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Senior Capstone- Service Project

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### **Matthew 25: Ministries Service Project**

I chose Matthew 25: Ministries in Blue Ash, Ohio, for my service project. According to Matthew 25 Ministries, the organization began in 1990 and was founded by Rev. Wendell Mettey, vowing to help those in need following his observation of poverty and destruction in Nicaragua (Matthew 25: Ministries, 2024). First, the organization moved the excess items on cargo planes and bags from U.S. corporations to the underprivileged. Over the years, the ministry has evolved into an international aid agency. It now moves assistance using forty-foot seagoing containers and semi-trailers to reach the poorest areas and disaster victims worldwide, dispatching more than 25 million pounds of items annually. During the time I spent at Matthew 25: Ministries, I witnessed all the donations delivered to help the poorest of the poor and disaster victims locally, regionally, nationally, and internationally (Matthew 25: Ministries, 2025b). My role at Matthew 25: Ministries was sorting and preparing disaster relief products at the processing center in Blue Ash. Another task I worked on at the processing center in this location involved sorting donated clothing, first aid supplies, medical supplies, and personal care products from locals. There were boxes labeled, and I sorted the items and placed them in the correct bin. I remember sorting shoes that resembled Crocs. The donated shoes were created using a 3-D printer, which required me to match the sizes and trim the excess material. I will never forget that day because, although I was impressed by the 3-D machine work, it was much harder to locate the matching. After

matching fifty pairs, I felt comfortable knowing someone without shoes would have a pair. I would scrutinize the gently used donations, searching for signs of wear and soil as we discarded those items. Sorting all the items first is an effective strategy when it's time to ship all the donations to their designated places.

## **Matthew 25: Ministries Great Work**

Matthew 25: Ministries is a not-for-profit organization and international humanitarian aid and disaster relief organization that works with catastrophe victims and the poorest of the poor on a local, regional, national, and worldwide level, irrespective of their political beliefs, race, or creed (Matthew 25: Ministries, 2025e). In the United States and worldwide, Matthew 25: Ministries offers disaster relief, instructional materials, nutritional supplements, micro-enterprise supplies, and basic requirements by reusing and salvaging things from large corporations and manufacturers (Matthew 25: Ministries, 2025). Matthew 25 Ministries helps well over 20 million people in a year. Matthew Ministries started as a small ministry to an international humanitarian aid and disaster relief organization (Matthew 25: Ministries, 2025).

## **Literature Review**

Benevene et al. found high volunteer turnover rates; managing volunteers is acknowledged as one of the most challenging responsibilities of NPO leadership. However, the leadership style significantly impacts volunteers' retention, productivity, and well-being. The author discusses how NPO leaders affect not only the organization's operations but also the conduct of their volunteers through their choices, deeds, and communications (Schneider and George, 2011). Maintaining the dedication and contentment of volunteers, which are important predictors of their performance, well-being, and retention, is the responsibility of NPO leadership (Benevene

et al., 2020). The author discusses how personnel in the public and nonprofit sectors volunteer more frequently than their counterparts in the for-profit sector. This discrepancy is due to the behavioral effects of their more excellent public service motivation (PSM) levels. This article contributes a different theory that suggests volunteering disparities may reflect accessibility to opportunities rather than innate prosocial tendencies, as public and nonprofit occupations may provide more formal routes for involvement (Ertas, 2018). We can better explain sectoral differences in prosocial behavior by investigating whether people in various sectors reach volunteer jobs through distinct paths. The author states that "work calling" is essential to expanding our volunteer motivation and retention knowledge. The article discusses the research on nonprofit volunteering (Faletahan et al., 2020). Faletahan et al., explain why volunteers join nonprofit organizations and voluntarily remain longer; this idea presents the problem of volunteer motivation and retention, which all depend on the person. Current ideas emphasize organizational (management procedures, volunteer activities, and organizational reputation) and human (commitment and job satisfaction) aspects to explain volunteer motivation and retention. Faletahan et al. illustrate how volunteers can decide to do meaningful work, which will lead to a meaningful life and self-satisfaction, and work Calling enhances existing theories of volunteer retention and motivation at the organizational and individual levels.

The author discusses the impact of nonprofit organizations' brand image, including recognizing that college students' propensity to volunteer can be influenced by brand personality and instrumental function. Febriani and Selamet illustrate how the study is split into two sections.

The goal of Study 1 was to create an instrument that was utilized in the experiment by employing the survey technique. The primary experimental investigation was carried out in Study 2 to examine the four hypotheses. The two independent variables are brand personality and recognition reward. Volunteering intention is the dependent variable (Febriani & Selamet, 2019).

## **SWOT Analysis**

Matthew 25 Ministries' strengths include its recognized ability to respond quickly to disaster relief situations. Furthermore, the organization's dedication to do-good causes is demonstrated by its high caliber of funds, with an impactful 99% of monetary and in-kind donations going toward its programs (Murtha, 2017).

Matthew 25 Ministries is still victorious but has several functional objections as weaknesses. Workers said steady physical labor, speedy breaks, and heavy lifting are examples of their challenging working conditions (Murtha, 2017). Matthew 25 Ministries' opportunities are volunteer programs that indicate likely growth through increased involvement. Programs such as sensory-friendly volunteer centers and the Professional Volunteer Program serve many organizations, ensuring inclusion (Matthew 25: Ministries, 2025a).

Threats for Matthew 25 Ministries include insufficient funds and a scarcity of available housing, which may hinder their development projects (Murtha, 2017). This restraint may particularly impact projects that serve vulnerable populations like orphans and individuals with impairments. Additionally, the demanding nature of the work at Matthew 25 Ministries may contribute to a

high turnover rate among staff members (Murtha, 2017).

## **Recommendations**

Considering Matthew 25 Ministries operates in prone-to-disaster areas, I strongly recommend expanding its processing center to expedite aid shipment to those in need. The expansion would enable the organization to provide critical services more efficiently during times of crisis.

Investing in employee retention strategies and improving working conditions would mitigate this high turnover rate.

## **Conclusion**

In conclusion, Matthew 25 Ministries will not be going away anytime soon. Matthew 25 Ministries is a nonprofit organization dedicated to assisting the impoverished and providing disaster relief aid to those in need. Matthew 25 assists in education by shipping school supplies to children and providing business opportunities for adults. The organization was one of the greatest not-for-profits; it was an honor to be able to be a part of the cause. I will volunteer at least twice a month, as I enjoy contributing in any capacity. Furthermore, I take pride in knowing my hard work benefits those in need. I will never judge those who are in need. We could be one paycheck from being the poorest of the poor, and life changes like a blink, as we see daily.

## Worked Cited

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