

재난관리 자원봉사자의 관리방안에 관한 연구 Study about Management Method of Volunteers for Disaster Management

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요 약

재난관리는 정부만의 관심사가 아닌 개인과 단체의 자발적 참여를 기반으로 재정립되고 발전시켜야 할 것이다. 본 논문은 재난관리 자원봉사자 관리의 개선방안으로 첫째, 모집과 선발과정에서 개인의 발전이나 자아실현, 보람 및 경제적 이해관계 등을 강조하는 이기적 동기에 중점을 둔 홍보와 모집정책 필요 둘째, 재난관리 자원봉사자들에 대한 교육프로그램을 공통으로 개발할 수 있는 프로세스의 구축 셋째, 재난관리 자원봉사자의 활동 영역을 재난관리의 본질적 업무까지 확대 넷째, 자원봉사활동의 품질평가와 보상 등을 제시하였다.

ABSTRACT

Disaster Management should be re-established and developed based on voluntary participations of individuals and groups, not only as a concern of the government. This paper proposes about improvement methods of managing volunteers for disaster management as follows: First, a necessity for publicity and recruitment focused on selfish motive to emphasize individual's development, self-realization, worth and economic interesting relationship in a process of recruitment and selection, Second, a construction of process to commonly develop education program to volunteers for disaster management, Third, an activity area of volunteers for disaster management is enlarged to the intrinsic task of disaster management, Forth, an evaluation of quality for volunteer activity and compensation.

Key words : Disaster management, Volunteers, Management Process, Education and Training

1. Introduction

1.1 Purpose of Study and Meaning

Local heavy rain, damage from storm and flood, an tidal wave by abnormal climate change increase uncertainty of disaster and its scale and damage also enlarge. Previous natural disaster can be predicted to some degree and a scale of damage can be reduced, but as it is impossible to predict a period and a place to happen by influence of climate change from the global warming, it is difficult to construct a system for disaster prevention with high completeness.

In case of human disaster to happen by fault of human behavior or technical error, density of dangerous factors by sophistication and integration of technology is increased and currently its destructive power increases much more.

Thus, at this time which risk to happen disaster and its scale of damage increase, a management of disaster centered at administrative institutes reveals its limit. Because the response resources that Contemporary slimmer administrative institutions to emphasize small government's efficiency owns exorbitantly scarce, it seems that people's active participation in administration cannot be an exception in a disaster administration as well.

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Hence it is the time to make general people and organizations convert their recognition as objects into subjects and to discuss methods to utilize more effectively them.

This study search a representative managing state of volunteers for the disaster management, and analyzed materials to develop a management model proper to management of volunteers. This study has an aim to propose, by diagnosing a current state, an improvement method to a managing direction of volunteers for the disaster management and a prospect in the future.

1.2 Method and Scope of Research

A research method analyzed the management state of volunteers through papers, academic journal, internet materials for volunteers to participate in volunteer activity as one way which people take part in an administration for the disaster management, diagnosed management process of volunteers and regulated the process proper to the managing volunteers for the disaster management and through analyzing the current managing state of volunteers for the disaster management by its process, found a difference between

reality and theory by each process and in the future proposes a method to overcome this difference.

The scope of research is, because volunteers for the disaster management has a limit in their activities or scales, selected and analyzed mainly with representative organizations which an active state was revealed through the media.

2. Management Process of Volunteers

Debates on a management process of volunteers are various. Several representative views on them are like Table 1.

This research, as considering expertise of a disaster management and an abnormal condition of disaster field, an education and training should be implemented prior to disposition into fields, divides the process into a) recruitment and selection b) education and training c) disposition and d) post-employment.

2.1 Recruitment and Selection

A recruitment means an activity which a responsible institution picks out volunteers as a countermeasure resource for disaster management. Generally, a

Table 1. Existing Studies about Management Process of Volunteers¹⁻⁵⁾

Researcher	Management Process of Volunteers
Swanson (1970)	a) Constitution of Volunteers b) Recruitment and Publicity c) Interview and Disposition d) Orientation for Volunteers e) Maintenance and Preservation of Volunteers f) Record of Tasks g) Budget Adjustment and Support h) Evaluation for Volunteer Program
McCurley & Lynch (1997)	a) Planning of Program b) Design of Task c) Recruitment d) Interview and Selection e) Orientation and Training f) Surveillance g) Maintenance and Recognition h) Evaluation, Affirmative correction, Lay-off
Hee Sun Jang (1995)	a) Design of Task for Volunteer b) Recruitment of Volunteers c) Examination and Selection of Volunteers d) Surveillance of Volunteers e) Recognition of Volunteers and Compensation
Byoung Oh Jeong (1998)	a) Pre-moderation (planning of program, design of task) b) Recruitment and publicity, c) Selection and Disposition d) Education and Training e) Post-employment (surveillance, compensation, evaluation)
Geun Hong Lee (2002)	a) Recruitment and Examination b) Education and Training c) Selection and Disposition d) Surveillance e) Record and Evaluation f) Recognition and Compensation
Soon Mi Kwon (2003)	a) Pre-moderative process b) Recruitment & publicity Process c) Education & Training Process d) Selection & Disposition Process e) Post-employment Process (surveillance, compensation, evaluation)
In Pyoung Rhyu (2006)	a) Publicity and Recruitment b) Orientation c) Education and Training d) Disposition e) Compensation and Recognition

recruitment of a certain organization is a series of activities to induce people to hold an ability and an attitude to help achieve an aim of it and this is influenced from various environmental factors including a position of institution, a kind of task, a current employment and a condition of labor market. A recruiting method of volunteer may be divided into a self-recruitment which one owns strong motive by himself and takes part in volunteer, a non-public recruitment through existing volunteers or staffs of institution and common recruitment through a public advertisement within a local community.

This study, focused on spontaneity of volunteer, divides into a self-recruitment and a recruitment by institution and divides non-public recruitment and common recruitment into recruitment by institution.

A selection has a more value-oriented meaning different from a general concept of the recruitment. It sets a regular standard for ability and has a property to include judgment whether to satisfy it.

In this study, it is used as a division standard to select the object to complete an education for an ability related to the disaster management or possess a qualification.

2.2 Education and Training

Volunteers reinforce a motive to volunteer through an education, help understand a meaning to volunteer and get ready to be suitable for tasks to carry out volunteer technologically or psychologically.

An education for volunteers includes a basic education to consist of general summary for volunteer and orientation for a policy and a job training to acquire professional knowledge and technology necessary to engage in the disaster management.

The factors necessary for education and training include main agents for educational training, contents for it and methods for it and as this is an important factor to determine efficiency of an education training, it is utilized as an analyzing standard for a process of education and training.

2.3 Disposition

A disposition means a process to correspond to or connect to a personal feature and task. If an assignment of task appropriate for volunteers to possess a specific technology or a talent or own much potential cannot be made, to display their abilities is hard, an achievement is lack and it is difficult to increase continuity and positiveness of it.

2.4 Post-employment

A post-employment includes tasks like record, evaluation and compensation for the volunteer's activities and tasks to keep a contact with volunteers.

To activate volunteer, while it is important to make even more residents participate there, it is also necessary to endeavor to make residents who join there continuously participate in. If a post-employment is not properly implemented, in a view of volunteer, a volunteer can be finished merely as a daily event and a maintenance of volunteer only depends on the spontaneity of them.

3. Analysis of State of Managing Volunteers for Disaster Management Domestic and Abroad

3.1 Analysis Method

Like Figure 1, by means of the management process model of volunteers, through analyzing factors by each process and clarifying a difference with an ideal management process, I would deduce current problems to manage volunteers for the disaster management.

3.2 Analysis of State of Managing Volunteers

As, that an object and range of this study is restricted to volunteers for disaster management and particularly, through media, regulated to volunteer organizations which their activities are vigorous not only has a purpose for convenience of study but also is to consider that domestic management system for volunteers is constructed with centered around volunteer organizations

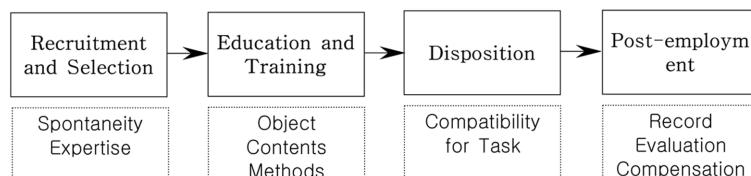


Figure 1. Management process for volunteers and factors for division.

Table 2. Main Organization Related to Volunteer

Division	Main Organizations
Conference Organization	Korea Council of Volunteering, Korea Federation of Volunteer Center, Korea National Council on Social Welfare, Korean University Council for Social Service, National council on Youth Service Center
Regional Organization	Citizens' federation of society for neighbors, Gyeonggi Volunteer Center Council
Policy Research	Korea academy of volunteer, Korea Forum of Volunteerism, Korea volunteer development institute, etc
Education & Training	Volunteer 21, Federation of Volunteer Efforts in Korea(Busan), etc
Social Welfare	World Vision, Korea welfare corporation, Good Neighbors, etc
Disaster Management	Korean Disaster Safety Network, The Republic Of Korea National Red Cross, Volunteer Fire Brigade, Citizens' Coalition for Safety, etc.
Overseas Service	Korea NGO Council for Overseas Cooperation, Korean Pioneers in Overseas, Service for Peace, etc.
National Movement	Saemaul Undong Center, Korea Freedom League, The Society for A Better Tomorrow, etc.
Manager Organization	Korea Association of Volunteer Management, Korea Association of Volunteer Manager, etc.
Company	Samsung, SKT, LG Electronics, etc.

and it is difficult for direct approach to an individual volunteer, if considering a limit to use an internet easy to access even in a situation not to make a direct investigation like question or interview, an object for analysis is forced to be restricted only within a few volunteer organizations.

According to a status of registration of non-profit civil organizations, a status of volunteer centers and a national basic plan to promote the volunteer activities in the Ministry of Public Administration and Security, it

assumed that by 2008, about 40,000 volunteer organizations are active now in domestic.

Among these volunteer organizations, we can divide main organizations by their functions like Table 2.

In the Table 2, the Korea Disaster Safety Network among volunteer organizations for the disaster management is the one which every volunteer organizations and relevant government institutes widely construct a network, shows a management property rather than does an independent activity, and so it is excluded from

Table 3. Volunteer for Disaster Management of the Republic of Korea National Red Cross

Stage	Prevention	Preparation	Countermeasure	Recovery
Activity	Campaign for waterside excursion accident, Operation of cyber-lecture for disaster relief, Seminar related to disaster	Diffusion of first aid, Diffusion of Cardiopulmonary Resuscitation, Education of psychological support Saving Disaster relief materials, Check-up relief equipment, Operation of disaster network	Emergency relief activity, Operation of countermeasure headquarter, Operation of briefing room, Operation of disaster network, Operation of emergency communication, Investigation of damage, Support of relief goods, volunteer of meal, Publicity to People	Operation red cross volunteer center, Volunteer of washing and meal, Free diagnosis, Arrangement of household belongings, Recovery for damage of agricultural and stockbreeding products, Treatment of waste, Collection & diffusion of contribution money and articles

the object for analysis of this study.

3.2.1 The Republic of Korea National Red Cross

Main activity contents by each stage of the disaster management of the Republic of Korea National Red Cross are like Table 3.

(1) Recruitment and Selection

For a recruitment of volunteers, as, through homepage, an individual can apply, it satisfies a spontaneity, an important factor for a recruitment of volunteers.

An applicant to possess a special ability discloses his/her ability and as volunteer organizations get ready for selecting him/her by his/her ability, it looks like securing an expertise in selection. However, without confirming a quality ownership or a process confirming completion of requisite education, it may be a little insufficient to be able to keep effective expertise.

(2) Education and Training

A process of education is divided into a relief education, a safety education, a volunteer education, and a health education, the registered members are given an opportunity to apply and by using each branch and an educational place, an education is progressed on-line or off-line with the education contents proper to each process.

As it is not a structure that an applicant to possess expertise and interest in regular field is presented with comprehensive and systematic educational training process and endowed a motive, it is entrusted with autonomous selection, it has a limit to be made of a structure which discordance between a basic ability to require on volunteer activity and a scope for completing education is only to happen.

(3) Disposition

In the Republic of Korea National Red Cross, a disposition of volunteer is implemented simultaneously with recruitment and selection. That is, when a branch

office to need volunteers recruits them, an individual can apply it considering his/her property, his/her special skill discloses and he or she can be selected and disposed in a way that an organization to need it selects him/her.

In this case, a selection to consider an applicant's special skill or ability can be implemented, and a compatibility for tasks is high and a continuity and spontaneity of volunteer can be maintained, but because an applicant's or organization's information is limit, it is necessary to endeavor to optimize a range and an amount of this information.

(4) Post-employment

As record, evaluation and its compensation for volunteer activities of volunteers ought to be properly controlled, it will be a motive power to continuously endow a motive for the volunteer activity. In the Republic of Korea National Red Cross, the time for the normal volunteer activity to be made through this institute is recorded and when over 10,000hours, it prepares for compensation system like registration in the 'Fame Hall.'

However, an evaluation structure for quality of an activity of volunteer does not show. The concern that a negative image which an evaluation gives works as an influence to lower a spontaneity of volunteers might be a dominant reason.

3.2.2 Volunteer Fire Brigade

The Volunteer Fire Brigade is an volunteer institute for the disaster management base on the Framework Act on Fire Service and the Fire Stations distributed across the nation constitutes and manage them. Main volunteer activities of them are like Table 5.

(1) Recruitment and Selection

A recruitment for applicants of the Volunteer Fire Brigade (VFB) is a main axis of the Fire Station and displays an involuntariness like public relationship and

Table 4. Education Training Program of the Republic of Korea National Red Cross

Division	Relief Education	Safety Education	Volunteer Education	Health Education
Detailed Curriculum	<ul style="list-style-type: none"> · Education for agency of disaster relief - Common course of disaster relief - Lecture course of disaster relief · Cyber-education of disaster relief 	<ul style="list-style-type: none"> · First-aid · Cardiopulmonary Resuscitation · Safe swimming · Water rescue 	<ul style="list-style-type: none"> · Preparatory education · Basic education · Staff education · Manager education 	<ul style="list-style-type: none"> · Nursing special course · Maternity helper course

Table 5. Volunteer for Disaster Management of Volunteer Fire Brigade¹¹⁾

Stage	Prevention	Preparation	Countermeasure	Recovery
Activity	Campaign for water-side excursion, Publicity for fire prevention like campaign for precaution of forest fire	Education & Training, watchout for fire, patrol for arson	Suppression of fire, life-saving and rescue	Volunteer for washing and meal, arrangement of household belongings, Recovery for damage of agricultural and stockbreeding products, Treatment of waste, Collection & diffusion of contribution money and articles

persuasion to use acquaintances. Due to this involuntariness, it is investigated that a result like lack of volunteer mind and lack of morale improvement is brought out.

Lack of spontaneity is directly connected to lack of applicants, and it is really to select an object to possess an expertise related to the disaster management.

(2) Education and Training

For an education & training for VFB, the Fire Station, as a subject, delivers knowledge and technology related to the disaster management or implements a literacy education like a financial technology, but as a front-line administrative institute has a limit to systematically deliver knowledge and technology related to disaster and there are intrinsic problems of objects

who is lack of eagerness to participate, its effect is doubtful.

(3) Disposition

The structure of VFB is divided into a general affairs department, a prevention department and a technical support department, and a division of affairs of each department is like Table 6.

A lack of applicants makes not only a problem to select objects to possess various functions but also a problem to allot proper task difficult and the current state is that a trend to emphasize career and age rather than expertise of task due to rigidity of a volunteer organization modeled from the Fire Station structure is prevalent.

Sun Jae Lee (2005) pointed out that an operation of

Table 6. Division of Affairs of VFB

Department		Division of Affairs
General Affairs Department		· Affairs regarding planning · Affairs regarding personnel, contact and call of members
Prevention Department		· Affairs regarding guard and suppression of fire · Affairs regarding maintenance of facility for fire-water · Affairs regarding evacuation of residents and relief · Affairs regarding fire prevention and PR · Affairs regarding training of members
Technical Support Department	Medical Team	· Affairs regarding treatment of emergency, emergent relief and its support
	Rescue Team	· Life-saving in the field of accidents and incidents and support for its activity · Affairs regarding support of structural technology and PR
	Construction Team	· Safety measures and support for its relating activity in occurring an accident from collapse of building or structure. · Safety checkup for building or structure and support for technology of safety checkup
	Chemical Team	· Support for its treatment technology in occurring an accident related to chemicals from hazardous chemicals, etc. · Affairs regarding prevention of accident related to chemical
	Electricity & Gas Team	· Prevention of electrical and gaseous accident and safety measures and support for its relating activity in occurring an relating accident.

Table 7. Volunteer for Disaster Management of the Citizens' Coalition for Safety¹¹⁾

Stage	Prevention	Preparation	Countermeasure	Recovery
Activity	Campaign for Transportation Safety of children, Campaign for gas safety, Evaluation of preventive business for traffic accident of provincial government, Monitoring for occupational safety and health	Education of transportation safety for children, Education to train honorary teachers for transportation safety of parents of students	Relief activities	Support for children from accident, Volunteer for recovery

structure of VFB was very rigid, the expertise of members is scarce and they were aged.

(4) Post-employment

The activity results like the number of participating in the education and training and moving out for each member are recorded, but as a system to evaluate a quality of activity does not exist and even a compensation is operated as a method to pay allowances whether to participate or not, it really cannot be a factor to endow the members with a motive.

3.2.3 Citizens' Coalition for Safety

This volunteer institute is a corporation aggregate established with a purpose that it progresses a campaign for the safety life, inspires a safety mind into whole people and settle a safety culture, endeavors to improve an institute and customs about safety, minimizes the damages of life by getting experienced to the safety, a respect for life can hold a position as the highest value in our society and owns about 20,000 members.

(1) Recruitment and Selection

Recruitment for volunteers uses a method by visit through local office and is a method which spontaneous participation of an applicant is guaranteed.

As expertise of an applicant depends on information of application to fill by visit, its verification system is insufficient.

(2) Education and Training

They don't have comprehensive education and training program for volunteer for the disaster management but have an education program to train professional mother lecture for safety to tour-train in the kindergartens and the elementary schools of each area among honorary teachers for a transportation safety of parents of students raised by each region limited to the transportation safety.

As, for an education and training, educational contents by lecture staff itself is limited to the

transportation safety and they have more or less insufficient side to learn general knowledge and technology necessary for volunteer for the disaster management.

(3) Disposition

As the Citizens' Coalition for Safety has narrow range of volunteer for the disaster management and focuses on the children's transportation safety, it seems that it is more or less difficult for them to secure a consistency in expertise and ability of the applicants for volunteer.

(4) Post-employment

A trace of record for volunteer of honorary teachers for transportation safety to complete a regular training education is revealed, but there is no discussion about the quality of activity level and the contents for compensation do not exist.

3.3 Analysis for Management State of Foreign Volunteers

By analyzing, by means of the same analyzing instrument, a management system of volunteer organizations in the U.S. and the United Kingdom with high cultural maturity to volunteer comparatively, I would recognize problems for domestic conditions and set an improvement direction for them.

3.3.1 The United Kingdom (do-it.org.uk)

The British volunteer institute, an object for analysis, is "do-it.org.uk", a brand of the YouthNet, the British non-profit charity institution, made a new start from 2001 and has built database for volunteers within the U.K.

(1) Recruitment and Selection

Recruitment for volunteers is implemented voluntarily through a local center and a homepage, and it is constituted to select an application field of an applicant and to freely write his/her own special skill and ability.

In spite of not all fields, there are some fields to

require regular skills and careers and, when necessary, it has a system to verify requisite specialty like an implement of evaluation.

Particularly, a volunteer to work for children or old or feeble people should go through a CRB (Criminal Records' Bureau)'s inspection.

(2) Education and Training

The sphere of volunteer to require a special training is compelled to receive an intensive training. For example, a volunteer to apply for helpline* should take part in a special training program to take much time.

(3) Disposition

As volunteer activities for various fields are carried out, an applicant, to display his/her expertise or career, is arranged, and it has built a system to arrange him/her after implementing verification of qualification or special education and improving his/her ability and quality.

(4) Post-employment

If one becomes a volunteer, a professional manager for the volunteers helps him/her improve his/her technology through implementing an education and support and continuously supplying a feedback for his/her volunteer activity.

Expenses paid in a volunteer activity are all compensated and all volunteers are subscribed to insurance according to a policy of YouthNet.

Looking around examples of the British representative volunteer institutes, it is known that requisites of management structure for volunteers previously suggested are satisfied mostly. A success of such a standard resource management system may depend on discrimination including culture and structure of each country but have something to do with fundamental value and frame to compose a background.

3.3.2 U.S. (MCVS)

MCVS (Mississippi Commission for Volunteer Services) is a large-scale volunteer institute in the Mississippi to hold 10 volunteer centers and participates in the countermeasure and recovery of the natural disaster like Hurricane.

(1) Recruitment and Selection

Recruitment for volunteers, like other organizations, is made through its website and 10 service centers and satisfies with the requisite for spontaneity.

In addition, as its active sphere is specified into the

disaster management of countermeasure and recovery from the natural disaster, there is a process to confirm an Emergency Training Certification in middle of recruitment but it is difficult to recognize the matters on method to verify.

(2) Education and Training

The most important activity of this institute is to participate in countermeasure and recovery of disaster from Hurricane, special education for disaster management is required to do this, and it is charged for the Mississippi AmeriCorps and operates various education & training program connecting with training program of DHS.

(3) Disposition

As it is specified as a volunteer for disaster management, it is easy for arrangement to more consider expertise and if an expertise is verified in a selection, it is judged that it is possible to arrange, considering preference of applicants.

(4) Post-employment

It writes down concrete activity details for volunteers' activities, gives proper performance goal considering their tendencies and abilities and helps them feel an accomplishment. The volunteers are given for 101 various kinds of compensation within 10 dollars by a program, DOVIA.

4. Problems of Management of Volunteers for Disaster Management

I previously analyzed the management state for volunteers of 3 representative volunteer institutions for the disaster management, based on the management process for volunteers. Its results are like follows:

4.1 Recruitment and Selection

In case of spontaneity among spontaneity and expertise which are core factors in the process of recruitment and selection, the Republic of Korea National Red Cross and the Citizens' Coalition for Safety recruit volunteers based on the voluntary support but as the Volunteer Fire Brigade lacks it, it holds a problem to work as an obstacle for all managements afterwards. To secure an expertise of an applicant in selection, when writing an application, an applicant should select his/her own special skill as matched for item for a division but a verification system through attachment of certificates or diploma is not built.

This reduces an activity range of volunteers for the

*helpline: To provide information to people who need help by telephone, e-mail or text message.

disaster management in the disaster field to treat other's life or need an active countermeasure for danger and may be a reason not to go on as a subject of the disaster management.

4.2 Education and Training

The education and training for volunteers on the disaster management are implemented with each program by each volunteer institute but it is a method to be contrary to a fundamental principle for the disaster management to unification and standardization of the structure, the knowledge and the terms which are required in the method for the disaster management as a way for the unification management.

If each institute educates different knowledge for the disaster management or acquires different terms and technology, it may work as the decisive failing factors like the problems of communication in a disaster field and a misuse and an abuse or a resource.

4.3 Disposition

The determining factors necessary for disposition are suitability for the special skill of an applicant and the task property of volunteer. At the result analyzing a real state, while the Republic of Korea National Red Cross has built a consistent structure including a sphere for volunteer, a process of education and training and a division of special skill in applying, other two institutions are short for consistency.

Exactly, an ideal frame might be to recruit applicants to possess abilities and special skills proper to volunteer for the disaster management and select them, upgrade them with a program for an education and training to improve their abilities, and give suitable tasks to volunteers raised such as.

However, other two institutions, except for the Republic of Korea National Red Cross, is difficult for an effective arrangement due to an absence of such a frame and their ranges of activities can be narrowed just around works not required for expertise.

4.4 Post-employment

Plan, execution and feedback are basic processes to more sophisticate a system and elaborate its completeness. In the process of management for volunteers, the post-employment must be an important factor to play a role of such a feedback.

The Republic of Korea National Red Cross maintains a continuity of volunteer through a compensation system which is a record about activity times of

volunteers and a fame hall, but institutions not to possess a separate compensation system including the Volunteer Fire Brigade and the Citizens' Coalition for Safety are just merely difficult to maintain a continuity and a stability in the recruitment and selection of the volunteers and this may deteriorate a spontaneity of applicants.

Besides, as a problem to be commonly shown about an insufficiency of a system for evaluating quality of volunteers blocks a development of qualitative side rather than quantitative side of volunteer for the disaster management, not only it does not completely play a role as a substantial subject of the disaster management, but also it works as a factor only to remain on the peripheral and incidental support level.

5. Method to Improve Management of Volunteer for Disaster Management

5.1 Recruitment and Selection

First, in the process of recruitment and selection, we should investigate how to secure a spontaneity and an expertise of an applicant. A spontaneity is finally a problem of motive to take part in volunteering, and to find out a method to induce such a motive will be a decisive factor to solve a problem scarce of spontaneity shown in the current management state for volunteer.

Nam Ho Cho (2005) said that 'a motive in volunteer is divided into an altruistic motives, a selfish motive and a social motive'. While an existing direction of publicity is a trend to emphasize an altruistic motives, in the future, it is judged for a point necessary for the policy of publicity and the recruitment focused on selfish motives emphasize an individual development, self-realization, worth and economical interest relationship as more realistic motive.

As we make a figure to be respected in a local society, make a culture to respect career, we should satisfy a desire of belonging and a desire to be recognized socially and investigate a method to give a motive through a redesign of affairs including an enlargement of activity range and faithfulness.

If such a strong spontaneity is backed up, we can provide a basis to utilize really necessary resources in a required place by preparing for the verification system for expertise.

5.2 Education and Training

To improve problems in the process of education and training, it is necessary to build a process to commonly

develop an education program to the volunteers for disaster management. We shall be able to develop a common text, prepare a design standard for the curriculum and offer an opportunity including an exchange of information and joint research between lectures and in this process, it is required for a participation of an emergency relief management or a countermeasure headquarter of disaster safety, an object of a unified command in a disaster field in this process.

5.3 Disposition

Incongruent problems between ability, expertise and task shown in disposition have a property to bring about as the tasks of volunteers for disaster management are limited to the simple supporting activities. To improve this, an activity range of volunteers for the disaster management should be enlarged to an intrinsic task of disaster management.

5.4 Post-employment

The core of post-employment is an evaluation of quality for the volunteer and compensation. When not remaining on the supporting activity but executing the core disaster management, an evaluation for its result and quality is essential and it is forced to work as a motive to improve an ability for the disaster management of the volunteer institutes.

Appropriate compensation from an evaluation will work as an important factor to accept an evaluation as effective and maintain a stability by continuous supply of a motive to volunteer to be made in the future.

6. Conclusion

All of the change of the natural environment, the development of human technology and the increase of diversity in a human society will work as a factor to increase a social comprehensive danger. Therefore, an increase of social expense from the disaster is a state which anyone can predict and it is judged that human effort to relieve this is forced to be more urgent than even anytime.

The Change of environment surrounding such a disaster management makes the object of the disaster management enlarged into not only the government in the past but also an individual, a structure, a company and a local society and this means that an expectation and desire for a role of volunteer institute for the disaster management increases along.

For the volunteer institute for the disaster management

to satisfy this expectation and demand, it needs : first, a policy of publicity and recruitment focused on selfish motive to emphasize an individual development, a self-realization, a worth and economic interest relationship in the process of recruitment and a selection, second, a construction of a process to jointly develop education program to volunteers for disaster management, third, an enlargement of an activity range of volunteers for the disaster management into an intrinsic affairs, forth, an evaluation of quality and compensation for volunteer.

Finally, we should re-establish and develop a disaster management based on not an interest of only the government but the voluntary participation of the individual and organizations.

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