

JOB CRAFTING AND VOLUNTEER EXPERIENCES IN THE SPORT AND RECREATIONAL INDUSTRY: A BOTTOM-UP PERSPECTIVE OF JOB DESIGN

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Research shows the effect of human resource management practices (top-down process, e.g., planning, recognition, training and support, orientation) on sport and recreation volunteers' recruitment, retention, and motivation. On the other hand, based on a bottom-up process of job design (e.g., job crafting), employees can creatively reshape their job with their preferences, motives, and passions. Unlike management practices, there is a little evidence identifying the individual practices (e.g., job crafting, task, relational, cognitive crafting) and their impact on sports volunteer experiences (e.g., job satisfaction, job stress, professional commitment, organizational commitment, internal work motivation, job burnout, job security/intention to continue). Hence, the proposed thesis comprises a series of studies identifying individual practices and examining their impact on volunteer experiences in sport based on job crafting, a bottom-up perspective of job design. Therefore, this research will explore: (a) what unique techniques are used for volunteers' job crafting in the sports and recreational industry; and (b) the effect of individual practices (e.g., job crafting) on volunteers' experiences (e.g., attitudinal, behavioural, well-being and organisational outcomes).

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