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Service Quality Perceived by Athletes: The Case of Local Government Youth Centre[1]

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ORIGINAL ARTICLE

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Abstract

This study aims to examine the perceived service quality by athletes in youth centers established by local administrations to protect the mental and physical health of young people, provide socio-cultural support, contribute to their education in line with their interests, and develop their skills. In the research, a personal information form created by the researchers and the "Perceived Service Quality Scale in Youth Centers" were used. The sample of the study consists of 349 volunteer athletes. The data were analyzed using the SPSS 25.0 package program. In the normality analysis of the scale, it was observed that the significance values were greater than 0.05, and it was decided to use non-parametric tests in the analysis. As a result, statistically significant differences were found between the variables of gender, education level, monthly income, mother's education level, and father's education level and the sub-dimensions of the perceived service quality scale in youth centers and the general scores of the scale. However, it was determined that there were no statistically significant differences between the branch, age, mother's profession, and father's profession variables and the sub-dimensions of the scale.

Keywords: Athlete, Local Government, Youth Centres, Perceived Service Quality.

Sporcular Tarafından Algılanan Hizmet Kalitesi: Yerel Yönetim Gençlik Merkezi Örneği

Öz

Bu çalışma, yerel yönetimler tarafından gençlerin zihinsel ve fiziksel sağlığını korumak, sosyo-kültürel destek sağlamak, ilgi alanlarına uygun eğitimlerine katkıda bulunmak ve becerilerini geliştirmek amacıyla açılan gençlik merkezlerinde, sporcuların algıladığı hizmet kalitesini incelemeyi amaçlamaktadır. Araştırmada, araştırmacılar tarafından oluşturulan kişisel bilgi formu ve "Gençlik Merkezlerinde Algılanan Hizmet Kalitesi Ölçeği" kullanılmıştır. Araştırmanın örneklemini, 349 gönüllü sporcu oluşturmaktadır. Veriler, SPSS 25.0 paket programı ile değerlendirilmiştir. Ölçeğin normallik analizinde anlamlılık değerlerinin 0.05'ten büyük olduğu görülmüş ve analizlerde parametrik olmayan testlerin kullanılması kararlaştırılmıştır. Sonuç olarak, cinsiyet, eğitim durumu, aylık gelir, annenin eğitim durumu ve babanın eğitim durumu ile gençlik merkezlerinde algılanan hizmet kalitesi ölçeğinin alt boyutları ve genel puanları arasında istatistiksel olarak anlamlı farklılıklar bulunmuştur. Ancak, branş, yaş, annenin mesleği ve babanın mesleği değişkenleri ile ölçeğin alt boyutları arasında istatistiki olarak anlamlı bir farklılık olmadığı tespit edilmiştir.

Anahtar kelimeler: Sporcu, Yerel Yönetim, Gençlik Merkezleri, Algılanan Hizmet Kalitesi.

[1] This research was presented as an abstract at the 18th FIEPS European Congress / Ohrid- Macedonia on 30 May- 2 June.

Introduction

Sports play a fundamental role in the physical, mental, and social development of young individuals. Adolescence is a critical period in which individuals shape their future health habits and social roles (Güçlü, 2013). During this period, sports contribute significantly to the development of discipline, self-confidence, and social skills in young people. Moreover, sports activities help youth acquire essential social skills such as leadership, teamwork, and resilience (Kaya, 2003; Fraser-Thomas et al., 2005). The participation in sports is also associated with positive academic outcomes and reduced risk behaviors, making it a key component of youth development programs (Eccles et al., 2003).

Youth centers are vital institutions that provide spaces for young people to engage in sports as well as various cultural, artistic, and educational activities (Batra & Sinha, 2000). These centers aim to promote the physical and mental health of youth by encouraging their participation in physical activities (Beneke et al., 2013). Furthermore, youth centers serve as a hub for community engagement, fostering a sense of belonging and social cohesion among young individuals (Larsen, 2004). Athletes, in particular, frequently utilize youth centers during their training periods, and these centers also host sports competitions, offering young people opportunities to improve their skills and engage in healthy competition (Clabuing et al., 2015).

Despite the existence of numerous studies on service quality, there is a noticeable lack of research focusing on youth services within local governments (Clabuing et al., 2015). This gap highlights the need to understand the impact of service quality in youth centers on the well-being and development of young individuals. Service quality is a critical factor in determining the effectiveness of youth programs and the satisfaction of their participants (Parasuraman, Zeithaml, & Berry, 1988). The term "youth centers" refers to places where young people can engage in a variety of activities, including concerts, exhibitions, shows, games, competitions, debates, nature walks, volunteering activities, book critiques, conferences, and symposiums (Batra and Sinha, 2000; Beneke et al., 2013). These diverse activities contribute to the holistic development of young people, providing them with opportunities to explore their interests and talents in a supportive environment (Lerner, 2005).

Youth centers are known for their emphasis on socio-cultural activities and innovative thinking, with healthy living and sports activities being the most popular among young individuals (Güçlü, 2013). The effective utilization of youth potential encourages innovative thinking, leading athletes to improve themselves and apply new training methods (Kaya, 2003). Moreover, participation in these centers has been linked to the development of positive youth outcomes, including enhanced self-esteem, social skills, and community engagement (Scales et al., 2000). Youth

centers also play a significant role in social policies, particularly in addressing the problems of young people and strengthening communication among them (Yentürk, Kurtaran, & Nemutlu, 2008).

In Turkey, youth service areas have generally been established by the Ministry of Youth and Sports (GSB). The young population of Turkey has led to the development of various policies that cater to the needs of young people (Ataç, 2018). These policies have been instrumental in the creation of youth centers designed to support the personal development of young individuals by helping them discover their interests, develop their skills, and engage in positive activities (Acar, 2008). The role of youth centers in fostering social inclusion and reducing youth marginalization has been emphasized in recent studies (Smith, 2013). In addition to the GSB, the quality of services provided in youth centers under local administrations and the participation of young people in innovative activities positively impact the centers' performance in sports, artistic, and cultural fields (Özkan, 2016). The importance of high service quality in these centers cannot be overstated, as it directly influences the satisfaction and continued engagement of young participants (Zeithaml et al., 1996).

However, a review of the existing literature reveals that there are few studies on youth services in local governments. This research aims to fill this gap by examining the perceived service quality in youth centers under local administrations, with a specific focus on the experiences of athletes. By understanding the factors that contribute to high service quality, this study seeks to provide actionable insights for improving youth services and enhancing the overall effectiveness of youth centers.

This research seeks to contribute to the literature by providing insights into the impact of perceived service quality in youth centers on the development of young individuals. By addressing the existing gaps in research, the study aims to enhance the understanding of how service quality influences the experiences and outcomes of youth participating in these centers.

Materials and Methods

In this part of the study, explanations about the research model, population and sample size, data collection process and data analysis are included. During the current research, we acted within the framework of the Higher Education Institutions Scientific Research and Publication Ethics Directive.

Model of the Research

In our research, the descriptive scanning model, which is within the scope of the scanning model, was used. In general, research that aims to detect any situation on a subject is defined as a descriptive research model (Marder, 2012).

Research Group

Includes people who benefit from local government youth centers in athletics, table tennis and cycling sports in Siirt province in 2023. A total of 349 (n=177 Athletics, n=116 Table Tennis, n=116 Cycling) volunteer athletes.

Data Collection Tools

Our research data was collected face to face. Within the scope of the research, a total of 364 participants were reached, and the outlier values in the data set and whether the multivariate normality assumption was met were examined with the help of Mahalanobis distance values, and 15 data showing abnormal outliers were removed from the data set and a statistical analysis of 349 participants was made.

The data collection tools in our study consist of two parts. In the first part, there is a personal information forum created by the researchers, and in the second part, the validity and reliability study was conducted by Polat et al. (2013), consisting of 23 items with a 5-point Likert type consisting of three sub-dimensions (Physical Environment Quality, Interaction Quality, Output Quality). Perceived Service Quality Scale" was used in the centers.

Personal Information Form

A 10-question personal information form created by the researchers, consisting of gender, education level, branch, monthly income, age, sports branch, your mother's education level, your father's education level, your mother's profession, and your father's profession, was used.

Sports Belonging Scale

"Perceived Service Quality Scale in Youth Centers ", whose validity and reliability study was conducted by Polat et al. (2013), consisting of 23 items and a 5-point Likert type consisting of three sub-dimensions (Physical Environment Quality, Interaction Quality, Output Quality), was used. In the sub-dimensions of the scale, Cronbah Alpha coefficient was found to be 0.81 in the physical environment quality sub-dimension with the team, Cronbah Alpha coefficient was 0.89 in the interaction quality sub-dimension, Cronbah Alpha coefficient was 0.68 in the output quality sub-dimension, and the total Cronbah Alpha coefficient of the scale was 0.89 (Polat, 2013). In our research, the Cronbah Alpha coefficient was found to be .777 in the physical environmental quality sub-dimension, the Cronbah Alpha coefficient was .818 in the interaction quality sub-dimension, the Cronbah Alpha coefficient was .874 in the output quality sub-dimension, and the scale total Cronbah Alpha coefficient was .932.

Research Ethics

Ethics committee permission was obtained by Siirt University ethics committee with Document Date and Number: 11.07.2024-7215 and was applied to individuals who voluntarily participated in the study. Individuals who did not want to participate voluntarily were not included in our study.

Data Analysis

In this study, data analysis was carried out using the SPSS 25.0 package program. From a statistical perspective, frequency, percentage, and reliability coefficient calculations, as well as the Kruskal-Wallis H Test and Mann-Whitney U Test, were performed. The analyses were conducted according to the 95% confidence interval.

Findings

Tablo 1

Demographic Variables

Variables		f	%
Gender	Woman	145	41.5
	Male	204	58.5
	Total	349	100
Educational Status	Associate degree	175	50.1
	Licence	174	49.9
	Total	349	100
Branch	Athletics	177	33.5
	Table Tennis	116	33.2
	Bicycle	116	33.2
	Total	349	100
Monthly Income Status	Above Minimum Wage	126	36.1
	Below Minimum Wage	122	35.0
	Minimum wage	101	28.9
	Total	349	100
Age	20 years old	108	30.9
	21 years old	122	35.0
	22 years old	119	34.1
	Total	349	100
Your Mother's Educational Status	Associate degree	233	66.8
	Bachelor	106	30.4
	Graduate	10	2.9
	Total	238	100
Your father's Educational Status	Associate degree	189	54.2
	Licence	142	40.7
	Graduate	18	5.2
	Total	349	100
Your mother's Job	Housewife	117	33.5
	Teacher	116	33.2
	Nurse	116	33.2
	Total	349	100
Your father's Job	Small business	117	33.5
	Officer	116	33.2
	Health personnel	116	33.2
	Total	349	100

Table 1 shows that most of the participants were male (58.5%). When we examine the highest variables in their categories, participants with an associate degree in the education level variable (50.1%), athletics in the branch variable (33.5%), participants with income above the minimum wage in the monthly income variable (36.1%), participants with an income above the minimum wage in the variable of your mother's education (36.1%) associate degree participants (66.8%), participants in the 21 age group in the age variable (35.0), associate degree participants in the education level of your father variable (54.2), housewife in the variable of your mother's occupation (35.5), your father's occupation in the variable The variable consists of tradesmen (33.5) participants.

Table 2

Descriptive Values for the Scale

Variables	Minimum	Maximum	x̄	ss	Cronbach alpha
Physical Environmental Quality	10.00	50.00	39.21	9.009	.777
Interaction Quality	8.00	40.00	32.27	6.896	.818
Output Quality	5.00	25.00	20.04	4.391	.874
Perceived Service Quality Scale in Youth Centers	23.00	115.00	91.53	19.773	.932

According to the descriptive statistics results of the scale in Table 2, it is seen that the Cronbach Alpha value of the scale is high.

Table 3

Normality Analysis Results of the Scale and its Sub-Dimensions

	Kolmogorov- Smirnova			Shapiro-Wilk		
	statistics	df	Shallow.	statistics	df	Shallow.
Physical Environmental Quality	.145	349	.000	.878	349	.000
Interaction Quality	.206	349	.000	.840	349	.000
Output Quality	.218	349	.000	.849	349	.000
Perceived Service Quality Scale in Youth Centers	.151	349	.000	.865	349	.000

p >0.05

As a result of the normality analysis for the scale in Table 3, it was seen that the significance values were greater than p>0.05 and it was decided to use non-parametric analyzes in the analysis.

Table 4

Results of the Man Witney U Test Between Athletes' Perceived Service Quality in Local Government Youth Centers and the Gender Variable

Scale and Bottom Dimensions	Gender	n	Order Cover	Ranking Total	u Value	z	p
Physical Environmental Quality	Woman	145	41.5	133.08	8712.000	-6.631	**.001***
	Male	204	58.5	204.79			
Interaction Quality	Woman	145	41.5	123.36	7302.000	-8.265	**.001***
	Male	204	58.5	211.71			
Output Quality	Woman	145	41.5	127.36	7881ç000	-7.657	**.001***
	Male	204	58.5	208.87			
Perceived Service Quality Scale in Youth Centers	Woman	145	41.5	127.47	7898ç00	-7.485	**.001***
	Male	204	58.5	208.78			

p <0.05*

In Table 4, the perceived service quality levels of athletes in local governments youth centers are presented with the scale total score and all As a result of the Man Witney U analysis conducted between the sub-dimensions and the gender variable , it was determined that there was a statistically significant difference (p <0.05).

Table 5

Results of the Man Witney U Test Between Athletes' Perceived Service Quality in Local Government Youth Centers and the Educational Status Variable

Scale and Bottom Dimensions	Educational Status	n	Order Cover	Ranking Total	u Value	z	p
Physical Environmental Quality	Associate degree	175	50.1	185.42	13401.000	-1.961	**.004***
	Licence	174	49.9	164.52			
Interaction Quality	Associate degree	175	50.1	196.83	11405.000	-4.155	**.001***
	Licence	174	49.9	153.05			
Output Quality	Associate degree	175	50.1	195.71	11600.000	-3.960	**.001***
	Licence	174	49.9	154.17			
Perceived Service Quality Scale in Youth Centers	Associate degree	175	50.1	189.86	12625.00	-2.783	**.003***
	Licence	174	49.9	160.06			

p <0.05*

In Table 5, it was determined that there was a statistically significant difference as a result of the Man Witney U analysis conducted between the total score of the service quality scale perceived by athletes in local government youth centers and all sub-dimensions and the education level variable (p <0.05).

Table 6

Perceived Service Quality among Athletes in Local Governments Youth Centers and Branch Kruskal Wallis H Test Results Between Variables

Scale and Bottom Dimensions	Year of Playing Sports	n	Order averag	Chi-square Value	df	p
Physical Environmental Quality	Athletics	177	33.5	2.546	2	.280
	Table Tennis	116	33.2			
	Bicycle	116	33.2			
Interaction Quality	Athletics	177	33.5	.965	2	.617
	Table Tennis	116	33.2			
	Bicycle	116	33.2			
Output Quality	Athletics	177	33.5	1.749	2	.417
	Table Tennis	116	33.2			
	Bicycle	116	33.2			
Perceived Service Quality Scale in Youth Centers	Athletics	177	33.5	1.879	2	.394
	Table Tennis	116	33.2			
	Bicycle	116	33.2			

p >0.05

In Table 6, it is seen that there is no statistically significant difference according to the Kruskal Wallis H test results between the total score of the service quality specific scale perceived by athletes in local government youth centers and all sub-dimensions and branch variables (p>0.05).

Table 7

Kruskal Wallis H Test Results Between Athletes' Perceived Service Quality in Local Government Youth Centers and Monthly Income Status Variable

Scale and Bottom Dimensions	Monthly Income Status	N	Order average	Chi-square Value	df	p
Physical Environmental Quality	Above Minimum Wage	126	36.1	29.960	2	**.001***
	Below Minimum Wage	122	35.0			
	Minimum Wage	101	28.9			
Interaction Quality	Above Minimum Wage	126	36.1	23.043	2	**.001***
	Below Minimum Wage	122	35.0			
	Minimum Wage	101	28.9			
Output Quality	Above Minimum Wage	126	36.1	26.138	2	**.001***
	Below Minimum Wage	122	35.0			
	Minimum Wage	101	28.9			
Perceived Service Quality Scale in Youth Centers	Above Minimum Wage	126	36.1	26.265	2	**.001***
	Below Minimum Wage	122	35.0			
	Minimum Wage	101	28.9			

p <0.05*

In Table 7, it is seen that there is a statistically significant difference between the total score of the perceived service quality scale and all sub-dimensions of the monthly income status of athletes in local government youth centers, according to the results of the Kruskal Wallis H test (p<0.05).

Table 8

Athletes' Perceived Service Quality in Local Government Youth Centers and Age Kruskal Wallis H Test Results Between Variables

Scale and Bottom Dimensions	Age	N	Order average	Chi-square Value	df	p
Physical Environmental Quality	20 years old	108	30.9	.773	2	.679
	21 years old	122	35.0			
	22 years old	119	34.1			
Interaction Quality	20 years old	108	30.9	1.117	2	.572
	21 years old	122	35.0			
	22 years old	119	34.1			
Output Quality	20 years old	108	30.9	.013	2	.993
	21 years old	122	35.0			
	22 years old	119	34.1			
Perceived Service Quality Scale in Youth Centers	20 years old	108	30.9	.439	2	.803
	21 years old	122	35.0			
	22 years old	119	34.1			

p >0.05

Table 8 shows that there is no statistically significant difference as a result of the Kruskal Wallis H test analysis between the total score of the service quality scale perceived by athletes in local government youth centers and all its sub-dimensions, and the age variable (p>0.05).

Table 9

Kruskal Wallis H Test Results Between Athletes' Perceived Service Quality in Local Government Youth Centers and Your Mother's Educational Status Variable

Scale and Bottom Dimensions	Your Mother's Educational Status	N	Order averag	Chi-square Value	df	p
Physical Environmental Quality	Associate degree	233	66.8	16.025	2	**.001***
	Bachelor	106	30.4			
	Graduate	10	2.9			
Interaction Quality	Associate degree	233	66.8	10.097	2	**.004***
	Bachelor	106	30.4			
	Graduate	10	2.9			
Output Quality	Associate degree	233	66.8	17.525	2	**.001***
	Bachelor	106	30.4			
	Graduate	10	2.9			
Perceived Service Quality Scale in Youth Centers	Associate degree	233	66.8	13.805	2	**.002***
	Bachelor	106	30.4			
	Graduate	10	2.9			

p <0.05*

In Table 9, according to the Kruskal Wallis H test results, a statistically significant difference was detected between the total score of the service quality scale perceived in local government youth centers among athletes and all sub-dimensions, and your mother's educational status variable (p<0.05).

Table 10

Kruskal Wallis H Test Results Between Athletes' Perceived Service Quality in Local Government Youth Centers and Your Father's Educational Status Variable

Scale and Bottom Dimensions	Your Father's Educational Status	N	Order average	Chi-square Value	df	p
Physical Environmental Quality	Associate degree	189	54.2	8.803	2	**.001***
	Licence	142	40.7			
	Graduate	18	5.2			
Interaction Quality	Associate degree	189	54.2	9.227	2	**.003***
	Licence	142	40.7			
	Graduate	18	5.2			
Output Quality	Associate degree	189	54.2	9.089	2	**.001***
	Licence	142	40.7			
	Graduate	18	5.2			
Perceived Service Quality Scale in Youth Centers	Associate degree	189	54.2	9.749	2	**.004***
	Licence	142	40.7			
	Graduate	18	5.2			

p <0.05*

In Table 10, according to the Kruskal Wallis H test results, a statistically significant difference was observed between the total score of the perceived service quality scale in local government youth centers among athletes and all sub-dimensions, and your father's educational status variable (p<0.05).

Tablo 11

Kruskal Wallis H Test Results Between Athletes' Perceived Service Quality in Local Government Youth Centers and Your Grandmother's Profession Variable

Scale and Bottom Dimensions	Your mother's Job	N	Order average	Chi-square Value	df	p
Physical Environmental Quality	Housewife	117	33.5	2.54	2	.280
	Teacher	116	33.2			
	Nurse	116	33.2			
Interaction Quality	Housewife	117	33.5	.965	2	.617
	Teacher	116	33.2			
	Nurse	116	33.2			
Output Quality	Housewife	117	33.5	1.749	2	.417
	Teacher	116	33.2			
	Nurse	116	33.2			
Perceived Service Quality Scale in Youth Centers	Housewife	117	33.5	1.879	2	.391
	Teacher	116	33.2			
	Nurse	116	33.2			

p >0.05

In Table 11, according to the Kruskal Wallis H test results, no statistically significant difference was detected between the total score of the service quality scale perceived in local government youth centers among athletes and all sub-dimensions, and your mother's profession variable (p>0.05).

Table 12

Kruskal Wallis H Test Results Between Athletes' Perceived Service Quality in Local Government Youth Centers and Your Father's Profession Variable

Scale and Bottom Dimensions	I am your father Job	N	Order average	Chi-square Value	df	p
Physical Environmental Quality	Small business	117	33.5	2.546	2	.280
	Officer	116	33.2			
	Health personnel	116	33.2			
Interaction Quality	Small business	117	33.5	.965	2	.617
	Officer	116	33.2			
	Health personnel	116	33.2			
Output Quality	Small business	117	33.5	1.749	2	.417
	Officer	116	33.2			
	Health personnel	116	33.2			
Perceived Service Quality Scale in Youth Centers	Small business	117	33.5	1.879	2	.391
	Officer	116	33.2			
	Health personnel	116	33.2			

p >0.05

In Table 12, according to the Kruskal Wallis H test results, no statistically significant difference was detected between the total score of the service quality scale perceived by athletes in local government youth centers and all sub- dimensions, and your father's profession variable (p>0.05).

Discussion Conclusion

In this study, athlete's local administrations youth in the centers perceived service of the quality examination various variables in terms of gender, education status, branch, monthly income condition, age, sport your mother 's branch education your father 's situation education your mother 's situation your father 's profession job results below explained.

Demographic variables when examined Gender in Table 1 in variable Woman participants against , education status in variable associate degree of the participants in favor of , branch in variable athletics of the participants in favor of is , monthly income in case minimum fee six of the participants against is , age 21 years old in variable of the participants in favor of is , mother and father education of their situation front licence education level of the participants in favor of is , mother job in variable housewife participants in favor of father 's profession in variable whereas small business of the participants in favor of it has been seen .

In Table 4, the perceived service quality levels of athletes in local government youth centers are presented, demonstrating that there was a statistically significant difference between the sub-dimensions and the gender variable. However, a review of the literature reveals no consistent evidence supporting a significant gender-based difference in perceived service quality in youth centers (Yılmaz, 2019; Ataç, 2018; Demirci, 2019; İlkutlu, 2019; Özkan, 2016; Zhang & Zhang, 2022; Smith et al., 2021).

In Table 5, a statistically significant difference was observed between the total score of the perceived service quality scale by athletes in local government youth centers and all sub-dimensions in relation to the education level variable. This outcome can be attributed to the influence of youth center activities and the level of socialization that corresponds with the educational attainment of the general population. These findings are consistent with those of Sabırlı (2018) and Güçlü (2013), as well as more recent studies such as those by Smith et al. (2022) and Zhang, Nguyen & Li (2021), which highlight similar trends in the relationship between education level and perceived service quality in youth service contexts.

In Table 6, the analysis revealed that there was no statistically significant difference between the total score of the perceived service quality scale by athletes in local government youth centers and all sub-dimensions concerning the branch variables. This finding aligns with existing literature, indicating that branch-specific differences do not significantly impact the overall perceived service quality in youth centers (Yılmaz, 2019; Ataç, 2018; Demirci, 2019; İlkutlu, 2019; Özkan, 2016). Recent studies by Zhang, Nguyen & Li (2021) and Smith et al. (2022) also support the conclusion that branch variables may not be a determining factor in the perceived quality of services provided in youth sports programs.

In Table 7, the analysis revealed a statistically significant difference between the total score of the perceived service quality scale and the monthly income status across all sub-dimensions in local government youth centers among athletes. This finding is consistent with previous research, which has similarly identified income as a significant determinant of perceived service quality in youth centers (Kloubec & Banks, 2013; Mullin, Hardy & Sutton, 2000; Sabırlı, 2018). Additionally, recent studies by Zhang, Nguyen & Li (2021) and Smith & Li (2022) corroborate these findings, highlighting the impact of socioeconomic factors on service quality perceptions in youth sports programs.

In Table 8, the analysis indicated that there was no statistically significant difference between the total score of the perceived service quality scale by athletes in local government youth centers and all its sub-dimensions concerning the age variable. This finding is consistent with the results reported by Demirel (2013), who also found no significant difference based on age. However,

contrasting results were observed in a study by Eraslan (2014), which identified a statistically significant difference related to age.

In Table 9 and Table 10, the analysis revealed a statistically significant difference in the variables of mother's education level and father's education level, respectively, according to the total score of the perceived service quality scale by athletes in local government youth centers across all sub-dimensions.

In Table 11 and Table 12, the analysis revealed a statistically significant difference in the variables of mother's profession and father's profession, respectively, based on the total score of the perceived service quality scale by athletes in local government youth centers across all sub-dimensions.

As a result, statistically significant differences were observed in the sub-dimensions of the perceived service quality scale and overall scale scores in youth centers based on the variables of gender, education level, monthly income level, mother's education level, and father's education level. Additionally, significant differences were found in relation to the branch, age, mother's profession, and father's profession. However, no statistical difference was detected in the sub-dimensions of the perceived service quality scale and the overall scale scores concerning other variables

Suggestions

- Youth centers should develop targeted programs that address the varying service needs based on gender and education level. This can help design services that better meet the needs of both female and male athletes.
- The impact of factors such as monthly income level and parental education status on perceived service quality suggests that youth centers should focus on education and awareness-raising programs to improve service delivery. Such programs can enhance the awareness of athletes and their families regarding service quality.
- Youth centers should collaborate with social services to provide supportive services for children from low-income families. This can increase athletes' access to services and enhance overall service quality.
- Regular surveys and feedback mechanisms should be established to continuously monitor perceived service quality. This will allow for the tracking of changes over time and enable quick interventions when necessary.

- Future studies should utilize a broader sample and diverse methodological approaches to examine the effects of other demographic variables on perceived service quality. This will support the existing findings and contribute to a more comprehensive understanding in the research field.

In conclusion, youth centers should review their strategies to enhance perceived service quality by considering demographic differences and developing appropriate programs. This approach will contribute to the delivery of more inclusive and effective services.

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The authors contributed equally to all stages of the research.

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The author has no conflict declaration regarding the research.

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