countries and the US (Tocqueville, 1998), was granted by the Government for a long time. According to Correia (2010), the strong cultural tradition centered in the Government and the different developments of Brazilian citizenship led to a lack of 'national identity' and collective consciousness, which are fundamental to the modern notion of citizenship. Consequently, the notion of citizens' rights came late for

the masses. It is important to emphasize that, although there has been redemocratization, the expansion and maintenance of political and social rights did not happen uniformly in Brazilian society. The extension of individual rights has not solved the problems caused by the enormous social inequality in our country, and the poorer segments of the population embody a masse that has almost no Governmental protection. According to Carvalho (2016, p.220), "even today, many civil rights, the basis of the Marshall sequence, remain inaccessible to the majority of the population."

Considering the relation between state and society, Giron (2000) observes that citizenship is a process of construction between these two parts, for which individuals are responsible, rather than just enjoying social rights gained in previous times. Thus, to be a citizen, individual's participation is required, and one must become an active subject, and make his history, as well as be part of a collectively organized one (Demo, 2001). The concept of citizenship assumed in this study involves the dimension of participation and responsibility for social and political life. It is through this that "the claim, exercise and protection of rights, duties and needs are externalized as a historical process of struggle for human emancipation, ambiguously strained by social regulation" (Andrade, 2003, p.77).

In order to analyze citizenship, as we understand in this paper, we chose to use a survey adapted from Citizen Audit, a large-scale census carried out between 2000 and 2001 by the Social and Economic Research Council of England, in its Democracy and Participation Program, in order to analyze citizens' attitudes. Firstly, to define and measure the nature and determinants of citizenship and active participation, and secondly, to assess the influence of citizenship in decision-making and policy outcomes.

Volunteering

There are many concepts in the literature that can be attributed to the term voluntary work (Cohen, 1964; Fernandes, 1994; Dohme, 2001; Domeneghetti, 2001). According to Santos et al. (2015), the terms that define it and the forms of its expression may vary according to culture, but generally lead common and universal attributes of contributing to the common good by their own choice in a spirit of solidarity, without expecting material remuneration.

In Brazil, the Law 9.608, promulgated in February 1998, describes the regulation of voluntary work in the country, and establishes that voluntary work is a task performed by a physical person, without

remuneration, for a non-profit institution, which encompasses cultural, scientific, educational, social, or recreational objectives (Brazil, 1998). Salazar, Silva and Fantinel (2015) point out that volunteering, despite objectivity that many definitions seek to transmit, is a cultural and economic phenomenon that is part of the way societies organize themselves, assigning social responsibilities, and to what extent the engagement and participation are expected from its members. Also, they state that 'adequate participation' changes with time and according to the political-economic context of each community.

Theories that guide this work present common characteristics regarding the voluntary work, namely non-remuneration and the free will to exercise it. Solomon and Sokolowski (2016) expand the concept and state that volunteering does not need to be attached to any formal organization and can be developed individually and informally. In addition, to be a volunteer, he is expected to produce benefits for people, groups or contexts outside his family; work cannot be casual or episodic and it should not be a compulsory activity.

For the purpose of understanding this work, we will assume the concept developed by Cavalcante (2012), which is aligned with several works and studies of the area (UN, 2001; Musick and Wilson, 2008; Cnaan et al., 1996; Penner, 2002; Brazil, 1998), which states that voluntary work is an activity in which an individual donates his time or knowledge, and has the following characteristics: it may have financial gains, which are limited to the cost of executing this activity; of individual decision, even if stimulated to do the task; that allows to receive benefits, mental or physical; of an eventual or permanent nature; and which may or may not be run under the guidance of an organization (Cavalcante, 2012).

Among the specificities that characterize voluntary work, its function of transforming society stands out in much of the available literature. According to Bonfim (2010) and Silva and Neto (2011), volunteering today is related to the valorization of citizenship and civic duty and the accountability of civil society for the common good. Silveira (2002, p.153) states that there is a shift from a charitable and assistance approach to a focus on valuing citizenship, collecting rights and channeling the interaction between society and the Government, in search to promote integrated participation through partnerships, not exempting the State from its responsibilities. In other words, according to Domeneghetti (2001), as volunteering and the concept of charity were lost, along with the expansion of NGOs, the element of citizenship was included in the motivation of volunteers to volunteer. In this sense, Oliveira and Bezerra

(2007) state that motivation is an essential aspect of working with volunteers. Capturing, assimilating and maintaining volunteers who carry out their tasks by participating in the development of the organization with commitment is the challenge of managing the volunteers who, unlike public and private sector management, do not have the remuneration as a permanence factor and reward for the work done (Oliveira and Bezerra, 2007, p.06).

Therefore, understanding the motivations may help to understand what these individuals are looking for with the activity, and can enable managers of voluntary organizations to meet those needs. The motivation appears as an essential element for recruitment, for the process of identifying volunteers with the organizations/cause and for their permanence in organizations. Besides, motivation helps to understand human behavior in some direction, in this case, towards citizenship. Studies such as those by Bizarria et al. (2018) and Barbuto and Story (2011) already point motivation as a predictor of organizational citizenship. In this paper we will explore motivation as a predictor of citizenship in its broadest definition.

To find motives that promote volunteering, the quantitative instrument already validated on a national scale was used, developed by Cavalcante (2012) to determine the motivations for voluntary work and to outline the profile of the volunteer-based on the reasons for entry, stay, expectations and exit. For this author, it is five factors (altruistic, social justice, affiliation, learning, selfish) that identify the motivations of volunteer work (see Table 1).

Table 1 - Motivation factors for volunteer work

Motivational Factor	Description
Altruistic	It portrays the subjective perception of self-sacrifice by the volunteer, involving risk, unhealthiness and dangerousness.
Social Justice	It covers the reasons related to the feeling of helping individuals and communities in exceptional situations, with the volunteer interested in rescuing citizenship, from a local perspective.
Affiliation	It aims to join a group through voluntary activity.
Learning	It brings together motives that promote self-development through actions that stimulate the intellect through volunteering.
Selfish	It gathers motives centered on the sensation of privilege, status and protection, being the volunteer interested in the construction and projection of self-image.

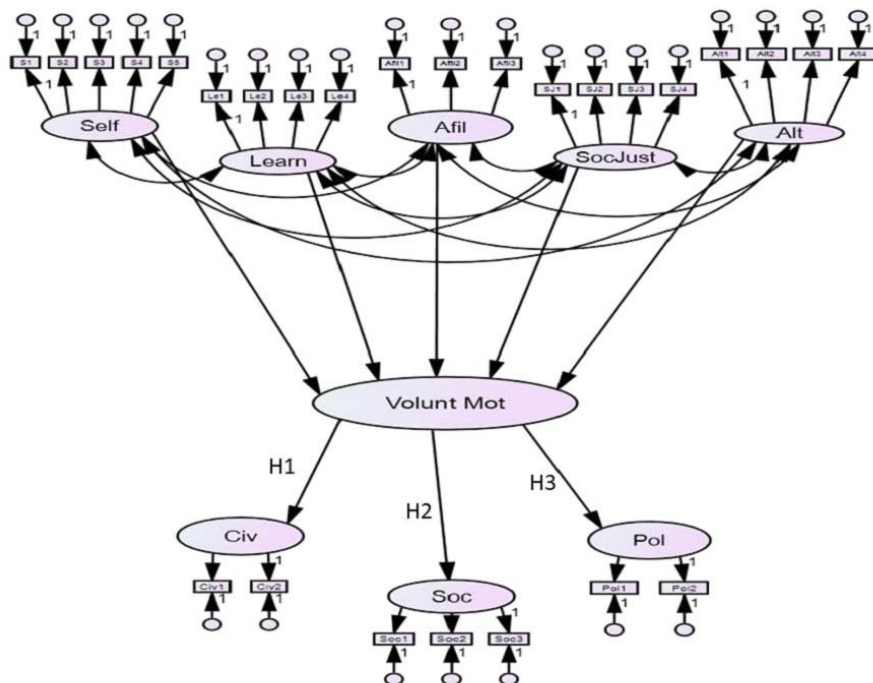
Source: Based on Cavalcante (2012).

In Cavalcante's model (2012), there is a hierarchy of motivation: at the highest level is the altruistic profile that is characterized by more collectivist and universalist motivations; As one descends to another level, the motivations become more individualistic (even the selfish profile).

For this paper, the only part of the model we use is the phase related to motives of permanence, since this work aims to research only volunteers in full activity. The operationalization of this instrument that relates to citizenship is detailed in the next section, in which we will present the methodology used in the research.

To understand the relationship between motivations of volunteering and citizenship attitudes, a theoretical model was built, in which motivations (altruistic, social justice, affiliation, learning and selfishness) lead individuals to citizen attitudes in civil, political and social fields (see Figure 1).

Figure 1 – Theoretical structure (M0)



Source: developed by the authors.

Based on the theoretical model, three hypotheses will be tested. The first hypothesis relates volunteering to civil citizenship attitudes. These studies support it. Dekker and Broek (1996), in USA, concluded that volunteers tend to be more involved civilly than non-volunteers. For Musick and Wilson (2008), volunteers are more intensely involved in the organizational life of non-profit organizations, teaching them civic skills and knowledge of their rights. And according to Worker et al. (2020), acting as volunteers, adults report developing skills, improving well-being and deepening connection with other people. In such way, we have the first study hypothesis:

(H1) The motivations of volunteering foster attitudes about civil rights in volunteers

The second hypothesis relates volunteering and social sphere citizenship attitudes. These studies support it. Silva et. al. (2010) concluded that historically, social demands and assistance for the most needy have always been NGOs actions. Lie, Baines and Wheelock (2009), presents that volunteering is an instrument for transforming the economic and social well-being of individuals, families and communities. In the health services field, Moniz and Araújo (2008) affirm that volunteering is recurrent, helping an area in need of workforce and individuals in a situation of social vulnerability. Thus, the second hypothesis follows:

(H2) The motivations of volunteering foster attitudes about social rights in volunteers

Finally, relating volunteering to political sphere citizenship attitudes, Putnan (2006) states that voluntary activity is an integral part of good citizenship and political involvement. Rochester et al. (2010), explain that people are more likely to vote, join political parties and participate in political processes if they are involved in volunteering. And Jakimow (2018) indicates that volunteers, even with difficulties, use volunteer opportunities to relate and criticize the practices of the State and have experiences of citizenship. Based on these perspectives, third hypothesis is:

(H3) The motivations of volunteer work foster attitudes about political rights in volunteers.

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After presenting the theoretical model and the research hypotheses, we proceed to the presentation of the methodological procedures.

Methodology

This research has a descriptive and quantitative approach. We used a survey as a research strategy, through the use of two questionnaires as research instruments: the citizenship scale that was adapted from Citizen Audit and applied with volunteers (N = 145) and non-volunteers (N = 175) to perform comparisons of citizen attitudes from the perspective of Marshall Theory (1967); and the motivation scale for volunteer work, developed by Cavalcante (2012), to perform the modeling of structural equations between the motivation and citizenship constructs, which was applied only to volunteers. The research variables of both scales are shown in Table 2 below.

Table 2 – Instrument itens		
Motivational Factor	Code	Item
Motivation For Voluntary Work		
Altruistic (Alt)	Alt1	1. I remain because I have been able to help people.
	Alt2	2. I remain because I have been able to change people's lives.
	Alt3	3. I remain because I have brought hope to the poor.
	Alt4	4. I remain because I see that the people I have been helping have had a chance to live better.
	Alt5	5. I remain because I consider my work important.
Social Justice (SOCJUST)	SocJust1	6. I remain because I feel that I am helping the communities.
	SocJust2	7. I remain because I am correcting social injustices in the communities.
	SocJust3	8. I remain because I am improving the quality of life of communities
	SocJust4	9. I remain because I am collaborating in the pursuit of social rights in communities.
Affiliate (AFIL)	Afil1	10. I remain because I am with people with the same interests.
	Afil2	11. I remain because I feel like I'm part of a group.
	Afil3	12. I remain because I'm making new friends.
Learning (LEARN)	Leam1	14. I remain because I am learning to deal with people.
	Leam2	15. I remain because I am learning new knowledge.
	Leam3	16. I remain because I am having new challenges and experiences.
	Leam 4	17. I remain because I am learning something.
Selfish (SEL)	Sel1	13. I remain because I am filling my free time.
	Sel2	18. I remain because I am being recognized.
	Sel3	19. I remain because I am feeling better as a person.
	Sel4	20. I remain because I have good self-esteem.
	Sel5	21. I remain because I feel important doing this work.
Citizenship scale		
Direitos Políticos	Pol1	It is the duty of every citizen to vote in elections.
	Pol2	I think it's important to obey the laws.
Direitos Sociais	Soc1	The government must provide housing for those who cannot afford it
	Soc2	The government should reduce the income gap between rich and poor
	Soc3	It is the responsibility of the government to provide a job for all those who want one
Direitos Cívicos	Civ1	People should not rely on the state to secure their own retirement.
	Civ2	Individuals who can afford must bear the cost of their own health when they are sick.

Source: Cavalcante (2012); Whiteley et al. (2005).

The definition of the population included, for the sample of volunteers, those who work in non-governmental organizations related to education and research in the state. For the sample of non-volunteers, we looked for random individuals, who did not have volunteered at the time of the questionnaire and who were willing to collaborate with the study.

Both research subjects living in the state of Paraíba, Brazil. The sampling activities were non-probabilistic by accessibility, carried out from last semester of 2016 to the first semester of 2017.

The selection of the sample of volunteers began by mapping the NGOs present in this state by the (research group - in case of approval of the work, their name will be shown), in which it was observed that 110 of the 197 organizations contacted had volunteers in their and of the 5,797 volunteers counted throughout the state, 917 were engaged in education and organizations related to research activities.

Organizations are divided into regions of the state. NGOs with the highest number of volunteers are located in the most populous cities in the state: João Pessoa and Campina Grande, being chosen for this study. However, NGOs located in other mesoregions of the state were also selected in order to meet a geographical representation. In all, 22 (twenty-two) entities were selected, three of which refused to participate in the study and two were excluded from the study because they were not related to education. The volunteers of the remaining seventeen were analyzed.

All organizations surveyed had in common the fact that they were linked to education in the state of Paraíba, and the following characteristics based on IBGE (2012):

- (a) private, therefore, not members of the government;
- (b) non-profits, that is, organizations that do not distribute any surpluses between the owners or directors and whose prime reason for existing is not the generation of profits - may even generate them, but have to apply them in the end-activities;
- (c) self-administered or capable of managing their activities; and
- (d) voluntary, as any group of persons, can freely constitute them.

The sample of non-volunteers was collected from the respondents' spontaneous participation in an online survey. Two hundred forty responses were obtained. After the exclusion resulting from the

validation of some questionnaires, we reached a final sample of 145 valid questionnaires for the voluntary sample and 175 for non-volunteers.

The collected data were analyzed in two axes: first, we tried to show the differences in means of these two groups, through descriptive measures, such as mean, standard deviation, and variance. The inferences about the averages were derived from the two samples, which are considered appropriate for the use of this statistical technique because they are simple, independent random samples with large sample sizes (with $n_1 > 30$ e $n_2 > 30$) (Triola, 2005).

Next, we empirically tested a model that explained the relationship between volunteering and citizenship in the sample surveyed. For the second axis, the Structural Equations Modeling (SEM) analyzes the relationships of dependence between the constructs. In this context, the relations of dependence between the constructs were analyzed and manipulated in this research: motivations for voluntary work and citizenship. In this modeling, both Exploratory Factor Analysis (EFA) and Factorial Confirmatory Analysis (FCA) are performed using IBM SPSS 20 and AMOS software. In the EFA, the items are submitted to statistical procedures to verify how they behave, without establishing a priori expectation (Costa, 2011). In the case of the FCA, this procedure aims to test whether the behavior of the items structured in the EFA is confirmed.

According to Hair et al. (2009), to effect SEM, a minimum sample of five times the number of scale items is required. One hundred forty-five responses were collected from the volunteers, meeting the requested parameter, considering the 28 (twenty-eight) items of the two scales used.

Results and Discussion

The data will be presented in two parts: first deals with the presentation of the means regarding the attitudes of volunteers and non-volunteers about citizenship. The second brings the structural model with the pieces of evidence of the relationship between voluntary motivations and citizenship.

In this first moment, we intend to confirm the premise that underlies this work that volunteers tend to have more developed attitudes of citizenship than non-volunteers. According to Music and Wilson (2008), volunteers would be more aware and closer to social problems as well as more stimulated to

develop civic skills and more significant learning about local issues. For this, we chose to use descriptive statistical measurements comparing the position (simple arithmetic mean and quartiles), dispersion (variance, standard deviation), and format (asymmetry, kurtosis) of the citizenship scale variables. The questionnaire was applied with both the volunteer group and the non-volunteer group to outline the predominant dimensions in both research groups.

The citizen dimensions analyzed in this paper refer to the theoretical constructions of citizenship of Marshall (1967), the main guiding theory for this construct, added by the analyzes of the modes of participation of the individuals in the society predicted by the citizen audit. Factors were categorized into three elements: (1) Social Rights; (2) Civil Rights; (3) Political Rights. The following tables outline the means and standard deviations of each variable (question) as well as the measures of position, dispersion, and format for each citizen dimension.

The first dimension to be analyzed is the 'Social Rights' dimension, which concerns the attitude of individuals to the minimum right of economic well-being, security, and guarantees the living standards of someone inserted in social dynamics (Marshall, 1967). Individuals with a high mean for this factor would tend to understand in what way the government's role is to provide these minimum conditions equally to all.

In this sense, and according to the data in Table 3, we consider that, for the group of volunteers, the factor obtained a relatively high mean (8.55), standard deviation (1.53), and coefficient of variance (23.50%). Regarding the format, the data show a left asymmetry of -1.69 (mean lower than fashion and median) and leptokurtic format (pointed). . Considering the group of non-volunteers, the average mean of 7.78, standard deviation, and coefficient of variance of 2.10 and 44.39%, respectively. Measurements of dispersion and shape also indicate left asymmetry but flattened vertical (platykurtic) shape.

In both groups, there is some variability of responses around the mean, indicating heterogeneity of responses and the existence of several citizen profiles in the samples. This result converges with the characterization of the Brazilian context, which presents socio-demographic heterogeneity (IBGE, 2010) and shows the diversity of thoughts, beliefs, needs, interests, and ways of involving people with the community where they live.

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Table 3 – Measures of position, dispersion and format of Social Rights

Item	Mean	Std Dev	Mean (factor)	Std Dev (factor)	Coef. of Var. (factor)	Asymme. (factor)	Kurto. (factor)	Quartiles (factor)		
								25	50	75
Volunteers										
SOC1	9,16	1,461	8,55	1,532	23,50%	-1,69	4,13	8	9	10
SOC2	8,62	2,18								
SOC3	7,86	2,38								
Non volunteers										
SOC1	8,28	2,34	7,78	2,106	44,39%	-1,122	0,96	6,6	8,3	9,6
SOC2	8,18	2,42								
SOC3	6,89	2,79								

Source: Developed by the authors.

In the development of the Marshallian theory, corroborated by Roberts (1997), the social dimension of citizenship is a way of obtaining social integration considering the inequalities caused by the current economic system. Singer (2016) states that social rights derive from the lack of work and workers' struggle for better living and working conditions in the eighteenth century, and these rights apply to those whose situation makes it necessary to use them, which is often a fundamental condition for their use. Physical and social survival and therefore, for the exercise of other human rights. Therefore, it would constitute a way of reducing the significant difference in the quality of life among the members of society. Not by equalizing incomes, but by helping to reduce the fragmentation of society by decreasing inequalities while assisting the most vulnerable. In other words, we can call it a welfare policy which, according to Marshall (1967, p. 135), would make capitalism sufficiently civilized to coexist with democracy.

The Citizen Audit states similar findings for ordinary citizens. The Bretan research revealed that respondents also expect the government to provide housing for the poor, reduce income differences between rich and poor, and offer jobs to people who want to work.

Therefore, according to the data in Table 1, we understand that when individuals in our sample indicate on a moderate to high scale (with averages over 7) that:

1. 'The government must provide housing for those who cannot afford it' (Soc1);
2. 'The government should reduce the income gap between rich and poor' and still (Soc2);

3. 'It is the responsibility of the government to provide a job for all those who want one' (Soc3).

They are actively demonstrating that the conception of citizenship considered by Marshall (1967) also makes sense for our society and that for a citizen to fully participate in it, he needs minimal conditions that must be provided by the Government. The fact that the random volunteer sample presents higher means shows that this particular group considers the Government as a keeper of a minimum level regarding the social well-being of the population.

The second dimension, Political Rights, expresses the guarantee of participation of the society in the government, whether by the possibility of being a member with political authority or by the right to vote (Moura, 2009). From the results taken from this dimension (see Table 4), a high mean was observed – 8,26, with a standard deviation of 1,91 and a moderately intense coefficient of variance (36,77%) for the volunteering group; a reasonable mean was estimated: 7,85, with a standard deviation of 2,07 and a coefficient of variance of 42,70%. The last indicator is considered high and shows the divergence in the responses of both groups. In addition, dispersion and shape measurements indicate left asymmetry (mean less than fashion and median) and flattened vertical shape in both groups.

Table 4 – Measures of position, dispersion and format of Political Rights

Item	Mean	Std Dev	Mean (factor)	Std Dev (factor)	Coef. of Var. (factor)	Asymme. (factor)	Kurto. (factor)	Quartiles (factor)		
								25	50	75
Volunteers										
Pol 1	7,47	3,07	8,26	1,91	36,77%	-1,09	0,62	7	9	10
Pol 1	7,47	3,07								
Non volunteers										
Pol 1	6,95	3,10	7,85	2,07	42,90%	-0,95	0,25	6,5	8,5	10
Pol 2	8,76	1,78								

Source: Developed by the authors.

According to the driving theory of the citizenship concept used to develop this study, political rights are the ones that guarantee the possibility of an individual's participation in political power. It is the dimension that gives equal opportunity to each citizen to elect and to be elected. Probably, the right that

is clearer for individuals. From an Aristotelian point of view, it is essential that individuals participate in politics as a way to be part of their society. The human being would then be social and political by nature.

In adaptation to our research, both voting (Pol1) and obedience to the law (Pol2) make up this factor and are two compulsory variables for the Brazilian citizen, different from the contexts of England and Great Britain. Even obligatorily, the vote is considered an act of citizenship because it expresses a right, a power, a political opinion, and fosters a sense of belonging (Canêdo, 2016). In turn, obedience to the laws ensures social order, civilized life, and participation of individuals in collective affairs, even passively, such as paying taxes. In the Breton case, as addressed by Carvalho (2016), the political rights were a consequence of the civil rights, demanded and conquered by the population after the fundamental rights of the Marshall's pyramid (civil) turned into common ones. According to Carvalho (2016), the inversion of the Marshall's pyramid, and the approval of rights without its real attainment represents a risk for Brazilian citizens, in the sense that this is a meaningless approval.

The results obtained from the citizen audit show that a relatively significant number of people believe that it is essential to obey the laws. Nonetheless, there is a small part that rejects civil rules. Despite the fact that Britain's population has low confidence in their politics, the authors (Pattie et al., 2002) consider that this indicates a good citizenship measure, as it combines the sense of obeying to the rules (Pol2) with the conscience vote (Pol1), which creates a sense of obligation to the people from their society.

In this sense, the volunteer's mean (8,26), slightly above the non-volunteers' mean (7,85) for this dimension (see Table 2), lead us to the belief that the sample of volunteers is positively related to the sense of obeying the laws and to the conscience vote, as featured in the citizen audit's findings. These together, allow deriving that being a volunteer is a manifestation of more active citizenship.

For the third dimension – Civil Rights – and according to Marshall (1967), these would be the basis of citizenship and the essential rights for the citizens. The Civil rights are the ones related to the autonomy and individual freedom, as physical integrity, the right to come and go, equality before the law, press freedom, freedom of thought, faith and propriety, for instance. For Carvalho (2016, p. 9) these “are the rights that are guaranteed by a justice that is independent, efficient, cheap, and accessible to all. Are those that guarantee civilized relationships between people, and even the existence of civil society.”

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The Table 5 shows the values for this dimension. When analyzing the results of the pool of volunteers, the mean obtained was 6,03, with a standard deviation of 2,39 and a coefficient of variance of 57,30%. These results show a significant divergence between answers. Following the same rationale, the mean regarding the group of non-volunteers was 6,04, with a standard deviation of 2,31 and a coefficient of variance of 53,70%. In this case, there is no significant difference of means and quartiles between the groups analyzed. Regarding asymmetry and kurtosis, these indicate slight left asymmetry and flattened vertical (platykurtic) shape.

Table 5 – Measures of position, dispersion and format of Civil Rights

Item	Mean	Std Dev	Mean (factor)	Std Dev (factor)	Coef. of Var. (factor)	Asymme. (factor)	Kurto. (factor)	Quartiles (factor)		
								25	50	75
Volunteers										
Civ 1	6,10	2,87	6,03	2,39	57,30%	-0,30	-0,718	4,5	6,5	8
Civ 2	5,96	3,07								
Non volunteers										
Civ 1	6,67	2,72	6,04	2,31	53,70%	-0,387	-0,482	4,5	6,5	7,5
Civ 2	5,43	2,88								

Source: Developed by the authors.

In the development of Brazilian citizenship, unlike what happened in Marshall's England, the Civil rights did not precede other dimensions. According to Correia (2010), "the civil rights of individual freedom did not account much for the historical process of Brazil." Complementing this perspective, Carvalho (2016) states that there are still inaccessible to most of the population.

In this sense, Pandolfi (1999) studies about the attitudes of rights and social participation, which were also based on the concept of citizenship developed by Marshall, resulted in the finding that, in general, ordinary individuals are not aware of their civil rights. Additionally, a scale of importance of the rights was delivered to the participants, and the results showed that social rights were considered more important than the civil ones.

Taking these data into account and as measures shown in Table 3, it can be concluded that the average is identical for this dimension of both groups (averages of 6.03 and 6.04, respectively) and,

therefore, has a relatively significant low. Also, because it is the factor with the lowest averages, these results allow us to conclude that volunteer in the field of social matters does not provide for the emancipatory bias of public conscience.

After the first stage, the next goal is to confirm the existing relationship between volunteer motivations and citizenship empirically, by a structural model that can analyze this relationship. Accordingly, to analyze the data dimensions, a Factorial Analysis was conducted for the two models separately: firstly, the volunteering motivation, and secondly, citizenship attitudes. After, a Confirming Factorial Analysis was conducted. Generally, the results were excellent, considering that it is the first evaluation made according to these terms in Brazil. To present and discuss these results, this part of the article will follow the following direction: consistency results of internal indicators, Factorial Analysis (KMO Test, Anti-Image Matrix, Communalities, Rotated Matrix, and explained Variance), and finally, description of the Structural Equation Modelling results (Adjustment Measures and Model Estimates).

To test the reliability of the values, Cronbach's Alpha was used, as it is a test that is generally conducted to measure the internal consistency of the data. Regarding the model of Volunteering Motivation, the results obtained were above 0.9, confirming the consistency of the survey. Regarding the model of Citizen Attitudes, the value obtained was 0.6. This value is considered, by some authors, the limit to accept the internal consistency of the data. One of the reasons for the low value is that it is an adaptation of an instrument developed in the English context, which differs from the national one. For other authors, the obtained value is more than enough to prove consistency (Landis & Koch, 1977). This value is also considered acceptable (DeVellis, 1991) when considering the context of social sciences research in its first enforcement, and with seven variables, which were a result of a reduction of the original pool of variables through the Factorial Analysis. In this sense, the consistency of the data was accepted.

The results of the Cronbach's Alpha were excellent, considering both models. This way, it is shown that the survey is consistent and there is no need to exclude any of the variables. Hereupon, the KMO test (0,868) confirmed that the sample is suitable to go through the Factorial Analysis, as shown in the following Table 6. According to Hair et al. (2009), KMO measurements below 0.6 are considered bad.

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Table 6 – Model's KMO and Bartlett's test

Teste	Volunteering Motivation	Citizen Behavior
KMO	0,868	0,665
Bartlett's Test of Sphericity - Chi-square approximation	1782,486	151,771
Df	210	21
Sig.	,000	,000

Source: developed by the authors.

The Rotated Matrix and the Explained Variance are presented in the Table 7 below, for each of the remaining indicators. The extracted variance corresponds to the percentage of the total variance absorbed by each factor, and the reference is to be above 50% (Hair et al., 2009; Costa, 2011). Factor scores are the estimated values of the correlation of each variable with the generated factors, and the higher they are, the better the representation of the item. According to Hair et al. (2009, p.120), the reference for a sample of 120 is above 0.5; for samples of 150 is a factorial load above 0.45. By these parameters, it is observed that the measures shown in Table 7 are satisfactory.

Table 7 – Rotated Matrix and Explained Variance for the Motivation and Citizen Behavior Model

Volunteering Motivation									
Altruist		Social Justice		Affiliation		Learning		Selfish	
Item	Score	Item	Score	Item	Score	Item	Score	Item	Score
Alt1	0,813	SocJust1	0,778	Afil1	0,789	Learn1	0,775	Sel1	0,814
Alt2	0,808	SocJust2	0,862	Afil2	0,906	Learn2	0,878	Sel2	0,647
Alt3	0,769	SocJust3	0,831	Afil3	0,825	Learn3	0,887	Sel3	0,803
Alt4	0,780	SocJust4	0,867	-	-	Learn4	0,848	Sel4	0,783
Alt5	0,607	-	-	-	-	-	-	Sel5	0,714
Variance	70%								
Citizen Behavior									
Social Rights			Civil Rights			PoliticalRights			
Item	Score		Item	Score		Item	Score		
Soc1	0,590		Civ1	0,867		Pol1	0,838		
Soc2	0,717		Civ2	0,718		Pol2	0,712		
Soc3	0,851		-	-		-	-		
Variance	65%								

Source: developed by the authors.

The Exploratory Factorial Analysis confirmed the existence of theoretical constructs and its respective indicators. With this result, we moved to the next phase to confirm the study's hypotheses, modeling the constructs into one single theoretical structure (Figure 1). It must be reinforced that this article is a theoretical effort to confirm a model tested singly with another, in its first version (see Figure 1). In this sense, Figure 1 represents a theoretical model to be tested (M0), which relates voluntary work and citizenship, through motivations, since any human behavior seems to be related to their intentions or motives (Musick and Wilson, 2008). In theory, it is the motivations, especially those closest to the altruistic profile that would explain the pro-citizen attitudes of the volunteers, because, with this profile, they would be more concerned with collective issues (Cavalcante, 2012) and, consequently, with citizenship.

From this theoretical model, three hypotheses will be tested by this research: (H1) The motivations of volunteer work foster attitudes about civil rights in volunteers; (H2) The motivations of volunteer work foster attitudes about social rights in volunteers and (H3) The motivations of volunteer work foster attitudes about political rights in volunteers.

To test the research hypotheses, we opted to use structural equation modeling (SEM), which is a linear model that establishes the relationships between variables (manifest and latent) under study (Marôco, 2010). To estimate the measured model, the method of Maximum-Likelihood Estimation (MLE) was utilized and, to identify the model, the degrees of freedom were tested. In order to evaluate if the model was appropriate given the data sample obtained through the education sector volunteers, the model presented in Figure 1 was adjusted. The calculations were generated in the AMOS software. As the first generated results did not present proper adjustment indexes, adjustment measures are presented in the Table 8 below, taking into consideration the acceptance reference levels suggested by Hair et al. (2009).

Table 8 – Adjustment Measures of the Motivation Volunteering and Citizen Behavior Model (M0)

Indexes	Results	Acceptance Levels
Chi-Squared	707,305	-
Degrees of Freedom (d.f.)	331	Higher than 1
Probability Level	0,000	Above 0,05
Absolute Adjustment Measures		
Meansquarederror (MSE)	0,08	Below 0,08
Goodness-of-fit Index (GFI)	0,733	Above 0,90
Normalized Chi-squared ($\chi^2/d.f.$)	2,13	Between 0 and 3
Incremental Adjustment Measures		
Comparative Fit Index (CFI)	0,804	Above 0,90
NormedFix Index (NFI)	0,692	Above 0,90
Tucker-Lewis Index (TLI)	0,776	Above 0,90

Source: developed by the authors.

The results obtained through the MSE and the Normalized Chi-Squared indicate a proper adjustment. However, the value by itself does not guarantee the model acceptance, since the significance level was not adequate to the reference value ($p > 0.05$) and suggests the estimated correlation matrix is statistically distinct from the observed correlation matrix. In addition to this measure, the reasoning behind this is that the GFI value =, 733 did not reach the ideal index, showing a poor adjustment of the model to the data sample, suggesting the need for a model readjustment. Taking into consideration the results obtained, the indexes were modified according to the recommendations of the software.

Accordingly, two correlations were made. The first one was between the theoretical construct Selfish (Feeling recognized (Sel2) X Keeping occupied (Sel1). These present a high correlation as they are under the same factor and are both based on short-term and exclusively personal rewards. The second one was tested in variables of different theoretical constructs: one variable from the Learning factor and one variable from the Affiliation factor. Since the Volunteering Motivation Model is based on a hierarchy of motives, there is a chance for a high correlation between the observed variables of sequential theoretical constructs, as it is the case of this discussion. In fact, within the construction of this Model, Cavalcante (2012) stresses that the Learning Factor bundles together several values that give the volunteer the feeling of self-promotion and promotion of the receptor's life, through group interaction. This theoretical support

is sufficient for the authors of this article to derive a correlation between the variables “Making new friends” (Afil3) and “Learning something” (Learn1). This decision was reinforced by the suggestion of the statistical software, which, if it were theoretically unfounded, would not accept it.

After the inclusion of the new parameters, the adjusted model reflected better results in the adjustment indexes, as shown in the Table 9 below.

Table 9 – Adjustment measures of the readjusted model compared to the initial model

Indexes	Results		Acceptance Levels
	Initial Model (M0)	Readjusted Model (M1)	
Chi-squared	707,305	598,169	-
Degrees of freedom (d.f.)	331	312	Higher than 1
Probability level	0,000	0,000	Above 0,05
Absolute Adjustment Measures			
Meansquareerror (MSE)	0,08	0,07	Lower than 0,08
Goodness-of-fit Index (GFI)	0,733	0,762	Above 0,90
Normalized Chi-squared ($\chi^2/d.f.$)	2,13	1,91	Between 0 and 3
Incremental Adjustment Measures			
Comparative Fit Index (CFI)	0,804	0,843	Above 0,90
Normed Fix Index (NFI)	0,692	0,725	Above 0,90
Tucker-Lewis Index (TLI)	0,776	0,823	Above 0,90
Parsimony Adjustment Measures			
Parsimony Goodness-of-fit Index (PGFI)	0,611	0,629	Above 0,60
Parsimony Normed Fix Index (PNFI)	0,577	0,644	Above 0,60
Parsimony Comparative Fit Index (PCFI)	0,701	0,749	Above 0,60

Source: Developed by the authors.

Thereby, the adjusted measuring model proved to be partially suitable, showing a significant improvement regarding the adjustment indexes in the established parameters. Some highlights are appointed namely the value of the ratio chi-squared/degrees of freedom lower than 3, the MSE lower than 0,080, and all the parsimony adjustment measures considered acceptable (Hair et al., 2009). Therefore, other indexes were approximated to the values suggested by the literature. The values mentioned above demonstrate that the quality of the fit of the proposed model could be improved if other changes were made.

Nevertheless, the decision was kept, as it already indicated a substantial contribution to the solution of a theoretical gap, which was to make clear the cause/effect relation between voluntary work and citizenship. Some elements that allow concluding the existing causing relationship between volunteering and positive consequences in the attitudes of citizens were highlighted.

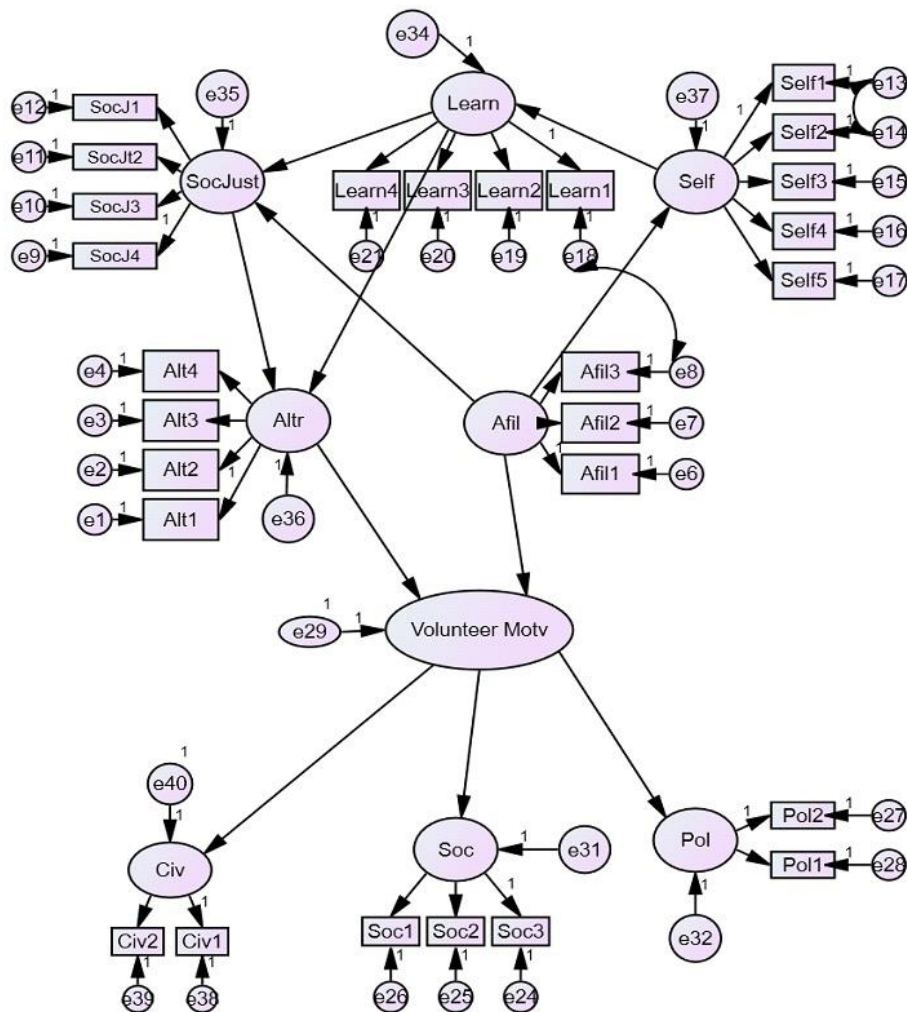
Additionally, to justify further the indexes' levels with the available literature, Marôco (2010) refer that the reference levels of the adjustment indexes are general guidelines and not necessarily final rules. Accordingly, Hu and Bentler (1998) concluded that, although the discussion is made around the general adjustment indexes, aspects such as adequacy and interpretation of parameter estimates, and model complexity may be decisive in deciding the validity of a model. In fact, all of the presented parameter estimates are significant considering a level of 1%, and only three are different from zero, although keeping levels below 5% in their p-values. This being said, and taking into consideration the complexity of the model, as well as its unprecedented modeling in the national context, the results are considered acceptable.

Finally, while searching for the acceptance/rejection decision, the model was validated. Hair et al. (2009) recommends that the estimate for the reliability of the constructs should have reference values equal to or higher than 0.70 and, for the resulting variance, the recommended limit should be a value equal to or greater than 0.50.

Thus, in general, good results were achieved, with exception to the Citizen Attitudes model. The indexes reached by this model varied around 0.4. This result was already expected, given the limitations presented throughout the analysis specifically regarding the Citizen Attitudes model. Nonetheless, keeping the same reasoning adopted to accept the adjusted model, the model was accepted. The adjusted model considered the Citizen Attitudes and the Volunteering Motivations, taking into account their joint complexity, as well as their unprecedented modeling in the national context.

Furthermore, it was supported by the significance of all the Model regressions analyzed, in which only three were not significant at 5%, and all others at 1%, concluding on the strong positive influence of the voluntary work in the citizen attitudes. The adjusted model is presented in the following Figure 2.

Figure 2 – Adjusted Model (M1)



Source: developed by the authors.

Thus, it is noticed that a set of interactions between the Volunteering Motivation factors has positive effects on all Citizen Attitudes factors, confirming the three research hypotheses.

In hypothesis 1, about social rights, it is observed that the motivation for voluntary work directly affects the citizen attitudes of volunteers in favor of respect for individuals, the minimum right to economic

well-being, security, and the guarantee of living standards for the volunteer. All that is inserted in the social dynamic. The arena of social rights is the focus of action of the Third Sector existing in the Brazilian context: according to IBGE (2014), 88% of non-profit organizations in this country work in the areas of basic rights of social assistance, education and health.

In turn, Moniz and Araújo (2008) warn that, due to the State's inability to provide sufficient human resources in the health area, voluntary action has been increasingly recurrent. For Lie, Baines and Wheelock (2009), volunteering positively impacts the economic and social well-being of individuals, families and communities. Eley (2005) complements, stating that people who volunteer for a longer time and on a regular basis mature the sense of volunteering for the opportunity to work in their local context, contributing to its improvement.

Finally, Social Justice motivations have the potential to explain all spheres of citizenship attitudes and played a decisive role in this result. The very content of the Social Justice motivation concept is already linked to that of citizenship and, therefore, this influence was already expected. According to Cavalcante (2012), this factor brings characteristic indicators of social justice and equality, gathering reasons related to the feeling of help to individuals and communities in situations of exception, with the volunteer interested in the rescue of citizenship, in a local perspective.

Hypothesis 2 was built in the field of political rights and shows from the M1 model that there is a relationship between the motivations for voluntary work and citizen attitudes in favor of society's participation in government, either because of the possibility of being a member with political authority or by the right to vote, here called political rights. In this sense, it is in line with Putnam's (2006) attitudes that volunteering is an integral part of good citizenship and political involvement.

This result confirms Rochester et al. (2010), who concluded that people are more likely to vote, join political parties and participate in political processes if they are involved in volunteering. Niemi and Chapman (1998) show that students who volunteered for more than thirty-five hours a year knew more about politics than irregular volunteers and non-volunteer students. Eyler, Giles Jr. and Braxton (1997) also demonstrated that, after the provision of voluntary services to the community, political engagement, interest in politics and political actions increased significantly in the researched group.

The results showed that political rights exercise, as well as the other dimensions of citizenship, is still premature in the Brazilian context. Moura (2009), Andrade et al. (2012) and Carvalho (2016), declare that we are still in a process of building this dimension of citizenship. However, these same results presented, can generate a slight hope that in the field of voluntary work there are signs of a more active attitude among political rights when compared to people who do not volunteer.

Finally, hypothesis 3 was also attested, in which relationships were found between the motivations of volunteering and civil rights, that is, in the sense of protecting the rights related to individual freedom. Although in Brazil, civil rights were later developed (Avritzer, 2009; Carvalho, 2016), it is observed that volunteering can act in favor of people to know and access these rights.

The results achieved are in line with other studies on similar samples. Dekker and Broek (1996) concluded that volunteers tend to be more involved civilly than non-volunteers in research in the USA. Musick and Wilson (2008), state that volunteering involves people more intensively in the organizational life of non-profit organizations, teaching them civic skills and the knowledge of their rights.

In the research by Lie, Baines and Wheelock (2009), volunteers highlighted the norms and values they held and saw the need to "return" something to society. Specifically, for young people, voluntary work is advocated as a factor that contributes to "healthy" human development, including holding a stronger sense of identity, initiative, and developing emotional competence (anger management, for example), teamwork, social skills, tolerance to diversity, internalization of prosocial norms and the ability to interact with adults (Hansen, Larson, & Dworkin, 2003).

Conclusions

Through the analysis performed, it can be said that the research presents elements that can be useful to managers, whether from volunteering organizations, public sector, or private sector, which aim to invest in the third sector or the best management of their volunteers. This is especially relevant taking into account the assurance provided by the paper, in what regards to the positive impact that the voluntary work has in the citizenship of some location.

Initially, the differences regarding the citizenship dimensions of volunteers and non-volunteers were highlighted, in order to verify the differences between both groups. According to the results obtained, there is a tendency for people who develop volunteer work to be more aware of the dimensions of citizenship, as well as to demonstrate more everyday citizen actions.

These results are in agreement with others of the same nature, like Lie, M., Baines, S. and Wheelock, J. (2009). They concluded that volunteers understand that they need to "give back" to society what they have received from them. In particular, female volunteers demonstrate a special understanding of citizenship that occurs through aspects of caring and compassion for their volunteer activities.

Nonetheless, this result does not conclude that every volunteer is an active citizen or more active than any other person who is not a volunteer. It allows us to conclude that volunteering can be one of the ways to foster civic participation. Strickland, A. (2010) reached similar results. In recent years, volunteering has been more linked to citizenship, both through youth volunteering and through the use of elements of legal and social citizenship as incentives to encourage participation.

In order to complement these results, we searched for evidence of a positive relationship between volunteering and active citizenship in the Brazilian context. Even if one can recognize that the adjusted model did not present ideal levels, it is acceptable to assume that stimulating individuals to practice voluntary work, whether by Government investment or through private companies, will lead to a wiser notion of citizenship.

Jakimow (2018) indicates that the State may have the help of volunteers to better perform its policies. This is a consequence of these individual notions of motivation by moral satisfaction instead of a salary or other form of reward. Implicitly they suggest that salaried state officials may not be able to have the same relationship with the community.

In addition, Holmes (2009) argues that the government can save its spending by stimulating volunteering. Still, it is not clear whether volunteering is a genuine means of engaging individuals and bringing social capital benefits to them and the community or as a means of complementing public services.

Given this, and not intending that this work constitutes a definitive answer to the fundamental questions that guide it, it is considered that it includes indications that allow continuing the reflection and debate regarding the volunteering management.

Nonetheless, it is recognized that the citizenship concept was adapted from the English one, which was created considering a mature citizenship context, on the contrary of what happened in the Brazilian reality. The decision to adopt the English concept of citizenship came from inexistence of Brazilian instruments regarding the subject, which signals the gap in the academic literature: the need to create a concept under the Brazilian context was identified, as several elements regarding the national identity may affect the variables generated in the qualitative phase of this survey's development.

The main limitation of the model must also be appointed. The statistic indexes suggested by the literature were not fully achieved with the adjustment of the model. Still, the model was accepted as further adjustments would make it weaker. Furthermore, the results achieved with the final model may be acceptable indicators in an attempt to empirically demonstrate the positive causal relationship between volunteering motivation and citizenship. In this sense, the results obtained are stimulating, as they encourage further studies in this area.

As a suggestion to additional studies, besides the creation of a Brazilian concept of citizenship, it is also suggested to analyze the reasoning behind the exclusion of two variables from the concept of volunteering motivation regarding the factor "Affiliation." This factor encompasses motivations related to the social group, as a motivating element to carry out volunteering activity. These exclusions show that perhaps this kind of motivation does not encourage volunteers to engage in volunteering activities, in education-based organizations.

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