





# SERVICE MANAGEMENT OF SWIMMING POOL FACILITY IN SPORT SCIENCE FACULTY OF YOGYAKARTA STATE UNIVERSITY (YSU)

By:  
Subagyo and Miswanto  
Yogyakarta State University

## ABSTRACT

This survey research is aimed at determining the service quality of swimming pool facility at Sport Science Faculty of YSU which is also used as instructional media as well as the public service which generates income for the institution. The present study used the quantitative descriptive research using percentage. The population in this research involved all users of swimming pool facilities in Sport Science Faculty YSU. The respondents were divided into 3 groups namely, 1) the students of Sport Science Faculty YSU, 2) public users, and 3) sport clubs. The sampling technique used in this research was *quota sampling* with the number of respondents 75, 30, and 23 respondents respectively. The data were analyzed through percentages and were interpreted quantitatively with score range of: 1) 76-100% = good, 2) 56-75% = Fair, 3) 41-55% = poor, 4) <40% = bad. The validity of the instruments was tested using Kendall tau\_b correlation with the score of 0.852 which means that the instruments used in this research was valid. The reliability of the instruments was tested using ANOVA correlation from Cochran's Q with the score of 0.996 which means that the reliability of the instruments were categorized as high. The results of the study on the service quality of swimming pool facility at Sport Science Faculty of YSU show that the service quality of swimming pool facility at Sport Science Faculty of YSU was categorized as **fair** (65%). However, there were some items which were categorized as **poor**. Thus, there should be improvements on the certain points.

**Keywords:** Management, Service, Sport Facility

## INTRODUCTION

At present, faculty of sport science of YSU has inclusive sport facilities involving (1) swimming pool, (2) Sport Building (GOR), (3) Indoor and outdoor tennis courts, (4) athletic and soccer stadium, (5) basketball courts, (6) volleyball courts, (7) *takraw* courts, (8) the softball field, (9) gymnastic hall, (10) fitness center, (11) physical therapy clinic, and (12) public sport park. The sport facilities function mainly as instructional laboratories. In addition, the facilities also function as public sport facilities. In terms of public service, one of the facilities which can generate income is the swimming pool.

The swimming pool of sport science faculty was officially opened on June 1, 1996 by Prof. Dr. Ir. Bambang Soehendro, M.Sc., DE.Sc., the Dirjen Dikti (General Director of High Level Education) of Ministry of education. The main function of the swimming pool was as the laboratory of the swimming course. In addition, the swimming pool was used as therapy media but recently, it is not functioned as therapy media. At present, the swimming pool is used as a laboratory as well as swimming learning media for SD, SMP, SMA, and swim clubs students as a public service. Every day, around 600 to 700 people visit the swimming pool of Sport Science Faculty. In certain occasion, the number of visitors reaches 1000 people.

The management of swimming pool of Sport Science Faculty provides clear information on the depth of the swimming pool through signs in order to tell the visitor to be careful of swimming in certain depth. The swimming pool has supporting facilities such as tribune, a first aid room, toilets, a canteen, bathrooms, a praying hall, a large parking lot, and the water boom facility for underage children.



The existence of swimming pool of Sport Science Faculty is very important in supporting YSU to achieve *World Class University*, supporting the roles of YSU in education, research, and public service. Recognizing the important roles of the swimming pool of Sport Science Faculty, the researcher was interested in determining the level of service management of swimming pool of Sport Science Faculty in terms of its roles as instructional media and as the public service. The researcher also find the advanges and disadvantages of the service management of swimming pool of Sport Science Faculty.

Based on the background, the objective of this research was mainly to determine the service management of swimming pool of Sport Science Faculty which is as the instructional media and the public service which can generate great amount of income.

## **LITERATURE REVIEW**

### **A. Management**

Griffin (1996: 6) defines management as follow. Management is a set of activities, including planning and decision making, organizing, leading, and controlling, directed organizations human, financial and information resources with the aim of achieving organizational goals in an efficient and effective manner.

In addition, the researcher also quotes the definition of management stated by Burhanudin in Warsno (2005). He states that management is a set of activities to generate a group of people and direct all facilities to achieve goals. In similar idea, David in Amin (1993: 31) defines management as the processes of planning, organizing, and controlling resources including human, materials, and financial resource in an organization.

It can be concluded that the management is the process of generating a group of people and mobilizing all facilities to achieve the goals that is through planning, organizing, and supervising. It expected that the management can ease the organization in solving all the existing problems.

Based on the above definition, there are the stages in the conduct of management which are are: planning, organizing, and supervising. Though, some theories have suggested that after organizing stage, there is the mobilizing stage.

### **B. The Objective of Management**

Management is intended to achieve the organizational goals. According to Susilo Martoyo (1998: 115), organizations can be proceeded in a certain way to avoid wasting time, energy, materials, and money in order to achieve organizational goals that have been set in advance. Meanwhile, according to Malayu S.P. Hasibuan (1996: 14) management is the art and science of management to manage the process of utilizing human and other resources effectively and efficiently to achieve certain goals.

Based on the above explanation, it can be concluded that the management objective is to make effective and efficient utilization of all available resources in order to achieve the intended purposes in accordance with the ability to manage the organization.

### **C. The Management of Swimming Pool of Sport Science Faculty**

The management of the swimming pool of Faculty of Sport Science is the process of moving a group of people and mobilizing all the facilities to achieve the objectives through planning, organizing, and supervising. Thus, it is expected that the management can find all the solutions for problems existing in the swimming pool.

There are three aspects in managing the swimming pool. They are:

#### **1. The Organization of Swimming Pool**

The swimming pool is one of the organizational units within the university. Therefore, as an organization, the swimming pool has a system of work procedures to be able to achieve the objectives in the most efficient manners.

For ease of checking, usage, maintenance, procurement, and accountability, all facilities and equipment/ materials should be administered well. Understanding the administration here is categorizing tools and materials that include the number of equipment/materials, sizes/specifications, brands, and places of storage. Thus, we

## FINDINGS AND DISCUSSION

### A. Findings

Based on the findings of this research, the following are the details description of the findings.

#### 1. According to Students

The result of analysis on the scoring, mean, percentages, and classification stages of the test items according to respondents of students can be seen in the following table:

**Table 1. Analysis of Mean, Percentage, and Classification**

Item Number	Score	Mean	Percentage (%)	Classification
1.	237	3.16	79	Good
2.	212	2.83	70	Fair
3.	204	2.72	68	Fair
4.	156	2.08	52	Poor
5.	129	1.72	43	Poor
6.	228	3.04	76	Good
7.	207	2.76	69	Fair
8.	210	2.80	70	Fair
9.	130	1.73	43	Poor
10.	196	2.61	65	Fair
11.	145	1.93	48	Poor
12.	187	2.49	62	Fair
13.	187	2.49	62	Fair
14.	199	2.65	66	Fair
15.	196	2.61	65	Fair
16.	187	2.49	62	Fair
17.	196	2.61	65	Fair
18.	159	2.12	53	Poor
19.	202	2.69	67	Fair
20.	235	3.13	78	Good
21.	240	3.20	80	Good
22.	210	2.80	70	Fair
23.	237	3.16	79	Good
24.	202	2.69	67	Fair
25.	199	2.65	66	Fair
26.	187	2.49	62	Fair
27.	196	2.61	65	Fair
28.	145	1.93	48	Poor
29.	235	3.13	78	Good
30.	202	2.69	67	Fair
31.	237	3.16	79	Good
32.	296	2.61	65	Fair
33.	235	3.13	78	Good

The results of 33 question items intended to the students are as follows.

- a. There were 8 questions items which showed **good** (24%) namely items number 1, 6, 20, 21, 23, 29, 31, 33.
- b. There were 19 questions items which showed **fair** (56%) namely items number 2, 3, 7, 8, 10, 12, 13, 14, 15, 16, 17, 19, 22, 24, 25, 26, 27, 30, 32.
- c. There were 6 questions items which showed **poor** (20%) namely items number 4, 5, 9, 11, 18, 28.

#### 2. According to Public Users

The result of analysis on the scoring, mean, percentages, and classification stages of the test items according to respondents of public users can be seen in the following table:



Table 3. Analysis of Mean, Percentage, and Classification

Item Number	Score	Mean	Percentage (%)	Classification
1.	80	3.47	86	Good
2.	65	2.82	70	Fair
3.	62	2.69	67	Fair
4.	44	1.91	47	Poor
5.	41	1.78	44	Poor
6.	79	3.43	85	Good
7.	70	3.04	76	Good
8.	65	2.82	70	Fair
9.	58	2.52	63	Fair
10.	72	3.13	78	Good
11.	67	2.91	72	Fair
12.	75	3.26	81	Good
13.	45	1.95	48	Poor
14.	63	2.73	68	Fair
15.	50	2.17	54	Poor
16.	53	2.30	57	Fair
17.	68	2.95	73	Fair
18.	60	2.60	65	Fair
19.	68	2.95	73	Fair
20.	81	3.52	88	Good
21.	80	3.47	86	Good
22.	69	3.00	75	Fair
23.	82	3.56	89	Good
24.	68	2.95	73	Fair
25.	67	2.91	72	Fair
26.	72	3.13	78	Good
27.	70	3.04	76	Good
28.	45	1.95	48	Poor
29.	80	3.47	86	Good
30.	69	3.00	75	Fair
31.	75	3.26	81	Good
32.	63	2.73	68	Fair
33.	75	3.26	81	Good

The results of 33 question items intended to sport clubs are as follows.

- a. There were 13 questions items which showed **good** (39%) namely items number 1, 6, 7, 10, 12, 20, 29, 31, 33.
- b. There were 15 questions items which showed **fair** (45%) namely items number 2, 3, 8, 9, 11, 14, 16, 17, 18, 19, 22, 24, 28, 30, 32.
- c. There were 5 questions items which showed **poor** (19%) namely items number 4, 5, 13, 15, 28.

## B. Discussion

### 1. According to student

From the findings of this study, it can be seen that the swimming pool service management provided by Faculty of Sport Science YSU according to the students is categorized as **fair**. This is shown by calculating the average percentage of whole items that was 2.63, with a percentage of 65% which is **fair** classification.

### 2. According to public users

From the findings of this study, it can be seen that the swimming pool service management provided by

# INTERNATIONAL CONFERENCE ON SPORT

The Development of Sport Culture to be Civilization Indonesian  
Desember 12th 2009



## Certificate

This is to certify that  
**Subagyo**

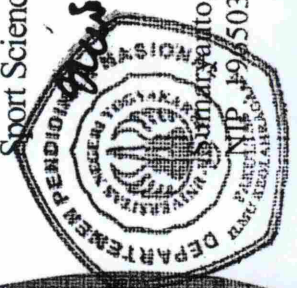
AS

## PRECENTER

In the international conference on sport-2009

Held at Sport Science Faculty, Yogyakarta State University, Yogyakarta, Indonesia

Dean of  
Sport Science Faculty



Dr. M. Kesuma

NIP. 19550301 199003 1 001



Dr. Siswantoyo

NIP. 19720310 199903 1 001