

Roles of Learning Workers in Service Delivery: Demonstration from the Third Sector's Volunteers

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Abstract

The study describes the roles and importance of the learning workers for the delivery of social services. Learning workers are engaged and motivated and have contributed the rise of the Third Sector. In Thailand, certain complex problems such as road accidents, and public health and well-being require the Third Sector to play more active roles due to rigid bureaucratic structure and budgeting. Lack of adaptability and learning from the public sector's workforce has affected the effectiveness of service delivery. Because of the severity of road accidents and the impacts from COVID19, there has been a need to utilize the learning workers or volunteers to reach the grassroot level.

For further research, how these volunteers are engaged for learning and motivation (within the entities within the Third Sector) should be examined for human learning and performance in the private sector. Engaged workplace has become an important issue facing a private firm. It is possible to establish the context and construct for more studies into the areas of learning, workplace engagement, and high performance based on the success of the Third Sector.

Keywords: Third (social, voluntary, civil service, and not-for-profit) Sector, Learning Workers, Volunteers, Wicked Problem