Recycling the skill and experience of senior volunteers in NPO -A support system based on XML for a mismatch problem between NPO and volunteers-

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There is expectation that NPO (Non-profit organizations) will be the new solution for complicated social problems we face. Thus a citizen required to take part in NPO. However, it is not easy for NPO to get volunteers. Many NPO lacks for workers as a volunteer and staff. One of the most important parts for activity of NPO is participation of volunteers. The other side, there are many unemployed persons such as senior in our society. They have will of social service work. Senior will be able to provide their skill and experiences to NPO effectively.

Some of the NPO, they re-use senior's skills and experiences as main volunteers. Senior volunteers are also satisfied to join the NPO. Thus they looked for an opportunity to work with satisfaction, while the NPO is able to use senior volunteer's skill and experiences for improve their organization.

The senior is really effective match for the NPO. But, still many NPO face problem of lack volunteers. And still it's not enough senior to join the volunteer in NPO. There is obviously mismatch between NPO and senior. Why? This problem is caused by difficulty of finding NPO. It is not easy for senior to find NPO which they want to join. Recently, there are some ways to get information about NPO, a city office provides information and also we can get information on the Internet. This study focuses on the way of get information on the internet. Some web-sites provide NPO search systems. A user can search the information about NPO. That is very useful system for volunteers. They can get information easily and quickly. Is the information provided really suitable for volunteers? What kind of information volunteers need?   We must consider of senior volunteers for effective search system.

Senior volunteers have many different reasons when they want to join NPO. But, at the first step for searching NPO, They don't clear their minds. They cannot tell specifically what they want to do. However, they have some interest of social problems. But, it is a vague interest. This "vague" mind is the keyword of senior volunteers at the time of searching NPO. According to the investigation of senior, they desire to do something for society. The contribution to the local community is first priority for them. And also they look for the place where they are able to use their skill and experience usefully. So, what is most important thing for senior when they search for NPO? How can they get satisfaction in their life in NPO?

There are two ways to get satisfaction of volunteer in NPO. First, it is to feel sympathy for activity of NPO. Each NPO has own social mission, like education problems, welfare problems and so on. Volunteers can get satisfaction when their own awareness of the social issue and NPO social mission matches. Second, it is to find the place where they are demanded their skills and experiences. Their skills and experiences are welcomed in NPO. For examples, the experience of education and welfare filed, or the language and business and technical skills.

In addition, another problem is in the mental gap between the NPO and the senior. It is easy to get information about NPO on the Internet as a first step of searching NPO. However, if they cannot get enough information for reducing their mental gap, it must be hard to move on next step of search.

I propose a support system based on XML for reducing this mismatch between NPO and senior volunteers. XML has good advantages for this type of search system. It is easy to search data form NPO database, handling data as a class structure.

This system provides the information of "feel sympathy" and "reduce the mental gap" and also the information of "opportunity of using skills and experiences". This information will help to search NPO for seniors.