



The Relationship Between Sports Hall Management Quality and Community Sports Participation

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ABSTRACT

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This study aims to examine the relationship between the management quality of the Sports Hall (GOR) and the level of community participation in sports. A mixed-methods approach was employed with an explanatory sequential design. Quantitative data were collected through questionnaires, while qualitative data were gathered through semi-structured interviews. The findings revealed that the management quality was generally good, particularly in administrative and public service aspects. However, shortcomings were noted in facility maintenance and the disposal of unfit equipment. Community participation was relatively low, with a participation index of 0.47 for GOR-based activities and 0.60 for outdoor sports. The Spearman correlation test indicated a positive and significant relationship between management quality and sports participation ($r = 0.295$; $p = 0.003$). These results suggest that enhancing GOR management quality could foster greater community engagement in physical activity. The implications for education are significant, as improved sports facility management can contribute to creating more inclusive and accessible environments for students, promoting physical education and active lifestyles.

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INTRODUCTION

Regular physical activity has long been recognized as an essential element of public health, contributing significantly to physical fitness, mental well-being, and social cohesion (Akpınar, 2019; Faidah et al., 2024; Jamil et al., 2024). In Indonesia, the importance of sport has been institutionalized through Law No. 1 of 2022 concerning the National Sports System, which emphasizes the national goal of developing sport as a means to improve health, human resource quality, and national character (Regulation of the Minister of Youth and Sports of the Republic of Indonesia Number 1 of 2022 concerning Guidelines for Measuring the Sports Development Index, 2022).

Despite this legal and policy framework, empirical evidence shows that sports participation in Indonesian society is still low (Friskawati et al., 2023; Wulandari et al., 2024). This poses a challenge to existing public health and social

development initiatives. Therefore, this study is critical because it has the potential to provide insights to address the low level of sports participation in Indonesia through a sports facility managerial approach.

One main factor influencing community participation in sports is the availability and quality of sports infrastructure, including public sports centers such as Sports Arenas (GOR). Although sports facilities are available, many people do not utilize them optimally. Based on existing data and observations, the quality of sports facility management plays a significant role in increasing community participation. Unfortunately, many sports facilities are managed less than optimally due to lacking facility maintenance, limited accessibility, and transparency in administration and program development (Olokoba, 2024; Sajadi, 2024). This suboptimality is an urgent problem that must be addressed to increase community sports participation. The phenomenon in the field is that although there is a GOR in Tambun Village, Bekasi Regency, community participation in using the facility is relatively low. Based on initial observations, many residents choose to do physical activities outside the GOR that has been provided. This shows a mismatch between the existence of sports facilities and the expected level of community participation. This problem raises questions about the effectiveness of GOR management in meeting the needs and expectations of the local community. Therefore, more in-depth research is needed to identify the factors that influence the low level of community participation in these sports facilities.

Previous studies have shown a positive relationship between well-managed sports facilities and increased community participation in physical activity (Haekal et al., 2024). These studies emphasize the importance of the quality of sports facility management, including maintenance, accessibility, administrative transparency, program development, and public services. However, these studies focus more on analyzing sports facility management without deeply considering the managerial aspects, especially in the Indonesian context. This indicates a research gap that needs to be addressed through a more comprehensive analysis, especially involving community participation due to the quality of facility management. This study offers novelty by using a mixed-methods approach to explore the relationship between the quality of GOR management and the level of community participation in sports. In addition, this study focuses on the local context in Tambun Village, Bekasi, which has different social and geographical characteristics from previous studies. This study's novelty lies in applying sports facility management theories in a more specific context and its social relevance to increasing sports participation in Indonesia. Therefore, this study must provide data-based recommendations that can be implemented in regions with similar conditions.

This study aims to identify managerial factors that influence community participation in sports in Tambun Village, Bekasi. Using a mixed research design, this study aims to provide a clearer picture of how the quality of sports facility management can influence community participation behavior in physical activity. The results of this study are expected to contribute to the development of sports facility management theory and provide practical recommendations for GOR managers and policymakers to increase community participation in sports, which in turn supports public health and physical education programs.

This study will solve the problem of how the quality of GOR management can influence community participation in sports. A temporary argument is that the better the quality of GOR management, the higher the level of community participation in sports activities. This is reasonable because good management includes optimal facility maintenance, transparency in governance, and program development to meet community needs. Therefore, this study is expected to provide answers to the importance of the role of sports facility management in increasing community participation.

This research also has important implications for the education sector, especially in developing physical education and sports in schools. By increasing community participation in sports, well-managed sports facilities can educate the younger generation about the importance of a healthy lifestyle. Well-managed community-based sports programs can support student character development, improve physical skills, and build healthy habits that can continue into adulthood. Therefore, this research is relevant to sports policy and the development of a more structured physical education curriculum based on community needs.

RESEARCH METHOD

This study employed a mixed-methods approach with an explanatory sequential design, which integrates quantitative and qualitative data collection methods to comprehensively understand the research problem (Creswell & Creswell, 2018). The research process began with a quantitative phase, where data were gathered to measure the correlation between the quality of sports center management (independent variable) and community participation in sports (dependent variable). This was followed by a qualitative phase to further explore and explain the quantitative findings in greater depth (Sugiyono, 2020).

The quantitative phase utilized descriptive correlational research to analyze the relationship between the variables. A structured questionnaire with a Likert scale was developed to assess the quality of GOR (sports center) management and community participation. The survey was distributed to 100 community members who regularly used the GOR facilities. The data were then

analyzed using descriptive statistics and Spearman's rank correlation test, with the help of SPSS software, to identify the relationship between the management quality and the level of community participation in sports activities.

The qualitative phase involved a case study to investigate the management processes at GOR Tambun, explicitly focusing on inventory management, procurement, maintenance, and public service. Semi-structured interviews were conducted with three key informants: the GOR manager, a technical staff member, and a sanitation staff member. These interviews were designed to gain detailed insights into managing the sports center's day-to-day operations and challenges. The interview data were analyzed thematically to interpret and enrich the quantitative findings (Rose et al., 2023; Sauders et al., 2023).

The research population included 100 community members who actively use the GOR facilities, selected through a stratified random sampling technique based on age categories. Additionally, three managerial informants were chosen for the qualitative phase. Data collection instruments included a structured questionnaire, a semi-structured interview guide, direct observation, and a documentation review of administrative records and facility schedules. Statistical tests were conducted to ensure the reliability and validity of the quantitative data, while the credibility of the qualitative data was validated through source and method triangulation (Sugiyono, 2020). The research was conducted over 14 days in May 2025 at GOR Tambun in Tambun Village, Bekasi Regency, West Java, Indonesia.

RESULT AND DISCUSSION

Result

This study aimed to examine the relationship between the quality of sports facility management at the Tambun Sports Hall (GOR) and the level of community participation in sports activities in Tambun Village, Bekasi Regency. A mixed methods approach was employed using an explanatory sequential design, beginning with quantitative data from 100 respondents who used the GOR, followed by qualitative interviews with three GOR managers.

Quality of GOR Management

Quantitative findings indicated that the overall quality of GOR management was adequate, with strengths observed in administrative procedures and public service. The facility was found to have a structured inventory system and routine documentation practices. However, significant weaknesses were found in facility maintenance and the timely removal of

damaged equipment, indicating issues within the technical and operational domains.

Table 1 Quality of GOR Management

Indicator	Code	Average	Category
Openness Of Facility Record	X1	3	Enough
Inventory & Documentation	X2	2,99	Enough
Suitability Of Facilities	X3	2,93	Enough
Procurement & Renewal of Facilities	X4	3,1	Good
Facility Maintenance	X5	2,92	Enough
Access and Timeliness	X6	3,02	Good
Officer and Operational Services	X7	2,95	Enough
Handling User Complaints	X8	2,9	Enough

While procurement and access/timeliness are rated as ‘good’, other dimensions such as maintenance, complaint handling, and inventory transparency are only categorized as ‘enough’. These results indicate partial effectiveness in operational and technical areas of management. Effective facility management—particularly in public sports centers—requires continuous investment in maintenance, clear information systems, and user-centered services to foster trust and engagement.

Community Participation in Sports

The Sport Development Index (SDI) revealed a participation index of 0.47 for community members exercising within the GOR, compared to 0.60 for those engaging in sports activities outside the GOR. This suggests that residents are more inclined to exercise in informal neighborhood settings rather than utilizing the GOR facility, despite its availability.

Table 2. Location Based Participation

Exercise Location	Sample	3 times a week or more
Inside Tambun GOR Area	100	47
Outside Tambun GOR Area	100	60

This suggests a preference for informal or open spaces over structured sports environments, even when formal facilities are available. Previous studies confirm that accessibility, perceived safety, and social environment often outweigh infrastructure availability when it comes to physical activity participation.

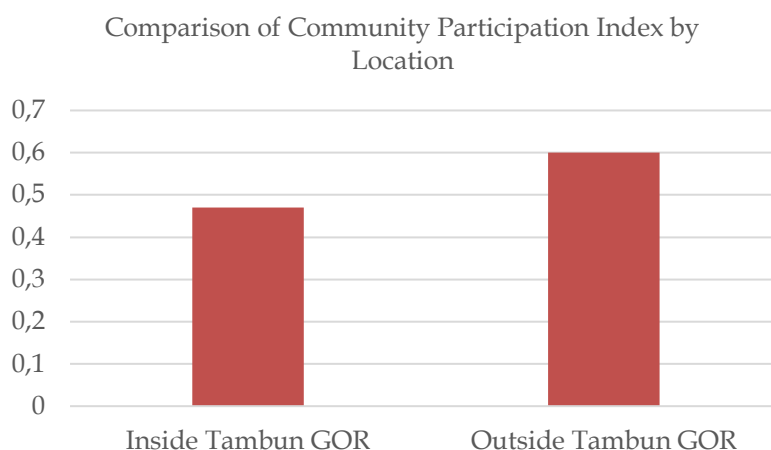


Figure 1 Participation Index by Location

This disparity indicates that residents prefer less structured, more flexible environments for physical activity. Factors such as environmental aesthetics, weather, and community norms play critical roles in shaping these preferences.

Relationship Between GOR Management and Community Participation

A Spearman correlation test showed a statistically significant and positive correlation between the quality of GOR management and the level of sports participation among residents ($\rho = 0.295$, $p = 0.003$). Although the correlation is considered weak, it still indicates that improvements in facility management may positively influence community engagement in physical activities.

Table 3. Spearman Correlation

Spearman Correlation			Participation	GOR Management
Spearman's rho	Participation	Correlation Coefficient	1,000	.295**
		Sig. (2-tailed)		0,003
		N	100	100
	GOR Management	Correlation Coefficient	.295**	1,000
		Sig. (2-tailed)	0,003	
		N	100	100

Presents a statistically significant positive correlation ($\rho = 0.295$, $p = 0.003$) between GOR management quality and community sports participation. Although the correlation is moderate, it confirms the role of management effectiveness in shaping physical activity behavior. Similar findings are echoed by international studies linking facility quality and user satisfaction to long-term engagement in structured physical activity.

Qualitative Insights and Data Triangulation

Interviews with facility managers revealed several challenges, including limited maintenance budgets, lack of staff training, and inadequate dissemination of program information. Data triangulation confirmed that community perception of facility quality plays a crucial role in shaping their willingness to participate in organized sports.

Table 4. Triangulation Data

Aspect	Quantitative Findings	Qualitative Findings (Interview)	Observation/Dokumentation Findings
Inventory	The majority of respondents stated that they were aware of the available facilities	Inventory is carried out manually and digitally twice a year by the manager	There is an inventory list and facility labels in the GOR
Procurement	Procurement of the facilities is considered routine by most respondents	Procurement based on deliberation and proposals to the villages	Purchase receipt and photos of new sports equipment available
Maintenance	Respondents consider the facilities to be well maintained but there are still somethings that are less than optimal	The cleaning staff stated that cleaning is done every day.	Facilities are clean but some of the wall paint is starting to fade
Removal	Some respondents did not know the procedure for deleting facilities	Damaged facilities are collected and submitted for removal through a report to the local government	Documents if write-offs and photos of damaged equipment are available
Operational	The majority of respondents stated that GOR activities were running according to schedule	The schedule is announced via information board, although it is not yet fully online	A notice board is available but there is no digital information system yet
Technical	Most said the lighting and water were working well	Technical condition is considered good, but there have been short circuits and water disturbances	Adequate ventilation, running water, stable electricity when observed
Administrative	Documentation was considered quite	Managers use manual record	Forms, activity reports and cash book are available

Aspect	Quantitative Findings	Qualitative Findings (Interview)	Observation/Dokumentation Findings
	transparent by respondents	keeping and excel for finance and activities	
Public Service	The majority felt that officers were friendly but complaints were not followed up on	The officer stated that complaints were received verbally and via the suggestion box	Suggestion box is available but not widely used
Participation	The frequency of exercise in the community is quite high, mostly 3 time for a week	People actively participate in gymnastics and tournaments	Community activity documentation and attendance lists are available

Triangulates findings from surveys, interviews, and field observations, confirming inventory, maintenance, and operations consistency. Manual and digital inventory processes, routine cleaning, and posted schedules reflect the managerial structure. However, digital systems and community outreach limitations suggest a need for modernizing service delivery to improve user satisfaction and accountability.

Discussion

The findings of this study underscore the strategic importance of effective sports facility management in fostering greater community participation in physical activities. The research revealed that while certain administrative aspects of GOR Tambun were relatively well-managed, critical challenges persist, particularly in routine maintenance, equipment renewal, complaint handling, and digital communication. These issues highlight the need for a more comprehensive and professionalized approach to managing public sports facilities. From an educational management perspective, sports facilities must be viewed as physical infrastructures and as key components of community-oriented education and wellness programs.

Effective facility management is a cornerstone of creating a conducive learning and physical activity environment, particularly for schools and local communities. Beyond the technical upkeep of equipment, management involves establishing a user-centered atmosphere that encourages continuous engagement through accessible, safe, and well-maintained spaces. Educational institutions, particularly in physical education, can benefit from adopting best practices in facility management. These practices improve participation rates and influence students' trust, motivation, and satisfaction, which is essential for

fostering a culture of physical activity within school communities (Masodi et al., 2024; Hakim et al., 2025).

One of this study's key educational management implications is the importance of prioritizing preventive maintenance and infrastructure investment. As the findings suggest, maintenance strategies should move away from reactive approaches towards a more proactive model, with regular assessments and budget allocations aimed at extending the lifespan of equipment and ensuring facility reliability. Implementing such practices for schools that operate sports facilities or collaborate with local communities could significantly enhance the physical education experience, reducing disruptions caused by faulty equipment and creating a more stable environment for students' physical development (Suyato et al., 2024).

The second important policy recommendation is the development of transparent, digitalized management systems. Integrating digital platforms for booking, feedback submission, and schedule visibility improves operational efficiency and fosters greater public accountability and engagement. This digital shift is particularly relevant for educational institutions that manage sports facilities. By embracing e-governance principles, schools can enhance their administrative processes, making it easier for students, parents, and residents to access resources and engage with physical education programs. Digital systems can streamline communication, reduce administrative burdens, and increase transparency, boosting community trust and involvement in educational activities (Debbarma, 2023; Ikwuanusi et al., 2024).

The third recommendation is the implementation of community-based sports programming. GORs should serve not only as physical spaces for exercise but also as hubs for structured sports activities. Schools can collaborate with local sports clubs, youth organizations, and community groups to offer events such as school sports days, after-school sports clubs, and fitness workshops. Such programs foster a sense of community ownership and raise the perceived value of sports facilities in the eyes of residents. From an educational perspective, engaging students and their families in these activities can strengthen social bonds, promote active lifestyles, and improve overall well-being, aligning with the broader goals of educational institutions to develop well-rounded, healthy individuals (Torybayeva, 2023).

This study reaffirms the essential role of effective facility governance in bridging the gap between physical infrastructure and social impact. Well-managed sports centers, whether located within schools or as part of the community infrastructure, can promote healthier lifestyles and strengthen community cohesion. For educational institutions, this means viewing sports facilities not just as physical assets but as dynamic educational tools that

contribute to students' social, emotional, and physical development. Policymakers and educational leaders must prioritize investment in these facilities to ensure they are key enablers of academic and extracurricular success, providing students with opportunities for active, engaged learning.

CONCLUSION

This study concludes that the quality of sports facility management, particularly at Gelanggang Olahraga (GOR) Tambun, is significantly related to community participation in physical activities. The management quality, measured through administrative, operational, technical, and public service aspects, was generally adequate. However, challenges such as insufficient maintenance and the ineffective disposal of unusable equipment were identified, hindering optimal facility use. The community's participation index in utilizing the GOR was low, with an index of 0.47 compared to 0.60 for physical activities outside the facility. The Spearman correlation analysis revealed a significant yet modest positive relationship ($r = 0.295$, $p = 0.003$), underscoring the importance of facility management in fostering sports engagement.

The implications of these findings extend beyond facility management to educational management, highlighting the critical role of well-maintained sports infrastructure in promoting physical education within schools and communities. Enhanced management practices, such as prioritizing preventive maintenance, increasing administrative transparency, and offering structured sports programs, can significantly improve the utilization of sports facilities. For educational institutions, these improvements create a conducive environment for physical education, promoting active and healthy lifestyles among students and community members. Therefore, local governments and educational authorities should prioritize the strategic management of sports facilities to foster a more inclusive, health-oriented educational experience.

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