

# **EXPLORING THE TRENDS OF VOLUNTARY BEHAVIOR IN THE TIME OF COVID-19 PANDEMIC: LESSONS FOR ENGAGING CITIZENS AS VOLUNTEERS DURING CRISIS TIME**

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## **ABSTRACT**

Volunteering provides numerous psychological and behavioral benefits for citizens during a time of crisis, yet such benefits are not well documented by empirical studies. Based on in-depth interviews with managers and staff of L.A. Works (the largest volunteering platform in the Greater Los Angeles Area) as well as volunteer registration and website usage data, this study examines the trends of citizens' voluntary behavior in association with the trends of the COVID19 pandemic. Findings of this study provide theoretical and practical contributions to the nonprofit management and voluntary behavior literature through expanding the understanding of the needs, motivation, and consequences of volunteering during crisis time.

**Keywords:** Nonprofit management; volunteer behavior; COVID-19; Disaster management.