

volunteers. Colleges and universities should inspire the university students' innovation and make more students join in the army of volunteer through the relevant incentive mechanism. Secondly, there is no proper training course related to the volunteer when the colleges and universities set up the elective courses. As far as I am concerned, students should have the knowledge of contents of service for volunteer in class. Improve the serving skill of volunteer and make the students have the basic knowledge to deal with the emergency[5].

The organization department of volunteer has less skilled training for the volunteer, the weak intensity of protecting the volunteers' rights and profits, and more support to manage volunteer which has negative effects on the possibility for the volunteers' participation. There are some problems existing in fund raising: the capital of activity of volunteer service is less, besides the source of fund raising is single. The ability of social and personal fund raising is limited; the government has the larger pressure of support[6].

Management system of volunteer service is not perfect, some under the banner of volunteers engaged in the activities of but not volunteers, which blow the enthusiasm of volunteers. In some large public welfare activities, volunteers' service work is superficial and has strong political color, more often; volunteers often act as the role of cheap labor.

In terms of Asia-Europe exposition, the activity circle is short, and the single of service field blow the enthusiasm of the volunteers who can't meet the need of self-improvement, caused the high wastage rate of volunteers. Volunteers often hope to provide services in different fields for the people. Which not only can increase the enthusiasm of volunteers, also can better and more comprehensive exercise volunteers[7].

Because of the quality of the volunteers level is different, a few low quality level of the volunteers cause its own lack of honesty, and make a bad impression of tourists volunteers. Many volunteers' action mostly remain in the activity level, the activities of the occasional is more, while the persistent activity is less. Just in Urumqi, large activity is less, and many volunteers' participation in the time of activities is short, so does the number. Volunteers participate in activities mostly in the form of the activities which has neglected the deep excavation of the spirit of volunteers. Many volunteer organization form of activity is rigid, public welfare activities is not big, which is trapped in the position of in the activities and do activities. These superficial activities will impact the volunteer organization itself, and will have greater blow of enthusiasm of volunteers' service.

Volunteers use their own time, skills, knowledge and energy to serve the society and return the society, and they should get spiritual and material rewards. But a few volunteers for the purpose of utilitarianism distorted the connotation of the volunteer, distorted the cultural spirit of volunteer, which caused ill effect in university students. Leading to the appearance of the phenomenon of volunteers' irresponsibility.

Though the service enthusiasm of the volunteers was very high at the beginning of the exhibition, it then decreased after the training for several days. Even some volunteers couldn't insist it on, if they could, they did it barely. There are still gaps between self-expectation of the volunteers' and the reality.

Investigation and Analysis

A. The design of the questionnaire

In order to know well about the condition of the service of the volunteers in the Asia-Europe Expo, to master accurately about the current situation and the existing problems, to enhance the overall quality, I make some enquiries to the students who are volunteers to see the problems they are meeting during their service. According to inquiry and reference materials, I design the questionnaires and spread them to the volunteers and on the Internet.

The number of the questionnaires giving out is 51, valid ones 50, volunteers 35, the participants 15. The phenomenon of appearing the same answer sheet won't happen because the IP address is set unrepeatable

In September, 2011, the first Asia-Europe Expo was held successfully in Urumqi in Xinjiang.

Volunteers played important roles, but there are still some flaws in detail. In order to hold Expo in every next year smoothly, I hope the form of the questionnaires can collect the suggestions of yours, so that I can find the key points of the problems and think out the ways to enhance the overall quality of the service and optimize it.

B. Data Analysis

The discussion about whether it is necessary for the universities to provide the professional training course of volunteer, the questionnaire statistic of informants' shows: 80% informants think it is necessary for the universities to provide the professional training course of volunteer. They think it not only can help to improve the professional qualities of the university students, but benefit themselves as well.

When discussed about the strongest abilities of volunteers, the questionnaire statistic of informants shows: the training of the volunteers' abilities, the result shows: 48% informants think that the most important thing to become a volunteer is the spirit of dedication. As a volunteer, first of all, one should have the higher thoughts awareness, only in this way one can be faithful; 26% informants think that the most important thing is to pay close attention to the etiquette rules. The volunteers transmit the urban civilization while they help others. So the etiquette rules are very important; 1% informants think that the most important thing is to master the knowledge about the traditional Chinese culture. And the volunteers should expertly master the methods of the first aid. 4% informants think the most important thing to be a volunteer is the good physical fitness and the good ability of foreign language.

The main way to get the capital of the service system which the volunteer participate in, the questionnaire statistic of informants' shows: 28% the volunteer service funds come from the public collection, 24% the volunteer service funds come from the government's grants. Thus it can be seen that the public collection has the large share while the government's grants also have the important function.

When survey the reason why the volunteers participate in the voluntary activities, the questionnaire statistic of informants: It can show the 90% majority of people participating in volunteer activities want to improve their practical ability, followed by expansion of interpersonal communication. Once again, an increase of knowledge, at the fair, volunteers are dealing with people from all walks of life, and they increase their knowledge in the process when communicate with people.

When asked the respondents what problems they confront in the current volunteer activities, analysis of the questionnaire: volunteer activities still has many problems. The histogram of the height difference is not big; we can see the problems are still relatively concentrated.

In the survey, the respondents want the government support the cause of volunteer service as shown below: Respondents hope that some organizations eligible for a certificate for free training for volunteers on a regular basis, in order to improve the trustworthiness of the volunteers. And hope that the relevant departments to develop laws and regulations to protect the vital interests of the volunteers.

When asked about what they have learned participating in the volunteer activities, the analysis as follows: Most students says they gained happiness, and the second is that their skills can be improved, which can not only have helped others, but also have improved ourselves. On the other hand, it also has shown the spiritual values of the A-E Expo volunteers, of which says: Smiling together, creating together.

Conclusion and Discussion

A. Problems existing among the A-E Expo volunteers' service

Analyzing according to the feedback of the questionnaires, there are 5 points of problems existing among the Asia-Europe Exposition volunteers service.

Volunteers lack of professional training, and several of them have the low quality of services, which have affected the enthusiasm of a few volunteers.

Legitimate rights and interests of volunteers cannot be guaranteed, so that a high loss rate of

volunteers has happened.

Volunteers are of the unsound incentive mechanism.

Volunteers pay much attention to the superficial work only, and they have a short activity cycle.

The source of the fund of the activity is quite single, which has limited the content of the activity.

B. Settlement proposals to solve the problems among the A-E Expo volunteers service

Most of the A-E Expo volunteers are college and university students. As a result, we can offer some related curriculums in the courses of colleges and universities, to develop service awareness and skills of the volunteers in school. Ensure the legitimate rights and interests of the tourism service volunteers cannot be separated from improving laws and regulations as well as rectifying the tourism market. Government should strengthen their supervision so that the tourism can regulate the tourism business model depending on the power of the government and avoid the phenomenon that pretending to be a volunteer, but getting engaged in commercial activities. Thus effectively protect the legitimate rights and interests of volunteers. Establish the volunteers' incentives to stimulate the enthusiasm of the volunteer service. If the training organization can offer a free training with a certificate to volunteers on a regular basis, give appropriate guidance, train the volunteers to reflect the value of volunteering services, and increase the number of volunteers' supply and participation, the heavy wastage rate of volunteers will be improved a lot. Fund raising should widen capital investment channel, not only depend on the government and between the folk and other fund raising, if only by government and between the folk and other fund raising, then the voluntary service activities will be difficult to sustain for long. More should be from a single source to multiple funding sources development.

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