The Role of Social Media in Supporting Electronic Volunteering among Youth

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Abstract:

This study belongs to the realm of descriptive studies, with the aim of describing quantitatively and qualitatively the importance of using electronic volunteering among university youth. The study is based on the sample social survey method represented in a simple random sample of youth at Umm Al-Qura University. It consisted of (123) individuals. The most important results of the study were: statistical insignificance at $(0.05 \geq \alpha)$ with respect to the differences between university youth for using social networking sites to support electronic volunteering, according to gender. In addition, there are significant statistical differences at $(0.05 \geq \alpha)$ between university youth for using social networking sites to support electronic volunteering, according to family income. The study recommends that electronic volunteering can be supported by helping students get access to the internet through the university's internet networks to follow up on volunteer efforts.

Keywords:

The Role - Social Media - Electronic Volunteering – Youth.

Introduction:

The question about what ultimately causes people's happiness arises throughout the history of ideas. Greek philosophers were already debating how people could and should achieve happiness. Basically, views concerning the pursuit of happiness evolved emphasizing that helping others increases people's happiness which solely leads to greater subjective wellbeing. (Meier& Stutzer, 2008, p.48)

Despite the importance of volunteer work in sustainable development paths, and in investing youth time in useful volunteer work, the practice of voluntary social work varies from one community to another and from one region to another. (Aldagr, 2018, p.24)

The importance of volunteering is due to the impact of volunteering on subjective and objective well-being. Positive effects are found for life-satisfaction, self-esteem, self-rated health, educational and occupational achievement, functional ability, and mortality. Studies of youth also suggest that volunteering reduces the likelihood of engaging in problem behaviors such as school truancy and drug abuse. (Wilson, 2000, p.98)

The social media affordances related to electronic volunteering are achieved through promoting, training, fundraising, knowledge sharing, and problem-solving activities. These affordances are highly influenced by electronic-volunteering behavior through work culture and personal privacy. The collective, individualized, and visibility affordances are most associated with electronic-volunteering behavior, followed by persistence, virtual collaboration. (Raja-Yusof & Norman& Abdul-Rahman& Nazria &Yusoff ,2016, P. 388)

Against this backdrop comes the role of social media for organizing volunteer work. It explores volunteer help of social media. Volunteering is here considered as an empirical entry point to re-evaluate the interrelations between civic engagement and social media and to discuss the implications of commercial social media platforms for organizing volunteer activities over time. (Kaun& Uldam, 2018, p.97)

The global internet technology has changed the world in unpredictable ways. According to the International Communication Union (ITU), by end of 2018, 51.2 percent of the global population or nearly 3.9 billion people have access to the internet. In addition, in 2019 the number of mobile phone users around the world is predicted to reach 4.68 billion people or 67 % of the population in the world. This circumstance has influenced various aspects of economies, human lives, and jobs to become more digital, more connected and gradually more automated. Moreover, with the wide usage of social media, a new form of volunteerism called online volunteering has become a phenomenon. (Nor & Othman, 2019, p.26)

Official statistics, issued by the General Authority for Statistics in the Kingdom of Saudi Arabia for the year (2020), indicate that the number of internet users out of the total population reached 32.23 million. As for the use of social media, we will find that 25 million Saudis inside Saudi Arabia use social media, with a percentage of 72 % of the population, knowing that the average daily use is 3 hours and 2 minutes, divided among 70% of males and 30% of females.

By addressing previous studies related to the subject of the current study, we find that the study results of Raja-Yusof & Norman et al. (2016) suggest that the social media affordances related to cyber-volunteering are achieved through promoting, training, fundraising, knowledge sharing, and problem-solving activities. These affordances are highly influenced by cyber-volunteering behavior through work culture and personal privacy. The collective, individualized, and visibility affordances are most associated with cyber-volunteering behavior, followed by persistence, virtual collaboration, and edit ability, and synthetic representation is found to be the least. The study results of Aldagr (2018) showed that university youth in the Kingdom have positive attitudes towards volunteering, in addition to the high rate of youth use of social networking sites in the field of electronic volunteering, and their support for the role it plays as a source of information and exchange of opinions, comments, photos, and videos among its users about the importance of volunteering.

The study of Filsinger & Freitag (2019) on internet use and volunteering shows that internet use decreases the probability of undertaking voluntary work. This result is qualified in two respects: first, we find that the negative relationship between internet use and volunteering is more powerful among young people than older adults who are more likely to volunteer when they use the internet. Second, the use of social networking sites seems to mitigate the negative influence of internet use on volunteering. As such the study of Moon & Bai (2020) indicated both the existence of a positive relationship between social media use and participation, and that more than 80% of coefficients are positive.

Lee's (2020) study shows that the younger generation's widespread use of online social network sites has raised concerns and debates about social network sites' influence on this generation's civic engagement. This study empirically examines how millennials' social network site usage relates to volunteering. The findings reveal a positive association between a moderate level of Facebook use and volunteering.

Therefore, the online volunteering should and could play a major part in the future of both the internet and volunteering activities. We think that the internet could provide in the future new means for the involvement in determining social change and reducing social and economic gaps between countries and individuals. (Amichai-Hamburger, 2007, p.34)

Scope of the Study:

In the light of the above, volunteering is any activity in which time is given freely to benefit another person, group, or cause. Volunteering is part of a cluster of helping behaviors, entailing more commitment than spontaneous assistance, but narrower in scope than the care provided to family and friends. Undoubtedly, this volunteer work reduces the likelihood of engaging in problem behaviors such as school truancy and drug abuse. (Wilson, 2000, p.215)

Although the concept of online volunteering has a history of more than 30 years, it does not seem to be very well known and used. (Cravens, 2006, p.27)

Youth volunteers have different motivations; they are more relationship oriented, more service oriented. Besides, the volunteer group plays several important roles in youth volunteering.

The use of social media as a tool to engage young people is linked to an increase in life satisfaction among young people. Accordingly, problem of the study could be formulated in the main question of: what is the role of social media in supporting electronic volunteering between youth?

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Theoretical premises of the study: "Network Theory, Manuel Castells":
The postulates on which the theory is based:

A- Societies live and die under the banner of rationality and production, that is, they show the power of labor and the state of technical knowledge, which in turn means that there is an arrangement at the level of the possible techniques of production.

B- History has moved from a time that passes to a time that will come, as modern technologies have not given time the same meaning that it had before. As the distances become close, then we are in front of (the fluidity of time). Time is no longer circular, and the idea of recalling history is no longer possible because history does not repeat its events. (Robinson, 1953, pp. 81)

The network society is the society in which networks shape its social structures, as these networks are based on communication technologies. Through the nature of the social structure, the organizational hierarchies of human beings can be understood as manifested in experiences, knowledge, arts, language, housing, clothing, food, medicine, standards, production, distribution, relationship to others, and the power expressed in meaningful communication through culture.

If the network is a set of interlocking nodes, then the code is the point at which the two curves of this network intersect. Hence, the network has no center and no codes. The codes may vary among themselves in relation to the network, but these codes increase the importance of the network by absorbing more information associated with it and processing it more efficiently. The relative importance of the code does not stem from specific technical parameters, but rather from its ability to contribute to the achievement of network goals.

However, the whole code in a network is essential to normal network performance. When a code becomes redundant, or useless/inconvenient, networks are compelled and inclined to reconfigure themselves, delete some code, and add new ones. Hence, the function of ciphers is that they exist and act as active elements in networks only, that is, the network is the unit / kernel, not the code. (Castells, 2004, p.154)

Points of benefit from the theory "Network Theory" In this study:

In the context of the study, this theory explains that the network is the new social structure of the information age, the age of a networked society consisting of networks of production, power and experience, where these networks play their role in building a virtual culture within the framework of information flows, bypassing the concept of time and space. This theory explains the use of social networks to support volunteerism among young people through the interaction between humans and the network, which represents one of the pillars of building modern societies.

Research Goals:

The study seeks to achieve the following objectives.

(1) Revealing the importance of using electronic volunteering among university youth.
(2) Determining mechanisms to support volunteer work using social media among young people.
(3) Identifying the obstacles facing the contributions of social networks in activating voluntary efforts among university youth.
(4) Determining proposals to activate the contributions of social networks in activating the electronic volunteer efforts of university youth.
(5) Detecting the differences between university youth in the use of social media according to gender.
(6) Detecting the differences between university youth in the contribution of social media to activating the volunteer efforts of university youth according to gender.

Study importance:

The importance of the research stems from the importance of its subject, and the importance of this research is related to its goal in revealing the role of social media in supporting electronic volunteering between youth. The significance of the study can be explained in:

- The importance of studying e-volunteering for volunteers lies in its flexibility, helping people to overcome social isolation, enhancing trust building, expanding network of communication and social relationships, and enhancing skills. Online volunteers are environmentally friendly.
- The importance of studying electronic volunteering for young people are manifest in the skills required in electronic volunteering, such as the volunteer's personal skills, the ability to deal with modern technology and some training or instructions from the volunteer organization.
- Online volunteering is an important and new voluntary field in our Arab world that needs to be adopted by non-profit organizations, as well as the initiative of volunteers to present their skills and experiences to these organizations.

Study Hypotheses:

The objectives of the study are achieved by answering the following research hypotheses:

(A) There are statistically significant differences at the level $(0.05 \geq \alpha)$ between university youth for using social networking sites to support electronic volunteering, according to gender.
(B) There are statistically significant differences at the level $(0.05 \geq \alpha)$ between university youth for using social networking sites to support electronic volunteering, according to family income level.

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The concepts:

Role: It is defined as "an organized pattern of norms with regard to the behavior of an individual with a particular function in the community. Or the function of the individual in the community and the role played by the individual in a social group or position". (Zahran, 2000, p.164)

Social media: "It refers to the wide range of internet-based and mobile services that allow users to participate in online exchanges, contribute user-created content, or join online communities" (Dewing, 2010, p.1).

More specifically, the term social media refers to the use of web-based and mobile technologies that are commonly used for interaction and communication within networks. (Li, Jennifer S. & Barnett, Tracie A. & Goodman, Elizabeth & Wasserman, Richard C. and Kemper, Alex R., 2013)

Operational definition of the concept "The role of social media":

The role here is represented by the set of functions that social media plays within the community, and affects it, represented by Facebook, Twitter, WhatsApp, and Instagram. It includes mechanisms and contributions that can be benefited from within the community, such as electronic mailing lists and technical support that forms a link between electronic volunteers and electronic promotion of the idea of electronic volunteering and its intended fields. This role can be benefited from through youth or institutions; it can create a network of interactions between individuals within the community.

Electronic volunteering: The concept of volunteering itself refers to "any activity in which time is given freely to benefit another person, group or cause. Volunteering is part of a cluster of helping behaviors, entailing more commitment than spontaneous assistance but narrower in scope than the care provided to family and friends" (Wilson, 2000, p.65). In other words, it refers to "volunteer activities that are completed, in whole or in part, via the internet on a home, work, or public access computer, usually in support of or through a mission-based organization (non-profit, NGO, civil society, etc.)". (Cravens, 2006)

Youth: "The concept of youth is determined by the age groups (15-24), and the exact definition of youth concepts varies according to many factors, including cultural, family status, rural or urban differences, and many different factors that contribute to defining this concept" (Seltzer, 1983, p.7). "It can be defined on the basis of the individual bearing responsibility, as the young man does not become fully mature unless he takes responsibility, and accordingly the beginning of this stage in some societies is determined by the ability to practice what adults do" (Matza & Fares, 1984, p.129).

Methodology:

-Study type: This study belongs to the pattern of descriptive studies, with the goal of quantitative and qualitative description for the importance of using electronic volunteering among university youth and determining mechanisms to support volunteer work using social media among young people.

-Study Approach: The study is based on the sample social survey method represented in a simple random sample of youth at Umm Al-Qura University.

Tools: The study relied on a questionnaire applied to university youth, with the aim of identifying the role of social media in supporting electronic volunteering between youth.

Design of the study questionnaire:

The study's questionnaire was designed as follows: -

   a) Reviewing the tools of some of the studies and research related to the topic of the current study, including the studies by (Moon & Bai, 2020; Lee, 2020; and Aldagr, 2018).

   b) Determining the questionnaire phrases and how they relate to the index measured. The questionnaire was divided into four indicators:

 1) Importance of using electronic volunteering among university youth.

 2) Mechanisms to support volunteer work using social media among young people.

 3) Obstacles facing the contributions of social networks in activating voluntary efforts among university youth.

 4) Proposals to activate the contributions of social networks in activating the volunteer efforts of university youth.

   c) Specifying the length of the paragraphs of the questionnaire: the questionnaire was constructed and divided into categories so that the results of the study could be reached using the arithmetic mean, where the data was encoded and entered into the computer. To determine the length of the triple questionnaire cells (minimum and upper limits), the range was calculated as follows: the largest value - the lowest value (3-1=2) divided by the number of cells of the questionnaire which obtained the corrected cell length (2/3= 0.67). This value was then added to the lowest value in the questionnaire or the beginning of the questionnaire, which determined the upper limit of this cell. Thus, cell length is as follows:

Table (1) Questionnaire Levels:

If the average value of a phrase or dimension varies between 1 and 1.67	Low level
If the average value of a phrase or dimension varies between 1.67 and 2.35	Mid-level
If the average value of a phrase or dimension varies between 2.35 and 3.0	High level

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Statistical honesty:
　　　　The study relied on ensuring the statistical validity of the questionnaire through the method of retesting. The questionnaire was applied to a sample of (30) individuals, then re-applied to the same sample after fifteen days. The stability of the questionnaire has been calculated using Factor (alpha- Kronbach) by SPSS program. The value of the Alpha parameter for the questionnaire phrases is (0.722), which is an acceptable value. Thus, this confirms the validity and consistency of the questionnaire paragraphs and the suitability of the questionnaire for application to the basic study sample.

Sample:
　　　　The study population was represented by the students' level (fourth to eighth level at the College of Social Sciences) at Umm Al-Qura University, and their number reached (12300) male and female students in the academic year 2020/2021.

　　　　An intentional random sample was selected representing the number of students in the fourth to eighth levels at the College of Social Sciences at Umm Al-Qura University, which numbered (123) male and female students, at a rate of (1%) from the study community.

　　　　The study sample was chosen from fourth-level to eighth-level students because they fall in the age group (16-20) years, which is the age of the youth category intended for the study.

The determinants of the study: The results of this study are determined by the degree of reliability of the tool and its stability, as well as the objectivity of the respondents.

Statistical Analysis Methods:
　　　　Statistical processes were carried out using the SPSS.V. 20.0 software, specifically the statistical package for social sciences. The following statistical methods were applied:

a) Using the "Alpha Kronbach" coefficient, through which the discrimination coefficient for each question is calculated. The question with weak or negative discriminant coefficient is eliminated as the Alpha Cronbach coefficient expresses the degree of internal consistency of the questionnaire.

b) Calculating the range to determine the length of the questionnaire cells.

c) Calculating the arithmetic mean through the following equation: =K (Yes) x3 + K (To a certain extent) x2 + K (No) x1 /N. The statements are sorted in a descending order, where statements with the highest arithmetic mean come first.

d) Determining the standard deviation through calculating the dispersion coefficient in the frequencies of the three responses for each statement. This helped sort the statements in cases where more than one statement had the same arithmetic mean.

e) Applying the Independent Samples (T) test to calculate the differences between males and females in the use of social media for volunteering.

Study Results:

1-The results of the study are related to the description of the social characteristics of the study community.

Table (2) Distribution of youth according to their social characteristics

Variables			youth (N=123)	
			m*	S.D*
mean age			18.245	0.657
household incomes mean			14850.74	0.987
Variables		Responses	F*	%
Gender	1	male	76	61.8
	2	female	47	28.2
Academic level in college	1	the fourth level	22	17.9
	2	the Fifth level	23	18.7
	3	Sixth level	25	20.3
	4	Seventh level	32	26.0
	5	Eighth level	21	17.1
Social status	1	Unmarried	95	77.2
	2	married	28	22.8
number of family members	1	Less than 5 people.	24	19.5
	2	From 5 to less than 8 people	71	57.7
	3	More than 8 people.	28	22.8
Types of courses taken in computer science	1	The course of using social media applications.	35	28.5
	2	Course in the use of Microsoft programs.	64	52.0
	3	A course in the use of Office programs.	24	19.5
family income level	1	low level	21	17.1
	2	middle level	74	60.2
	3	high level	28	22.8
The most popular types of social networks used by young people (*)	1	Face book	112	91.1
	2	Twitter	81	65.9
	3	Messenger	101	82.1
	4	WhatsApp	114	92.7
	5	Instagram	54	43.9
		Total	123	%100

The results of the study showed the social characteristics of youth in the study community, with a mean age of approximately (18) years. In addition, the mean monthly family income amounted to (14,850.74) Saudi riyals, and the majority of youth in the study population are males with a percentage of (61.8%), and females with a percentage of (28.2%). The majority of young people came in the seventh level of academic college with a percentage of (26.0%), followed by the sixth level with a percentage of (20.3%), followed by the fifth level with a percentage of (18.7%), followed by the fourth level with a percentage of (17.9%), and those in the eighth level came in last with a percentage of (17.1%). The results of the marital status revealed that the majority of students are unmarried with a percentage of (77.2%), followed by married people with a percentage of (22.8%). The results indicate that the number of family members for most of them is from 5 to less than 8 people at the rate of (57.7%), followed by those whose family members are more than 8 people at the rate of (22.8%), followed by those whose family members are less than 5 people at the rate of (19.5%). The results revealed that the types of courses that university youth obtained in the field of computers were represented in: a course in the use of Microsoft programs at the rate of (52.0%), followed by the course of using social media applications, and followed by a course in the use of Microsoft Office programs at the rate of (19.5%). The results of the family income level showed that most of them have a moderate family income at the rate of (60.2%), followed by those with a high family income level at the rate of (22.8%), followed by those with a low-income level at the rate of (17.1%). The results revealed that the most popular types of social networks used by young people are represented in WhatsApp at the rate of (92.7%), followed by Facebook at the rate of (91.1%), followed by Messenger at the rate of (82.1%), followed by Twitter at the rate of (65.9%), and finally by Instagram at the rate of (43.9%).

- **The importance of using electronic volunteering among university youth.**

Table (3) Distribution of youth according to the importance of using electronic volunteering

The importance of using electronic volunteering (N=123)	weighted total	mean	weighted ratio	S. d (*)	Phrase value
Electronic volunteering complements and supports field volunteer work.	321	2.61	86.99	0.146	high
The volunteer through social media can achieve what the field volunteer may not be able to do.	343	2.79	92.95	0.151	high

The importance of using electronic volunteering (N=123)	weighted total	mean	weighted ratio	S. d (∗)	Phrase value
Can electronically volunteer from which mobilizing the largest number of new volunteers.	333	2.71	90.24	0.148	high
Electronic volunteering is a fast and accurate way of communicating with institutions that work in various fields of volunteer work.	316	2.57	85.64	0.145	high
Through various social media, the volunteer can practice volunteering within a broader circle of field volunteering.	305	2.48	82.66	0.142	high
Electronic volunteering provides a broader and greater opportunity to communicate with all segments of society.	347	2.82	94.04	0.151	high
The general value of the dimension	1965	2.66	88.75	0.360	high

The results showed that the general value of the dimension was high with an arithmetic mean of (2.66) at a rate of (88.75%), and the importance of using electronic volunteering among university youth was represented in: electronic volunteering that provides a broader and greater opportunity to communicate with all segments of society by an arithmetic mean of (2.82). This is followed by the volunteer through social media who can achieve what the field volunteer may not be able to do by an arithmetic mean of (2.79). This is followed by an electronic volunteer from which the largest number of new volunteers are mobilized by an arithmetic mean of (2.71). This is followed by electronic volunteering complements and supports field volunteer work by an arithmetic mean of (2.61). Then, came those who find electronic volunteering a fast and accurate way of communicating with institutions that work in various fields of volunteer work by an arithmetic mean of (2.57), followed by volunteers through various social media sites through which the volunteer can practice volunteering within a broader circle of field volunteering by an arithmetic mean of (2.48).

- **Mechanisms to support volunteer work using social media among young people.**

Table (4) Distribution of youth according to mechanisms to support volunteer work using social media

Mechanisms support volunteer (N=123)	weighted total	mean	weighted ratio	S. d	Phrase value
electronic mailing lists,	260	2.11	70.46	0.131	medium
Social media as a mechanism upon which electronic volunteering is based.	293	2.38	79.40	0.139	high

Mechanisms support volunteer (N=123)	weighted total	mean	weighted ratio	S. d	Phrase value
Technical support that forms a link between electronic volunteers.	314	2.55	85.09	0.144	high
Electronic promotion of the idea of electronic volunteering and its intended fields.	319	2.59	86.45	0.145	high
Technical mechanisms especially Websites.	247	2.01	66.94	0.128	medium
The ability to reach unlimited horizons, with his ability to develop volunteer work.	323	2.63	87.53	0.146	high
The general value of the dimension	1756	2.38	79.31	0.341	high

The results showed that the general value of the dimension was high with an arithmetic mean of (2.38) at a rate of (79.31%), whereby the mechanisms to support volunteer work using social media were represented in: the ability to reach unlimited horizons, with his ability to develop volunteer work by an arithmetic mean of (2.63) which is followed by electronically promoting the idea of electronic volunteering and its intended fields by an arithmetic mean of (2.59). This is followed by technical support that forms a link between electronic volunteers by an arithmetic mean of (2.55). This is followed by social media as a mechanism upon which electronic volunteering is based by an arithmetic mean of (2.38). Later comes electronic mailing lists by an arithmetic mean of (2.11) which is followed by technical mechanisms, especially websites by an Arithmetic mean of (2.01).

- **Obstacles facing the contributions of social networks in activating voluntary efforts among university youth.**

Table (5) Distribution of youth according to obstacles facing the contributions of social networks in activating voluntary efforts.

Obstacles (N=123)	weighted total	mean	weighted ratio	S. d	Phrase value
The limited use of social networks for purposes other than electronic volunteer work.	320	2.60	86.72	0.145	high
Weak awareness of the benefits of participating in electronic volunteer work within the university	307	2.50	83.20	0.142	high
The extreme diversity of social media applications that can be used in electronic volunteering which makes it difficult to follow.	335	2.72	90.79	0.149	high

Obstacles (N=123)	weighted total	mean	weighted ratio	S. d	Phrase value
Rapidly changing information technology associated with social networks.	305	2.48	82.66	0.142	high
Ease of penetration of social networks, which hinders the activation of electronic volunteer work.	295	2.40	79.95	0.140	high
Most of the time she needs an internet connection to use it, Which makes it financially expensive.	353	2.87	95.66	0.153	high
The general value of the dimension	1915	2.59	86.50	0.356	high

The results showed that the general value of the dimension was high with a weighted average of (2.59) at a rate of (86.50%), where the obstacles were: most of the time, there was a need to access an internet connection, which makes it financially expensive by arithmetic mean of (2.87). This is followed by the extreme diversity of social media applications that can be used in electronic volunteering which makes it difficult to follow by an arithmetic mean of (2.72) which is followed by the limited use of social networks for purposes other than electronic volunteer work by an arithmetic mean of (2.60). This is followed by poor awareness of the benefits of participating in electronic volunteer work within the university by an arithmetic mean of (2.60) which is followed by poor awareness of the benefits of participating in electronic volunteer work within the university by an Arithmetic mean of (2.50). Later, comes the rapidly changing information technology associated with social networks by an arithmetic mean of (2.48). This is finally followed by the ease of penetration of social networks, which hinders the activation of electronic volunteer work by an arithmetic mean of (2.40).

- **Proposals to activate the contributions of social networks in activating the electronic volunteer efforts of university youth.**

Table (6) Distribution of youth according to proposals to activate the contributions of social networks in activating the electronic volunteering.

Proposals (N=123)	weighted total	mean	weighted ratio	S. d	Phrase value
The necessity of intensive advertising for students about volunteer work through social media.	324	2.62	87.80	0.146	high
Raising awareness of the benefits of participating in electronic volunteer work.	298	2.42	80.76	0.140	high
Increasing the morale of students Toward the electronic volunteer work inside the university.	329	2.67	89.16	0.147	high

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Proposals (N=123)	weighted total	mean	weighted ratio	S. d	Phrase value
Helping students to obtain the Internet through the university's Internet networks to follow up on volunteer efforts	323	2.63	87.53	0.146	high
Building accurate databases about electronic volunteer work within university faculties.	341	2.77	92.41	0.150	high
Establishing working groups of students to support the electronic volunteer work among them.	361	2.93	97.83	0.154	high

Proposals to activate the contributions of social networks in activating the electronic volunteering efforts of university youth were represented in: creating work groups of students to support the electronic volunteer work among them by an arithmetic mean of (2.93). This is followed by establishing accurate databases about electronic volunteer work in university faculties by an arithmetic mean of (2.77) which is followed by increasing the morale of students toward electronic volunteer work inside the university by an arithmetic mean of (2.67). This is followed by helping students to gain access to the internet through the university's internet networks to follow up on volunteer efforts by an arithmetic mean of (2.63). This is followed by the necessity of intensive advertising for students about volunteer work through social media by an arithmetic mean of (2.62), which is finally followed by raising awareness of the benefits of participating in electronic volunteer work by an arithmetic mean of (2.42).

- **The differences between university youth for using social networking sites to support electronic volunteering, according to gender.**

Table (7) illustrates the differences between university youth for using social networking sites to support electronic volunteering, according to gender using Independent Samples (T) test.

Gender	N	mean	S. d (∗)	d.f(∗∗)	(T) Tabular	(T) calculated	sign
male	76	2.34	0.49	121	1.948	1.190	0.471
female	47	2.28	0.57				

It is clear from the previous table there are no statistical significant differences at the level (0.05≥α) between university youth for using social networking sites to support electronic volunteering, according to gender, where the value (T) tabular is equal to (1.948). This is greater than the calculated value of (T) which is equal to (1.190) at a degree of freedom (121).

- **The differences between university youth who use social networking sites to support electronic volunteering, according to family income level.**

Table (8) illustrates the differences between university youth who use social networking sites to support electronic volunteering, according to family income level using Two Ways ANOVA

Contrast source	sum of squares	mean squares	d.f	Calculated (F)	(F)Tabular	sign
Gender	92.69	92.69	1	4.41		
family income level	282.19	282.19	1	4.29		
type interaction* family income level	8.48	8.48	1	0.13	3.29	0.321
missing	25266.37		125			
Total	25649.73		123			

It is clear from the previous table that the value (F) tabular is equal to (3.29) which is smaller than value (F) calculated that is equal to (4.41) at a degree of freedom (1). This confirms that there are statistically significant differences at level $(0.05 \geq \alpha)$ between university youth who use social networking sites to support electronic volunteering, according to family income level. The differences are in favor of those from high-income families.

Discussion of the Results:

- The results of the study confirmed that the majority of young people from the research sample have a mean age of approximately (18) years. The mean monthly family income amounted to (14,850.74) Saudi riyals. The majority of youth in the study population are males. The majority of students are unmarried and the number of family members for most of them ranges between 5 to less than 8 people. In addition, the types of courses that university youth took in the field of computers were represented in: a course in the use of Microsoft programs, most of them being members of middle-income family, and the social networks used by young people represented in WhatsApp.
- The importance of using electronic volunteering among university youth was represented in: electronic volunteering providing a broader and greater opportunity to communicate with all segments of society, the volunteer's ability to achieve what the field volunteer may not be able to do and his/her ability to electronically volunteer through which the largest number of new volunteers is mobilized. This is in agreement with the study of (**Wilson, 2000**) who found out that the importance of volunteering is due to the impact of volunteering on subjective and objective well-being among young people.

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- The mechanisms to support volunteer work using social media in: the ability to reach unlimited horizons, with its ability to develop volunteer work, and electronic promotion of the idea of volunteering and its intended fields. This agrees with the study each (**Raja-Yusof & Norman and other, 2016**) that the social media affordances related to cyber-volunteering are achieved through promoting, training, fundraising, knowledge sharing, and problem-solving activities.
- Where the obstacles were: most of the time there was a need for an internet connection, which is financially expensive. In addition, there is the extreme diversity of social media applications that can be used in electronic volunteering, which makes them difficult to follow, and the limited use of social networks for purposes other than electronic volunteer work, which agrees with the study of (**Filsinger & Freitag, 2019**)**.** We show that internet use decreases the probability of undertaking voluntary work.
- The study results also revealed no statistically significant differences at level $(0.05 \geq \alpha)$ between university youth who use social networking sites to support electronic volunteering, according to gender.
- The study results also revealed that there are statistically significant differences at level $(0.05 \geq \alpha)$ between university youth who use social networking sites to support electronic volunteering, according to family income level. The differences are in favor of those from high-income families.

The Study Recommendations to Support Electronic Volunteering among Young People:

1- Establishing work groups of students to support the electronic volunteer work among them.
2- Helping students to have access to the internet through the university's internet networks to follow up on volunteer efforts.
3- The necessity of intensive advertising for students about volunteer work through social media.
4- Raising awareness of the benefits of participating in electronic volunteer work.

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