



Examination of Service Quality Levels Perceived by Students who Participate in Youth Centre Activities

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Abstract

The aim of the present study is to examine the level of service quality perceived by students who are members of youth centre. Descriptive survey model was used in the study. Population of the study consists of students who are members of Youth Centres within the body of Ministry of Youth and Sports of the Republic of Turkey, while the sample consists of 196 participants who were selected with random sampling method among students who are members of Youth Centres within the body of Ministry of Youth and Sports of the Republic of Turkey. Personal Information Form developed by the researchers and "The Perceived Service Quality Scale for Youth Centres" developed for youth centres by Aycan (1) and revised by Polat et al. (5) were used in the study as data collection tool. Student t-test, one-way analysis of variance and Tukey multiple comparison test were used to analyse the study data. No significant difference was found in the variables of gender, age, membership duration, number of siblings, the state of doing sport, family income and having youth centre member in the family. In line with this result, it can be recommended for youth centres not to act with the same system and understanding in their activity programs. It can be said that if the system and functioning of each activity are different, this may have a positive effect on the curiosity and excitement of members. Besides, it would be appropriate to emphasize the point of communication between staff in youth centres and the members. It can be said that the level of relationship between staff and members will have a positive effect on the participation frequency of members.

Keywords: Student, youth centre, service quality

Gençlik Merkezi Faaliyetlerine Katılan Öğrencilerin Algıladıkları Hizmet Kalitesi Düzeylerinin İncelenmesi

Bu çalışmanın amacı gençlik merkezi üyesi olan öğrencilerin algıladıkları hizmet kalitesi düzeylerinin incelenmesidir. Araştırmada, betimsel nitelik taşıyan tarama modeli kullanılmıştır. Çalışmanın evreni, Türkiye Cumhuriyeti Gençlik ve Spor Bakanlığı bünyesinde bulunan Gençlik Merkezlerindeki üye öğrencilerden, örneklemi ise Türkiye Cumhuriyeti Gençlik ve Spor Bakanlığında bulunan Gençlik Merkezlerine üye olan öğrenciler arasından tesadüfi örnekleme yöntemi ile seçilmiş 196 katılımcı oluşturmaktadır. Araştırmada veri toplama aracı olarak, araştırmacıların oluşturduğu "Kişisel Bilgi Formu" ile Aycan (1) tarafından gençlik merkezlerine yönelik olarak geliştirilmiş olan Polat ve ark. (5) tarafından yeniden düzenlenmiş "Gençlik

Merkezlerinde Algılanan Hizmet Kalitesi Ölçeği” kullanılmıştır. Araştırma verilerinin analizinde, Student t-test, tek yönlü varyans analizi ve Tukey çoklu karşılaştırma testleri kullanılmıştır. Cinsiyet, yaş, üyelik süresi, gitme sıklığı, kardeş sayısı, spor yapma durumu ile aile gelir durumu ve aile içerisinde gençlik merkezine üye olma durumu değişkenlerinde herhangi bir anlamlı farklılık olmadığı tespit edilmiştir. Bu sonuç doğrultusunda, gençlik merkezlerinde faaliyet programlarının her zaman aynı sistem ve anlayış ile hareket etmemeleri önerilebilir. Her faaliyetin sistemi ve işleyişi farklı olduğu takdirde, üyelerin merak ve heyecanlarına da olumlu şekilde etkisi olabileceği söylenebilir. Bunun yanında gençlik merkezindeki personeller ile üyeler arasındaki iletişim noktasına vurgu yapılması yerinde olacaktır. Personellerin üyeler ile olan ilişkinin seviyesi ve önemi, üyelerin katılım sağlama sıklığına olumlu yönde etkileyeceği ifade edilebilir.

Anahtar Kelimeler: Öğrenci, gençlik merkezi, hizmet kalitesi

INTRODUCTION

There have been many projects and studies conducted on youth and the productivity of youth from the past to the present. It can be said that it is especially important for young people to make use of their leisure time. Because, making the most of young people's free time will benefit their social lives and educational processes. It can be stated that it is necessary in many ways for young people to make use of their leisure time and to use this time period beneficially. Young people's making use of their leisure time effectively may also reveal some of their talents. It can be thought that in this way young people will act in a sophisticated way and they will provide benefits to the society they live in. In addition, young people's making use of their leisure time in a beneficial way can also prevent the crises that may occur in the society from growing up.

In terms of our country, the activities of youth centres are of great importance in terms of youth. Youth centres, which include social, cultural, artistic and sportive activities, play a major role in the socialization of youth and in youth's discovering some of their skills (1). However, while youth centres are continuing these activities, the importance of service quality is also an indisputable fact. Service quality has two important factors. These are perceptions of customers and expectations of customers. These two factors have a great influence on the performance of employees. In the provision of services, the communication and experience of the staff is important in terms of customer satisfaction and service quality (2).

It can be said that service understanding of youth centres is based on young people's using their leisure time. The importance of youth centres increases with the development in technology. The reason for this is the fact that youth centres provide significant activities in terms of enabling youth to make use of their leisure time (5). The quality of activities in youth centres also affect the continuity of youth's participation. It can be said that efficient service quality in youth centres, where especially students show great interest, will support the development of youth in all aspects (education, social relations, etc.). However, the quality levels of youth services are also important. The results of the present study aim to show the service quality of youth centres. When the literature is reviewed, it can be seen that the results of the present study are important since there are few studies conducted on the research topic. Thus, the aim of the present study is to examine the level of service quality perceived by students who are members of youth centre.

METHOD

Study Model

Present study aims to determine the current situation. Therefore, the model of the study was determined as descriptive survey model. Survey model is research design aiming to reflect the existing situation as it is (4). In order to use the scales and collect the data, approval was taken from Ordu University Social and Human Sciences Research Ethics Committee with 06/10/2022 dated and 2022/165 numbered decision.

Population and Sample

Population of the study consists of students who are members of Youth Centres within the body of Ministry of Youth and Sports of the Republic of Turkey. Sample group consists of 196 participants selected by random sampling method among students who are members of Youth Centres.

Data Collection Tools

“Personal Information Form” and “The Perceived Service Quality Scale for Youth Centres” were used in the study. Personal Information Form included the variables of gender, age, duration of membership, frequency of visiting, the state of doing sports, family income status and having a youth centre member in the family. The Perceived Service Quality Scale for Youth Centres was developed by Aycan (1) for youth centres and it was edited by Polat et al. (5). The scale is a 5 Likert type scale with 23 items. The Perceived Service Quality Scale for Youth Centres consists of 3 factors as physical environment quality, interaction quality and output quality. Cronbach alpha internal consistency coefficients were found as 0,81 for physical environment quality factor, as 0,89 for interaction quality factor, as 0,68 for output quality and as 0.89 for the overall scale.

Statistical Analysis

In the study, first students who were members of youth centres were informed about the study. There was no time restriction during the collection of study data. Data collection process was started after parent approval form was filled in for participants aged 18 or younger. In the study, reliability coefficient, Cronbach alpha coefficient was calculated for the analysis of the internal consistency of responses given to scale. Cronbach alpha reliability coefficient was found as 0,93 for physical environment quality factor, as 0,96 for interaction quality factor, as 0,92 for output quality and as 0.97 for the overall Perceived Service Quality Scale for Youth Centres. In data analysis, Student t test was used for the variables of gender, the state of doing sports, and having youth centre member in the family; while one-way ANOVA was used for the variables of age, membership duration, frequency of visiting the centre, number of siblings and family income status. Pairwise comparisons between groups according to the one-way ANOVA test results were performed by Tukey test. The significance level in analysis was accepted as $p < 0.05$.

RESULTS

Table 1. Distribution of students who are members of youth centre in terms of demographic characteristics

		n	%
Gender	Male	89	45.4
	Female	107	54.6
Age	12-14	14	7.1
	15-17	81	41.3
	18 and older	101	51.5
Membership duration	1-6 months	102	52.0
	7-12 months	20	10.2
	13-24 months	17	8.7
	25 months and longer	57	29.1
Frequency of visiting	Every day	17	8.7
	A few days a week	49	25.0
	A few days a month	130	66.3
Number of siblings	None	8	4.1
	1-2	101	51.5
	3 and more	87	44.4
State of doing sports	Yes	117	59.7
	No	79	40.3
Level of family income	≤5000 TL	59	30.1
	5001-10.000 TL	105	53.6
	≥10.001 TL	32	16.3
The state of having youth centre member in the family	Yes	82	41.8
	No	114	58.2

Table 2. Levels of Perceived Service Quality for youth centres in students who are members of youth centre in terms of gender

	Gender	n	Mean	Sd.	P
Physical environment quality	Male	89	37.71	9.36	0.143
	Female	107	39.50	7.63	
Interaction quality	Male	89	32.20	8.26	0.326
	Female	107	33.27	6.92	
Output quality	Male	89	19.82	5.09	0.194
	Female	107	20.67	4.06	
The Perceived Service Quality Scale for Youth Centres Total Score	Male	89	89.74	21.91	0.185
	Female	107	93.44	17.12	

There was no significant difference in the levels of perceived service quality for youth centres in students who are members of youth centres in terms of the variable of gender ($p>0.05$). (Table 2).

Table 3. Levels of Perceived Service Quality for youth centres in students who are members of youth centre in terms of age

	Age	n	Mean	Sd.	P
Physical environment quality	12-14	14	37.21	7.95	0.757
	15-17	81	38.58	9.61	
	≥18	101	38.99	7.60	
Interaction quality	12-14	14	34.07	7.40	0.648
	15-17	81	32.27	8.24	
	≥18	101	33.01	7.03	
Output quality	12-14	14	19.92	4.69	0.605
	15-17	81	19.95	4.68	
	≥18	101	20.60	4.47	
The Perceived Service Quality Scale for Youth Centres Total Score	12-14	14	91.21	18.68	0.820
	15-17	81	90.80	21.46	
	≥18	101	92.61	18.00	

There was no significant difference in the levels of perceived service quality for youth centres in students who are members of youth centres in terms of the variable of age ($p>0.05$). (Table 3).

Table 4. Levels of Perceived Service Quality for youth centres in students who are members of youth centre in terms of membership duration

	Membership duration	n	Mean	Sd.	P
Physical environment quality	1-6 months	102	38.04	8.78	0.495
	7-12 months	20	38.25	8.50	
	13-24 months	17	41.23	5.79	
	≥25 months	57	39.24	8.63	
Interaction quality	1-6 months	102	32.13	8.00	0.387
	7-12 months	20	32.70	7.63	
	13-24 months	17	35.47	5.24	
	≥25 months	57	33.17	7.26	
Output quality	1-6 months	102	19.84	4.63	0.352
	7-12 months	20	20.90	4.85	
	13-24 months	17	21.82	4.00	
	≥25 months	57	20.40	4.49	
The Perceived Service Quality Scale for Youth Centres Total Score	1-6 months	102	90.02	20.11	0.390
	7-12 months	20	91.85	19.93	
	13-24 months	17	98.52	14.24	
	≥25 months	57	92.82	19.45	

There was no significant difference in the levels of perceived service quality for youth centres in students who are members of youth centres in terms of the variable of membership duration ($p>0.05$). (Table 4).

Table 5. Levels of Perceived Service Quality for youth centres in students who are members of youth centre in terms of the frequency of visiting

	Frequency of visiting	n	Mean	Sd.	P
Physical environment quality	Every day	17	38,17	7,73	0,777
	A few days a week	49	39,42	8,63	
	A few days a month	130	38,48	8,57	
Interaction quality	Every day	17	32,00	5,52	0,696
	A few days a week	49	33,53	7,37	
	A few days a month	130	32,60	7,88	
Output quality	Every day	17	20,35	3,39	0,798
	A few days a week	49	20,65	4,36	
	A few days a month	130	20,13	4,79	
The Perceived Service Quality Scale for Youth Centres Total Score	Every day	17	90,52	14,81	0,740
	A few days a week	49	93,61	19,44	
	A few days a month	130	91,23	20,09	

It was determined no significant difference in the levels of perceived service quality for youth centres in students who are members of youth centres in terms of the variable of frequency of visiting ($p>0.05$). (Table 5).

Table 6. Levels of Perceived Service Quality for youth centres in students who are members of youth centre in terms of the number of siblings

	Number of siblings	n	Mean	Sd.	P
Physical environment quality	None	8	34.50	10.09	0.268
	1-2	101	38.42	7.77	
	≥ 3	87	39.39	9.08	
Interaction quality	None	8	29.37	9.08	0.430
	1-2	101	32.94	6.65	
	≥ 3	87	32.91	8.39	
Output quality	None	8	18.25	4.77	0.394
	1-2	101	20.22	4.41	
	≥ 3	87	20.54	4.72	
The Perceived Service Quality Scale for Youth Centres Total Score	None	8	82.12	23.32	0.328
	1-2	101	91.59	17.55	
	≥ 3	87	92.85	21.16	

It was seen no significant difference in the levels of perceived service quality for youth centres in students who are members of youth centres in terms of the variable of number of siblings ($p>0.05$). (Table 6).

Table 7. Levels of Perceived Service Quality for youth centres in students who are members of youth centre in terms of the state of doing sports

	The state of doing sports	n	Mean	Sd.	P
Physical environment quality	Yes	117	38.94	8.42	0.610
	No	79	38.81	8.61	
Interaction quality	Yes	117	32.92	6.92	0.758
	No	79	32.58	8.46	
Output quality	Yes	117	20.23	4.29	0.863
	No	79	20.35	4.97	
The Perceived Service Quality Scale for Youth Centres Total Score	Yes	117	92.11	18.46	0.763
	No	79	91.25	21.00	

There was no significant difference in the levels of perceived service quality for youth centres in students who are members of youth centres in terms of the variable of the state of doing sports ($p>0.05$). (Table 7).

Table 8. Levels of Perceived Service Quality for youth centres in students who are members of youth centre in terms of family income

	Family income	n	Mean	Sd.	P
Physical Environment Quality	≤5000 TL	59	39.98	8.46	0.190
	5001-10.000 TL	105	38.60	8.69	
	≥10.001 TL	32	36.59	7.59	
Interaction Quality	≤5000 TL	59	33.52	7.43	0.642
	5001-10.000 TL	105	32.57	7.52	
	≥10.001 TL	32	32.12	8.04	
Output Quality	≤5000 TL	59	20.79	4.49	0.592
	5001-10.000 TL	105	20.07	4.61	
	≥10.001 TL	32	20.03	4.60	
The Perceived Service Quality Scale for Youth Centres Total Score	≤5000 TL	59	94.30	19.07	0.400
	5001-10.000 TL	105	91.25	19.88	
	≥10.001 TL	32	88.75	18.91	

It was determined no significant difference in the levels of perceived service quality for youth centres in students who are members of youth centres in terms of the variable of family income ($p>0.05$). (Table 8).

Table 9. Levels of Perceived Service Quality for youth centres in students who are members of youth centre in terms of having youth centre members in the family

	Having youth centre members in the family	n	Mean	Sd.	P
Physical environment quality	Yes	82	37.84	8.92	0.234
	No	114	39.30	8.13	
Interaction quality	Yes	82	31.63	8.08	0.071
	No	114	33.61	7.08	
Output quality	Yes	82	19.90	4.59	0.320
	No	114	20.56	4.55	
The Perceived Service Quality Scale for Youth Centres Total Score	Yes	82	89.37	20.65	0.146
	No	114	93.48	18.49	

There was no significant difference in the levels of perceived service quality for youth centres in students who are members of youth centres in terms of the variable of having youth centre members in the family ($p>0.05$). (Table 9).

DISCUSSION AND CONCLUSION

The study was conducted to examine the level of service quality perceived by students who are members of youth centre. In the study, no significant difference was found in the variables of gender, age, membership duration, number of siblings, the state of doing sport, family income and having youth centre member in the family.

In terms of the variable of gender, no significant difference was found in The Perceived Service Quality Scale for Youth Centres Total Score and factor scores. The result can be due to the fact that female and male members receive similar services. When the literature is reviewed, it can be seen that while the results of Aycan (1), Yüzgenç and Özgül (10), Yavuz (8), Türksoy and Aycan (6) are similar to the results of the present study, the results of Üzümlü et al. (7) and İlcutlu (3)'s studies are not similar.

In terms of the variable of age, no significant difference was found in The Perceived Service Quality Scale for Youth Centres Total Score and factor scores. The results found show that the variable of age does not have an effect on service quality. When the literature is reviewed, it can be seen that while the results of Üzümlü et al. (7) are similar to the results of the present study, the results of Yavuz (8), İlcutlu (3) and Türksoy and Aycan (6) are not similar.

In terms of the variable of membership duration, no significant difference was found in The Perceived Service Quality Scale for Youth Centres Total Score and factor scores. The results can be due to the fact that there were members who had a short duration of membership in the sample. According to the literature

findings, it can be seen that while the results of Yavuz (8) are similar to the results of the present study, the results of Yıldız et al. (9) are not similar.

In terms of the variable of frequency of visiting, no significant difference was found in The Perceived Service Quality Scale for Youth Centres Total Score and factor scores. This result shows that the communication between staff in youth centres and the members is not very strong. When the literature is reviewed, it can be seen that the results of Yavuz (8)'s study are not similar to the results of the present study. In terms of the variable of family income, no significant difference was found in The Perceived Service Quality Scale for Youth Centres Total Score and factor scores. It can be seen that family income does not have an effect on service quality. It can be seen that the results of Türksoy and Aycan (6)'s study are not similar to the results of the present study.

No significant difference was found in The Perceived Service Quality Scale for Youth Centres Total Score and factor scores between the number of siblings and having youth centre members in the family. In the literature review, no studies were found on perceived quality of service in youth centres and these variables. It can be said that the results found can be a source for future studies.

The importance of levels of service quality in youth centres, which is the topic of the study, and a consistence maintenance of these services have been emphasized before. The results found did not show any significant difference in service quality perceptions of students who are members of youth centres. However, the results found lead to some recommendations. In terms of the variable of gender, the fact that similar activities and practices are provided to male and female members show that they may be in similar patterns. However, providing some practices in different groups may lead to differences. This may prevent acting with a similar pattern. It can also be recommended to conduct a meta-analysis of studies in literature on whether there is a significant difference between perceived service quality in youth centres and the variable of gender, as stated by Yavuz (8). In terms of membership duration, it can be said that especially new members do not show a difference and there are no differences in the perceptions of old members. It can be recommended for youth centres not to act with the same system and perspective all the time in their activity programs. It can be said that if the system and functioning of each activity are different, this may have a positive effect on the curiosity and excitement of members. Finally, in terms of the frequency of visiting, it would be appropriate to emphasize the point of communication between staff in youth centres and the members. It can be said that the level of relationship between staff and members will have a positive effect on the participation frequency of members. It can be said that it is very important to conduct research on young people, who are the future of our country. As a result, the frequency of studies on young people is of great importance.

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