

## Summary

# The Effect of Volunteers on Pro-social Behaviour in Multiethnic Communities

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The aim of the paper is to determine whether voluntary work encourages pro-social behaviour in multiethnic communities. A random sample of 453 respondents answered a questionnaire designed to establish the presence or absence of ethnical stereotypes, social cooperation or separation, fear, and the feeling of security in multiethnic communities.

The experimental group (360) was formed of members of the multiethnic communities where trained volunteers had worked for three years. The control group (93) was formed of members of local communities, where no volunteer work had been done.

The results show that the experimental group is more socially sensitive for four distinct variables: individual guilt for past mishaps, ability to coexist with other nations, forms of communication and other forms of cooperation, and the absence of undefined fear. The results shown in this paper indicate that volunteers encourage pro-social behaviour in multiethnic communities.

**Key words:** volunteer, voluntary work, pro-social behaviour, multiethnic communities