

Sports Facility Management and Athlete Satisfaction: A Study at GGM Talaga Manggung Majalengka

Udi Sahudi^{1A-D*}, Endi Rustandi^{1B-D}, Ali Priyono^{1BD}, Yudhi Purnama^{2BD}, R. Dadan Pra Rudiana^{3C-D}

¹Department of Physical Education, Universitas Majalengka, Majalengka, Indonesia

²Department of Physical Education, Universitas Wahid Hasyim, Semarang, Indonesia

³Department Physical Education Health and Recreation, Universitas Subang, Subang, Indonesia

ABSTRACT

Efficient sports infrastructure management is essential in facilitating optimal athletic performance and enhancing user experience. However, many regional sports complexes often lack a management strategy that prioritizes user-centered principles, which in turn affects the quality of service delivery and athlete satisfaction. This study aims to investigate the correlation between sports facility management practices and athlete satisfaction levels at GGM Talaga Manggung, located in Majalengka Regency. Using a quantitative descriptive approach, data collection was conducted through a structured Likert-scale questionnaire administered to a sample of 100 athletes involved in volleyball, basketball, and futsal disciplines. Data analysis used descriptive statistical techniques to assess variables such as maintenance efficacy, cleanliness standards, accessibility, service quality, and adequacy of facilities. The results indicated that overall management practices were considered adequate; however, certain aspects—namely equipment availability and inclusiveness features—required significant improvement. The highest level of satisfaction was related to safety and comfort parameters, while the provision of additional equipment received the lowest rating. The findings indicated that athlete satisfaction was positively affected by cleanliness, security, and staff responsibility, but was negatively affected by lack of infrastructure and resource constraints. The study underlines the importance of infrastructure development strategies, equitable resource allocation for equipment, and integration of inclusive design elements. It is recommended that facility administrators adopt participatory governance frameworks, improve protocol maintenance, and incorporate user feedback mechanisms to optimize service quality and enhance athlete development.

Keywords: Sports facility; Athlete satisfaction; Facility management; Infrastructure; User-centered governance

Corresponding author:

*Udi Sahudi, Department of Physical Education, Universitas Majalengka, Majalengka, Indonesia
Email: udisahudi11@unma.ac.id

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INTRODUCTION

Sports activities are an important part of developing resilient, strong and competitive human resources. Involvement in sports not only affects physical health parameters but also contributes significantly to the psychological, emotional and socio-cultural progress of the community (Wang & Xing, 2022). Participation in sports facilitates the acquisition of values such as discipline, teamwork, sportsmanship, perseverance and resilience, which promote adaptive coping mechanisms in the face of adversity and stress (Sheng et al., 2024). Over a broad time scale, sports activities serve as a strategic instrument for cultivating a synergistic and productive society characterized by social cohesion and reciprocal cooperation (Hudelst et al., 2024; Richardson, 2024).

Within the framework of national development, athletic activities are recognized not solely as recreational or leisure pursuits but also as strategic tools in the cultivation of



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national character (Jaksa, 2011). Governmental agencies, through the implementation of diverse national policies, incorporate sports as a fundamental component of holistic human development in Indonesia. This approach is exemplified by various sports development initiatives aimed not only at cultivating elite athletes capable of competing successfully on both national and international platforms but also at fostering a societal culture of health and well-being (Donaldson & Finch, 2012). Furthermore, sports serve as a conduit for reinforcing national identity and promoting social cohesion amid Indonesia's multifaceted tapestry of cultural, religious, and ethnic diversity.

Conversely, the sports sector exerts a considerable influence on the economy. The sports industry is experiencing rapid expansion concomitant with heightened public interest in fitness services, the organization of sporting events, manufacturing of sports equipment, and the development of ancillary infrastructures (Jones et al., 2020). In this context, sports can serve as a key catalyst for regional economic growth when managed efficiently and sustainably. Consequently, the establishment of comprehensive sports facilities and infrastructure is critical not only for their social and health benefits but also for the substantial economic value they have the potential to generate (Sukmana et al., 2025).

To facilitate the attainment of these objectives, a comprehensive, systematic, and user-centered approach to sports facility management is essential, particularly considering athletes as the primary stakeholders with the most significant interest in facility utilization (Zhang & Navimipour, 2022). Sports facility management extends beyond the mere physical infrastructure, encompassing the entire lifecycle comprising strategic planning, organizational design, operational execution, routine maintenance, and performance evaluation of the facilities (Westerbeek et al., 2024). Professional expertise and adherence to best practices in management are crucial determinants in ensuring that sports facilities operate at peak efficiency, maintain safety standards, and cultivate a sense of ownership and satisfaction among users (Schwarz et al., 2017).

Athletes, as primary stakeholders of sports infrastructure, possess specific requirements and expectations that must be diligently addressed (Parent, 2008). They necessitate facilities that conform to established technical specifications, ensure safety protocols, maintain hygienic conditions, are properly maintained, and effectively support training regimens as well as competitive events. Athletes' levels of satisfaction with the provided amenities significantly influence their motivation during training, their comfort in executing coaching activities, and potentially impact their performance outcomes (Chelladurai & Riemer, 1997). Consequently, the implementation of a responsive and participatory administrative framework is essential to ensure that sports facilities are managed in accordance with the authentic needs and preferences of the user base.

Effective management of sports facilities reflects the commitment of local governments and facility managers to supporting the overall development of sports (Watt, 2004). Professional management ensures that sports facilities have a long service life, optimal utilization, and the flexibility to accommodate various activities (Hudec & Rollová, 2014). As a result, community participation in sports increases, athlete development improves, and networks among sports communities are strengthened (Edwards, 2015). The importance of integrating modern management principles into sports facility administration cannot be overstated. This includes strategies such as collecting user data, reporting damages, scheduling usage efficiently, and continuously enhancing service

quality. Such practices are vital for maintaining and improving the functionality and sustainability of sports facilities.

Thus, it can be concluded that sports play a multifaceted role in a nation's life, and effective sports facility management serves as a crucial foundation for supporting this role. The availability of well-maintained and adequately managed facilities can act as a catalyst in fostering a healthy society, developing high-achieving athletes, and promoting a harmonious social environment (Acquah-Sam, 2021). Consequently, studying sports facility management and understanding its impact on user satisfaction, particularly among athletes, is becoming increasingly important (Greenwell et al., 2002). This focus is essential for the development of a high-quality and sustainable sports system.

Sports facility management constitutes a comprehensive process involving the strategic planning, organizational structuring, operational implementation, and oversight of athletic venues to ensure their optimal, efficient, and sustainable utilization (Elnour et al., 2022). This discipline necessitates the evaluation of multiple factors, including the structural and spatial feasibility of the facility, the adequacy and safety of sports equipment and tools, environmental sanitation, safety protocols, ease of accessibility, and the quality of services rendered to users (Garau & Pavan, 2018). These variables collectively influence user experience and satisfaction, particularly athletes who possess specialized requirements to enhance performance and facilitate the attainment of sporting excellence.

Athlete satisfaction concerning sports infrastructure serves as a key metric for evaluating the efficacy of sports facility management. Athletes constitute the primary user demographic, extensively engaging with the facilities for habitual training sessions, competitive events, and rehabilitation purposes. Consequently, assessing athletes' perceptions and their satisfaction levels regarding the state and operational management of these facilities is crucial for informing evaluative processes and guiding subsequent infrastructural enhancements. Elevated levels of athlete satisfaction indicate that the available facilities effectively fulfill their requirements, thereby exerting a favorable influence on their motivation, athletic performance, and overall achievement metrics (Sibley & Bergman, 2018).

Prior investigations have elucidated the critical association between sports facility management practices and user satisfaction metrics. For instance, research conducted by (Peng et al., 2016) demonstrated that the quality attributes of sports infrastructure encompassing both tangible physical features and intangible service components exert a substantial impact on user satisfaction levels. Concurrently, studies by (Kim & Trail, 2010) highlighted that factors such as ergonomic comfort, hygienic cleanliness, and the completeness of facilities and infrastructural elements are primary determinants shaping user perceptions of sports facility quality. Within this framework, effective management extends beyond the technical aspects of maintenance to incorporate human centered considerations including user comfort, service quality, and participatory decision-making processes to enhance overall user experience.

In Indonesia, there is a growing emphasis on the administration and oversight of sports infrastructure, concurrent with governmental initiatives aimed at establishing a specialized and competitive sports ecosystem. Multiple policy measures have been implemented, including the development and refurbishment of sports facilities across diverse regions. Nonetheless, the sector encounters multifaceted challenges, such as fiscal limitations, suboptimal managerial competency, the absence of standardized operational

protocols, and inadequate assessment mechanisms for user satisfaction metrics. Within this framework, an empirical investigation into the management of local sports facilities is highly pertinent, particularly to evaluate the efficacy of current management practices and to determine their influence on athlete satisfaction levels.

GGM Talaga Manggung in Majalengka Regency serves as a critical sports infrastructure with strategic significance in fostering regional athletic development. The facility is equipped with standardized courts for basketball, volleyball, and futsal, and has been actively utilized by local communities and athletes for training sessions and competitive events. Beyond serving as a training venue, GGM Talaga Manggung functions as a socio-sports hub that facilitates community interaction and aims to enhance the achievements of local athletes. Given its comprehensive and well-equipped infrastructure, it is essential to investigate the operational management practices of the facility, as well as to assess athlete perceptions regarding the quality and adequacy of the services and amenities provided on a routine basis.

This research seeks to examine the correlation between the operational management of sports facilities and the levels of athlete satisfaction at GGM Talaga Manggung, Majalengka Regency. The study concentrates on the methodologies employed in facility management, encompassing phases such as strategic planning, routine maintenance, service delivery, and performance evaluation, as well as the perceptions and assessments of athletes the primary users. Through this approach, the investigation aims to generate a comprehensive understanding of sports facility management protocols at the regional scale and their influence on the quality of user experience and satisfaction.

As a facility designated for athletic training and recreational activities, GGM Talaga Manggung has undergone numerous operational dynamics in its administration. Common issues encountered encompass scheduling conflicts due to overlapping usage, resource constraints arising from limited equipment availability, deterioration of infrastructural conditions necessitating routine maintenance, and insufficient athlete participation in governance decisions pertaining to facility management. If these challenges are not effectively addressed, they may detrimentally affect the quality of the athlete's experience, lead to participant dissatisfaction, and potentially undermine motivation and overall performance outcomes.

Moreover, it is essential to underscore the significance of contextual factors at the regional level in the administration of sports infrastructure, particularly in regions like Majalengka that are undergoing infrastructural expansion and witnessing a rising public engagement in athletic endeavors. Support from local government authorities, active community involvement, and coordinated collaborations with sports sector stakeholders constitute critical determinants in maintaining the sustainability and operational excellence of facilities such as GGM Talaga Manggung. Consequently, this research also incorporates extrinsic variables that may impact facility management efficacy and athlete perceptions, including regional policy frameworks, fiscal resource availability, and the organizational capacity of managing entities. This research possesses multiple exigencies and scholarly contributions. Firstly, from an academic standpoint, it augments the existing corpus of sports management sciences by elucidating the correlation between sports facility administration and user satisfaction within a localized setting. Secondly, from an applied perspective, the empirical findings can serve as diagnostic and enhancement tools for administrators of GGM Talaga Manggung to optimize service delivery and facility quality. Thirdly, from a policy analysis perspective, the data derived from this study can

inform evidence-based policy recommendations targeted at relevant stakeholders, including the Youth and Sports Department, to develop more responsive and tailored policies that address the specific needs of sports facility users.

Moreover, this study is anticipated to serve as a catalyst for other geographic regions to adopt a user-centric paradigm in the administration of sports infrastructure. By positioning athletes as autonomous stakeholders with agency in facility governance, the management procedure transcends mere administrative functions to encompass a participatory model that embodies the principles of democratization within public service delivery in the domain of sports. In order to accomplish the research objectives, the investigator employed a quantitative methodology utilizing a survey technique. The data collection instrument was a structured questionnaire designed in accordance with established indicators of sports facility management efficacy and user satisfaction metrics. The questionnaire was administered to athletes actively engaged with GGM Talaga Manggung for training and competitive events. The data obtained were subsequently subjected to both descriptive statistical analysis and inferential statistical procedures to elucidate the correlations between facility management parameters and athlete satisfaction indices.

Fundamentally, this research draws upon the theoretical frameworks pertaining to sports facility management (Schwarz et al., 2017). The domain of sports facility management encompasses multiple facets, including strategic planning, maintenance protocols, operational administration, user service provision, and systematic evaluation coupled with feedback mechanisms. Concurrently, user satisfaction is conceptualized as the resultant judgment derived from a comparative assessment between anticipated service quality and the perceived delivery of such services. Within this paradigm, athlete satisfaction constitutes an evaluative indicator reflecting the congruence between their preconceived expectations regarding the facility and the actual experiential quality encountered during facility utilization (Hwang & Ballouli, 2021). Through an integration of conceptual frameworks and observational data, this investigation seeks to generate a more comprehensive comprehension of the mechanisms governing sports infrastructure administration and their impact on user contentment, with a particular emphasis on athletic participants. The findings anticipated from this research are projected to enhance the theoretical underpinning for formulating sustainable management strategies for sports facilities that are tailored to regional user requirements.

Overall, this investigation constitutes a significant advancement in the endeavors to enhance the efficacy of sports facility management within Indonesia, particularly at the sub-national (district/city) administrative level. In response to the escalating demand for well-equipped sports infrastructure, professionalization of management practices is critical to ensuring that these facilities deliver optimal benefits to users, promote athletic performance, and foster a constructive sports culture within the community. GGM Talaga Manggung, as a prominent hub for athletic activities in Majalengka Regency, exemplifies how facility management interventions can influence athlete experience and satisfaction, who serve as the primary stakeholders.

METHOD

The type of research

This investigation utilizes a quantitative descriptive methodology coupled with a survey technique. This research design is intended to systematically delineate and interpret

the attributes of a population or phenomenon without the intervention or alteration of variables. In this context, the primary objective is to gather empirical, quantifiable data to elucidate the management practices of sports facilities and the athlete perceptions of these amenities at GGM (Gelanggang Generasi Muda) Talaga Manggung, Majalengka. The quantitative approach facilitates the extrapolation of data and the analysis of temporal or pattern trends within a broader population sample.

The time and location

The investigation was executed in May 2025 at GGM Talaga Manggung, a sporting complex situated within Majalengka Regency, West Java Province, Indonesia. This site was chosen due to its function as a primary training and competition venue for regional athletes, notably in disciplines including basketball, volleyball, and futsal. The facility is operated by governmental authorities and is accessible to the general public, frequently serving as a site for diverse sports development initiatives.

The goals or target

The principal objective of this investigation is to evaluate the efficacy of sports facility management and to quantify athlete satisfaction levels regarding the services and infrastructural resources supplied. The research population comprises athletes who regularly engage with the athletic amenities at GGM Talaga Manggung for training, competitive events, or recreational activities. By centering on athletes as primary stakeholders, the study garners user centered assessments of service quality and pinpoints specific domains within facility operations that necessitate enhancement.

Research procedures

The investigative procedure was initiated through initial observational assessments and consultations with facility personnel and athletes to ascertain the overarching contextual framework. Following this, a structured questionnaire was designed grounded on theoretical frameworks and extant literature pertaining to sports facility management and consumer satisfaction metrics. The instrument underwent validation via expert peer review to ensure content validity. Post-validation, the survey was disseminated directly to athlete participants. The returned questionnaires were subsequently gathered and formatted for analysis employing quantitative statistical methods.

Instruments

The primary data collection instrument employed in this research was a structured survey instrument comprising closed-response items calibrated on a Likert-type scale, ranging from “strongly disagree” to “strongly agree.” The questionnaire targeted two principal constructs: (1) sports facility management, encompassing indicators such as maintenance quality, hygiene standards, accessibility, equipment sufficiency, and occupant comfort; and (2) athlete satisfaction, which assessed perceptual satisfaction concerning the quality of the infrastructure, administrative support services, and the holistic support system facilitating training and competitive activities.

Data collection techniques

Data acquisition was achieved through the dissemination of structured questionnaires directly to selected athletes during their training sessions and competitive

events conducted at the venue. Furthermore, in situ observational assessments were performed to obtain additional, objective information regarding the real-time physical state of the facility and to confirm the accuracy of the participants' self-reported data.

Data analysis techniques

The collected data were subjected to analysis through descriptive statistical methods. In particular, measures such as frequency counts, relative percentages, arithmetic means, and standard deviations were computed to encapsulate the distribution patterns of responses across each variable. This analytical framework facilitates the characterization of overarching trends pertaining to athlete satisfaction levels and the quality of facility administration. The results are systematically presented in tabular and graphical formats to enhance interpretability and are contextualized within the framework of existing research literature and established best practices in the domain of sports facility management.

RESULTS AND DISCUSSION

Findings

This research initiative aims to produce a comprehensive empirical evaluation of sports facility governance and the corresponding levels of athlete satisfaction among individuals training and competing at GGM Talaga Manggung, Majalengka Regency. The primary goal is to clarify the degree to which sports facility management practices impact user satisfaction among athletes utilizing these amenities.

The participant cohort consisted of 100 active athletes representing three predominant sports disciplines at GGM Talaga Manggung: volleyball, basketball, and futsal. Participant selection was based on high engagement levels and the frequency of facility use within these sports, ensuring a representative sample that reflects overall facility conditions and athletes' experiential data.

Data collection was carried out through a structured, closed-response questionnaire utilizing a Likert scale from 1 to 5, enabling quantification of athletes' perceptions and satisfaction levels across various aspects of sports facility management. The instrument included eight primary indicators: physical condition of infrastructure, availability of sporting equipment, sanitation and environmental safety, quality of services provided by management personnel, accessibility, scheduling and timing of facility use, routine maintenance protocols, and auxiliary/supporting amenities.

Applying this methodological approach, the study aims to delineate a detailed understanding of the effectiveness of sports facility management at GGM Talaga Manggung and its impact on athlete satisfaction and perceived comfort during athletic activities. The anticipated findings are expected to provide valuable insights for facility administrators seeking to improve service quality, thereby enhancing athlete performance and overall well-being. Based on data processing, the average score for each indicator was obtained as shown in Table 1 below:

Table 1. Average Score of Sports Facility Management Indicators at GGM Talaga Manggung

Number	Indicator	Average Score	Percentage (%)
1	Care and Maintenance	3.79	69.75
2	Environmental Cleanliness	3.95	73.75
3	Facility Accessibility	3.84	71.00
4	Availability of Supporting Facilities	3.67	66.75

5	Comfort and Security	4.10	77.50
6	Facility Conditions	3.81	70.25
7	Management Services	3.92	73.00
8	Support for Athlete Activities	3.76	69.00

Source: author/personal data

Discussion

The results of this study indicate that, collectively, the provision of sports infrastructure at GGM Talaga Manggung falls within an acceptable to satisfactory category, as demonstrated by various evaluation indicators surpassing the average benchmark of 3.75 on the rating scale. However, specific components require additional development to maximize user satisfaction levels and achieve optimal facility management efficacy.

Care and Maintenance Aspects

The dimension pertaining to the upkeep and stewardship of sports infrastructure at GGM Talaga Manggung received a mean score of 3.79, suggesting that routine maintenance activities have been implemented intermittently; however, they lack comprehensive scope and optimal execution. Multiple athletes have reported issues with the equipment and structural components that exhibit early signs of degradation and have not undergone significant updates over an extended period. For instance, the playing surface exhibits multiple sections of slipperiness due to surface deterioration, the electronic scoreboard is obsolete and malfunctioning, and the basketball goal is markedly unstable, thereby posing safety concerns for users. These deficiencies not only diminish user comfort but also elevate the likelihood of injuries, particularly during high-intensity training sessions or competitive matches. This situation prompts concern among stakeholders, particularly athletes and coaching staff, as it potentially adversely affects the quality of training regimens and overall athletic performance.

This scenario aligns with the assertions by Wetzel & Thabet (2015), which indicate that inconsistent and superficially executed facility maintenance can directly impact user safety and comfort, thereby increasing vulnerability to accidents or injuries. Consequently, the management of GGM is advised to conduct a comprehensive assessment of the current state of facilities and fixtures. This assessment should encompass routine physical inspections, identification of components requiring repair or replacement, and both short-term and long-term maintenance planning. Furthermore, the development of a systematic, continuous maintenance schedule is a critical step to ensure that the sports infrastructure remains in optimal condition, facilitating maximum utilization by all stakeholders. Through strategic and professional maintenance practices, the quality and safety of the facilities can be sustainably enhanced, user comfort preserved, and potential hazards mitigated. Ultimately, well-maintained amenities will contribute to maximizing athletic performance and fostering a safe, functional, and competitive sports environment.

Environmental Hygiene

Hygiene constitutes a key parameter that received a high evaluation score in the assessment of sports infrastructure at GGM Talaga Manggung. The majority of respondents reported experiencing high levels of comfort during athletic training sessions, attributed to the well-maintained condition of the playing surface and peripheral environment. This sanitary condition not only enhances physical comfort but also plays a critical role in safeguarding athlete health, minimizing the risk of infectious disease

transmission, and fostering an optimal training milieu. Well-maintained sports facilities exemplify the dedication of management to providing exemplary services to users and serve as an indicator of effective governance and professional management practices.

Nevertheless, despite the overall satisfactory state of environmental cleanliness, several technical challenges persisted, notably during the rainy season. Certain zones within the field area experienced water accumulation due to suboptimal performance of the drainage system. These waterlogged regions not only hinder training activities but also elevate the risks of mud formation, contribute to surface degradation, and increase the likelihood of accidents such as slips. This situation underscores the interdependence between physical cleanliness and technical infrastructure, including water management systems and supporting engineering frameworks.

Consequently, the enhancement of the drainage infrastructure is imperative to maintain dryness and cleanliness of the environment under extreme weather conditions. Such improvements may involve reorganization of water channels, augmentation of drainage capacity, and routine maintenance protocols for the drainage system. According to Borgers et al. (2016), the sanitary condition of sports facilities not only elevates user comfort but has also been empirically linked to increased visitation rates by athletes and the general public. Therefore, upholding high standards of cleanliness must be integrated into the overall facility management strategy, with concurrent attention to technical aspects such as water runoff management and infrastructure upgrades. Implementing these measures will enhance the safety, functionality, and aesthetic appeal of the GGM Talaga Manggung sports facilities, positioning them as more suitable venues for sports development and activities across all societal levels.

Accessibility of Facilities

The spatial positioning of GGM Talaga Manggung is highly advantageous due to its strategic placement within the central zone of the sub-district, thereby facilitating convenient access for individuals originating from various adjacent regions. This central geographic locus confers intrinsic benefits by enabling unobstructed mobility for athletes, trainers, and the general populace seeking to utilize the available sports infrastructure. Such optimal accessibility is a primary determinant in attracting users to public sports facilities, as it enhances visitation frequency and simplifies the coordination of diverse athletic events at both local and regional scales. Nonetheless, several challenges necessitate urgent remedial action by the facility management to sustain user comfort and ensure optimal functionality.

A predominant issue pertains to the limited parking capacity; during peak operational periods or concurrent large-scale sporting events, the current parking infrastructure proves insufficient to accommodate the influx of vehicles, including both two-wheeled and four-wheeled modes of transportation. This inadequacy may lead to user discomfort and potential vehicular congestion in surrounding areas, thereby adversely affecting overall accessibility. Furthermore, the current infrastructural design fails to adequately address accessibility needs for individuals with disabilities, exemplified by the absence of designated wheelchair ramps, handrails in stairways, and clearly marked signage for disabled users, indicating a lack of full inclusivity within the facility.

This deficiency becomes particularly salient when considering the fundamental principle of inclusivity in the development of modern, equitable public sports infrastructure. Empirical research by Huang & Lee (2025) substantiates that enhanced

physical accessibility correlates positively with increased community engagement in sports facility utilization. Consequently, the ease and comfort of ingress, egress, and internal navigation significantly influence the propensity for community participation in athletic activities. It is imperative that management invests in expanding parking capacity and integrates disability-friendly infrastructure—such as ramps, accessible sanitation facilities, and conspicuous visual signage—to foster a truly inclusive environment.

Implementing these improvements will not only augment user comfort and ease of access across all demographics but will also exemplify the facility management's commitment to fostering equitable and accessible sports environments. In the long-term perspective, enhancing physical accessibility is projected to promote greater community involvement in sports, elevate the reputation of the facility, and contribute toward achieving sustainable development objectives in public health and social inclusion sectors.

Availability of Supporting Facilities

The indicator measuring the availability of training apparatus registered the lowest score relative to other parameters, signifying critical deficiencies that necessitate immediate intervention by the management of the GGM Talaga Manggung facility. Numerous athletes reported substantial impediments when attempting to borrow or utilize training equipment, attributable to the insufficient inventory, which was incapable of accommodating the demands of all teams or training cohorts actively utilizing the facility. Moreover, the uneven distribution of equipment exacerbated this issue, as only select teams were able to access optimal resources, while others were compelled to share equipment sequentially or, in some cases, perform training without access to necessary apparatus.

This situation likely had detrimental effects on the efficiency and quality of the training regimen, undermining both the continuity and effectiveness of athlete development. The scarcity of equipment restricted the range of exercises feasible, thereby preventing athletes from engaging in specialized training protocols aligned with their individual performance objectives. Consequently, this limitation could hinder the optimal enhancement of technical proficiency and physical conditioning. Additionally, the inequitable allocation of equipment and access posed risks to athlete motivation and engagement, especially when athletes perceived unfair treatment or inadequate facilities. Dissatisfaction stemming from this scenario could also damage perceptions regarding the quality of facility management, potentially decreasing user loyalty and trust.

The availability of sufficient sporting equipment plays a pivotal role in ensuring the efficacy of training programs and optimizing athlete performance (Alasinrin et al., 2024). Training sessions conducted with comprehensive, well-maintained equipment facilitate the implementation of diverse and systematically structured training methodologies, yielding superior outcomes. Accordingly, the management of GGM Talaga Manggung should undertake strategic initiatives, such as conducting a thorough inventory audit, acquiring additional equipment tailored to the specific requirements of various sports, and establishing a fair and efficient distribution mechanism. Implementing transparent procedures for equipment borrowing and adopting a reservation system based on schedules can also mitigate conflicts among different teams or user groups.

Enhancing this aspect is expected to improve the overall effectiveness and operational efficiency of training activities, thereby fostering sustained athletic development. Furthermore, elevating equipment availability not only reflects a

commitment to professional facility management but also signifies a genuine dedication to equitably supporting the growth of local sports talents with a focus on high competitiveness.

Comfort and Security

The indices of safety and comfort attained the highest scores in the evaluation of the GGM Talaga Manggung athletic complex, signifying that athletes possess a favorable perception regarding the overall ambiance and the implemented security infrastructure. A perceived sense of safety constitutes a fundamental prerequisite for fostering a productive and sustainable training milieu. In the absence of such security perception, athletes and coaches face diminished capacity to fully focus on their training regimens and preparations for competitive events. Consequently, the elevated ratings on this parameter indicate that the facility administration has effectively addressed a critical facet of sports facility governance.

The deployment of security personnel who conduct active patrols and remain stationed at various loci within the premises confers an immediate sense of physical protection for users. This security protocol is further complemented by uniform, high-intensity illumination, especially in designated activity zones, corridors, locker rooms, and access points. Proper lighting conditions not only enhance user comfort during nocturnal or low-light activities but also markedly mitigate the likelihood of accidents and prevent potential criminal acts. Additionally, the surrounding environment of the venue is maintained in a state of cleanliness and order, devoid of social nuisances such as vandalism, theft, or disturbances, thereby establishing GGM Talaga Manggung as an environment conducive to optimal sports engagement.

According to Howat & Assaker (2013), perceived security is a primary determinant that directly correlates with user retention and loyalty to sports facilities. When individuals experience both physical safety and psychological assurance, their motivation to attend regularly, engage proactively, and advocate for the facility increases. In essence, the perception of safety transcends technical safety measures, impacting the overall reputation and longevity of the venue's utilization.

Hence, the management of GGM Talaga Manggung should sustain and strive to enhance these exemplary security standards. Strategic actions such as the installation of surveillance cameras at vantage points, periodic training sessions for security personnel, implementation of sophisticated access control systems, and prompt resolution of user-reported issues are essential to fortify public confidence. Furthermore, adopting a participatory security model where users are involved in reporting suspicious activity or potential hazards may serve as an effective approach to fostering a shared sense of safety within the community.

By upholding an environment characterized by safety, comfort, and support, GGM Talaga Manggung will transcend its role as merely a sports training facility to also serve as an inclusive, engaging, and socially beneficial public space catering to individuals across diverse age groups and backgrounds.

Facility Condition

The infrastructural amenities present at GGM Talaga Manggung, including spectator seating structures, locker rooms, and sanitation facilities, predominantly exhibit satisfactory structural integrity and are sufficient to fulfill fundamental operational

requirements for both athletes and spectators. The provision of these essential amenities is a critical determinant in fostering an environment conducive to comfort during participation in various sporting activities. Well-maintained and hygienic spectator stands contribute to an aesthetically pleasing viewing experience, whereas appropriately equipped changing rooms afford privacy for athletes to prepare and recover. Additionally, sanitary facilities that are both clean and operational are vital for maintaining overall environmental hygiene and public health within the sports complex.

Nevertheless, certain components of these infrastructural facilities exhibit early signs of deterioration attributable to prolonged usage and high-frequency exploitation. Notably, some partition walls within changing areas display discoloration and peeling paint, which may suggest inadequate maintenance, thereby impacting perceived facility quality. Furthermore, illuminance levels in specific zones, particularly longitudinal corridors and sanitation chambers, have diminished to suboptimal levels, resulting in reduced visual clarity and potentially compromising user comfort and safety especially during low-light conditions in the late afternoon or evening hours.

This scenario underscores the necessity for implementing systematic maintenance routines and scheduled minor refurbishments to sustain the facilities in optimal operational condition. As per the principles outlined by Frangopol et al. (2015), the lifecycle management of sports infrastructure stipulates that each facility should undergo renewal or renovation at intervals ranging from five to ten years to uphold standards of performance, safety, and aesthetic appeal. Neglecting scheduled refurbishments risks quality degradation, which can adversely affect patronage and diminish the professional image associated with the facility's management.

Beyond functional considerations, infrastructural renewal significantly influences the overarching visual appeal of the complex. Facilities that are clean, well-lit, and meticulously maintained foster a positive ambiance and project an image of professional stewardship. This strategic enhancement can add considerable value to GGM Talaga Manggung, particularly if the management aspires to position it as a premier regional and national sports hub.

Consequently, the facility management at GGM Talaga Manggung must devise a comprehensive maintenance and renovation schedule, which includes the allocation of dedicated financial resources for periodic infrastructural upgrades. This process should be complemented by routine assessments and feedback collection from users, ensuring that renovation initiatives accurately address identified needs and effectively enhance user comfort and satisfaction levels.

Management Services

The service dimension at GGM Talaga Manggung demonstrated favorable evaluations from athletes and other users of the facility. The provision of services by field personnel, administrative staff, and equipment rental personnel was deemed highly satisfactory regarding their interpersonal friendliness, responsiveness efficiency, and capability to accommodate user needs. The proactive disposition and professional conduct of these personnel fostered a comfortable and conducive environment, enabling athletes to concentrate more fully on training regimes or competitive events without being encumbered by administrative or technical impediments.

A key advantage within this service domain is the implementation of effective and transparent communication channels between facility administrators and users. This bi-

directional communication framework facilitates the development of mutual trust and enhances overall user satisfaction with the available services. Users perceive their feedback and concerns as acknowledged and valued, especially when management addresses grievances or suggestions promptly and substantively.

Moreover, a participatory management approach concerning sports facility governance has begun to be actively integrated at GGM Talaga Manggung. Monthly deliberative forums involving facility managers alongside representatives from sports teams or user communities serve as platforms for open discourse on various issues. These forums represent strategic arenas for articulating expectations, appraising service quality, and collaboratively devising solutions to emerging problems. This participatory model not only advances the quality of facility management but also reinforces community cohesion among users.

As articulated by Straw et al. (2022), participatory governance models in sports facility management can enhance user engagement and foster a collective sense of responsibility for the long-term sustainability of the infrastructure. When users perceive opportunities to contribute to decision-making processes, their investment in the maintenance and preservation of the facilities increases. This is particularly vital for sustainable management practices, as collaboratively managed facilities tend to exhibit greater longevity and operational stability, alongside social inclusivity.

Furthermore, high service quality positively influences user loyalty. Satisfaction with service provision and a sense of involvement in management processes motivate users to continue utilizing the facility and to recommend it to others. Over time, this contributes to elevating the institutional reputation of GGM Talaga Manggahang as a professional, welcoming, and inclusive venue for sports and recreational activities.

Therefore, maintaining high service standards and expanding the implementation of participatory management must be a strategic agenda for GGM Talaga Manggung managers. This effort will not only strengthen the relationship between stakeholders, but also become an important foundation in the development of community-oriented and sustainable sports facilities in the future.

Support for Athlete Activities

The service quality at GGM Talaga Manggung received favorable evaluations from athletic participants and other facility users. The assistance provided by field personnel, administrative employees, and equipment rental staff was regarded as highly satisfactory regarding their interpersonal warmth, promptness of response, and capacity to fulfill user requirements. The proactive demeanor and professional conduct of these staff members fostered a comfortable and conducive environment, enabling athletes to concentrate more intensively on their training regimens or competitive events without being impeded by administrative or technical issues.

A key advantage in this service domain is the efficient and transparent communication exchange between facility management and users. This robust bidirectional communication facilitates the development of mutual trust and enhances user satisfaction with the available services. Users perceive their concerns and suggestions as acknowledged and valued, particularly when management responds swiftly and effectively to complaints or proposals.

Furthermore, a participatory management paradigm for sports infrastructure has been progressively adopted at GGM Talaga Manggung. This is exemplified by monthly

dialogue forums involving facility administrators and representatives from sports teams or user communities, where various issues are openly discussed. Such forums serve as strategic platforms for articulating aspirations, evaluating service delivery, and collaboratively devising solutions to emerging problems. This participatory approach not only elevates the quality of facility governance but also reinforces the users' sense of community ownership.

According to Sebunya & Gichuki (2024), participatory sports facility management can enhance user engagement and foster a collective responsibility for the long-term sustainability of the infrastructure. When users are empowered to contribute to decision-making processes, their investment in the facility's maintenance and longevity increases. This principle is vital for sustainable management in the long run, as collaboratively managed facilities tend to demonstrate higher operational durability and social cohesion.

In addition, superior service quality positively influences user retention and loyalty. When clients are satisfied with the services and feel they have a voice in management, they are more likely to continue their use of the facility and advocate for its benefits to others. Over time, this can bolster the reputation of GGM Talaga Manggung as a reputable, approachable, and inclusive sports center.

Consequently, upholding exemplary service standards and broadening participatory governance should be prioritized strategic initiatives for GGM Talaga Manggung management. Such endeavors will not only fortify stakeholder relationships but also lay a foundational framework for the evolution of community-centric and sustainable sports infrastructure in the future.

CONCLUSION

Based on the empirical findings pertaining to sports infrastructure governance and athlete satisfaction metrics at GGM Talaga Manggung, Majalengka Regency, it can be concluded that this facility generally contributes positively to the ergonomic comfort and training efficacy of athletes. Multiple evaluative parameters within this investigation suggest that the operational management of GGM has been relatively effective; however, certain deficiencies persist that require comprehensive attention in forthcoming development phases.

The parameter garnering the highest evaluative score pertains to environmental security and ergonomic comfort. Athletes report sensations of protection and ease during their engagement, attributable to the presence of active security personnel, sufficient illumination, and a pristine, disturbance-free milieu. This indicates that facility governance has prioritized non-structural, psychosocial environmental factors essential for the safe and conducive continuation of athletic activities.

In terms of environmental sanitation and field hygiene, GGM's amenities are deemed satisfactorily maintained. The high scoring of cleanliness indicators reflects the hygienic conditions of the playing surfaces and the adequately maintained adjacent environment, fostering athlete comfort during training sessions. Nonetheless, issues such as waterlogging during periods of high rainfall reveal that the drainage infrastructure necessitates enhancement to prevent disruptions to scheduled training and to reduce slip-related incidents on the field surface.

The locational attributes and accessibility features of GGM Talaga Manggung are also advantageous, owing to its strategic positioning within the district's central area. This geographical placement facilitates facile access for athletes from diverse regions.

Conversely, limitations such as insufficient parking capacity and the absence of designated pathways for individuals with disabilities suggest that inclusivity principles have yet to be fully incorporated. Improving physical accessibility is paramount to augmenting community engagement and participation in sports activities.

Despite numerous favorable aspects, the provision of training apparatus ranks as the lowest scoring indicator. The scarcity and uneven distribution of equipment present significant barriers to efficient training implementation, particularly when multiple teams compete for limited resources. This scenario compromises training efficacy and has implications for equity among athlete groups. Consequently, inventory management and procurement of additional training tools should be prioritized within GGM's operational agenda.

In addition, physical infrastructure elements including spectator stands, changing rooms, and sanitation facilities are generally maintained in acceptable condition but necessitate periodic refurbishment, encompassing repainting and the replacement of lighting fixtures. The lifecycle management of sports infrastructure ideally involves renewal cycles every five to ten years to uphold service quality standards and prevent structural deterioration.

The service quality aspect constitutes another strength of GGM Talaga Manggung. Staff members display friendliness and responsiveness, and a bidirectional communication framework established through regular consultations between management personnel and users demonstrates the implementation of participatory governance practices. This collaborative approach can serve to enhance user satisfaction and foster a sense of ownership over the facility.

Nonetheless, the study's outcomes also indicate that GGM's infrastructural offerings are inadequate for comprehensive athletic competition preparation. Essential supporting facilities such as briefing rooms, athlete performance assessment tools, and recovery amenities including therapy rooms and fitness monitoring equipment—are not yet available. The presence of these ancillary facilities is critical for fostering high-performance training regimes and establishing a more professionalized, quantifiable development process.

In summation, this research affirms that despite GGM Talaga Manggung demonstrating commendable management and providing a positive athlete experience, several key areas require strategic enhancement to elevate the facility to a more advanced, competitive standard. Through deliberate planning and stakeholder collaboration, GGM Talaga Manggung possesses substantial potential to serve as a paradigm of superior sports infrastructure management at both regional and national levels.

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CONFLICT OF INTEREST

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