

Determination of Expectation and Satisfaction Levels of Athletes Who Played Volleyball on Secondary Institutions

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ABSTRACT

In this study, it was aimed to analyze of volleyball competitions which organized among secondary school institutions and determine the level of expectation and satisfaction of athletes who participated to the competitions.

The population of the study consisted of the cities (Bingöl, İstanbul, Kıbrıs, Batman, Tunceli, Diyarbakır, Van, Muş, Mardin, Siirt, Şırnak, Elazığ) in volleyball Championship. The sample of the study also consisted of 140 students (71 boys, 69 girls) who participated to volleyball semi-final and group competitions.

In the end of data analysis, it was accepted as 0,05 significant level. According to the research results, it has been seen that the students' own desire and their physical education teacher have a great influence to beginning to volleyball; friends and the family have been seen as a small contribution.

In conclusion, MEB and GSGM who have an efficient role in volleyball competitions between schools should have an encouragement and endear to sport. Physical conditions should be improved and it was provided that athletes should serves as a healthy, conscious and renewable person to Turkish Education System. In addition, students who represent the school both intramural and interscholastic competitions should be provided the awards by the Ministry of Education and the General Directorate of Youth.

Keywords: Sports, Student, Volleyball, Expectation, Satisfaction

INTRODUCTION

The Physical Education is a broad-based activity, intended for protecting covering the individual's physical and mental health, a game, gymnastics and sports-oriented research which can be changed according to the characteristics of the environmental conditions and the participants and which covers all the of studies (İnal, 1998). In other word, it is a science which evaluates the leisure time of individuals and which keeps the individuals away from daily problems.

In the recent years, the importance of the development of the psychological characteristics along with the conditional properties in the interaction of sport and sport sciences and increasing the sprots performance was understood. The main of the psychological factors which has a significant impact in raising the performance is the motivation of the players. It is obvious that the relationship between the degree of the motivation and its success especially in sports is very important. A situation with a low motivating effect, certainly results in a little success (Arslan and Kuru, 1990).

The situation which is aimed to be specified by the concept of efficiency in sport is to have the players take a pleasure which can be describe as the maximum level attained from the sports activities that the players perform. However, in what degree the both the team and himself served or reached the targets set, is related to the the

current situation. Having secured an efficient environment in the sports depends on the interest, demands and the expectations of the players.

Before explaining the concept of effectiveness in the sports, a conclusion can be reached based on the activity's definition in the science of business. The effectiveness is directed towards the most effectively use of the scarce resources in the hands of the enterprises (Can et al., 2000). The concept of effectiveness in sport is the use of all the elements that could be effective in parallel with the players' demands, and be activated in this direction. The opportunities may be scarce, the conditions may be difficult in favor of the players, and however, what is important, should be to create a working environment that increases their motivation in parallel with their demands.

The motivation shall create a work environment that will result in satisfying the needs of organization and the people, and it is an effecting and incentivating activity that allows activating people. Being motivated is consisted of the following stages: having needs, looking for appropriate environment for satisfying the needs, be eager to satisfy the needs, looking for convenient options for meeting the wishes, testing the mode of action in order to meet any wish and the last stage is the satisfaction (Güney, 2000).

The performance is a process of conducting, evaluating, pricing or awarding and developing, which increases the contribution degree to the efforts and studies to be made, shown to achieve these purposes of the personnel regarding placing a common understanding with regard to the organizational objectives required to be achieved and in this context, regarding the performance needed to demonstrate by the personnel (Canman, 1995).

Dicle (2001), the information collected in relation to performance, should be conveyed to the relevant people and departments in form of a feedback. If the factors such as players' goals, physical environment, nutrition, equipment needs and nutrition which will positively affect the performance of the players are being greatly improved and the conditions are being made convenient, thus the performance of the players shall increase to a top level. And the trainers are the most important factors that will lead to the formation of these conditions as well. In addition, the trainers observe the players from the outside and detecting their shortcomings and weaknesses, they orient them (Genç, 1998). The players and the trainers are the cornerstones of the training system and have active roles. In the mean time they appear as decisive elements within the factors included in all the training resources. The success in sports varies depending on the relationship between the trainer and the players and the quality of training (Konter, 1996).

The players' performance depends on the capabilities and the qualifications. When the achieved performance later on is rewarded, it then turns to be a job satisfaction. The job satisfaction which means to be happy, peaceful, and safe at your work, determines the nature and level of effort to be shown at the next phase (Barutçugil, 2004). Therefore, the necessary awarding should be made in order to increase the success in the Volleyball sports and to have the expected performance from the players be increased to a top level.

Integrity is a process remaining combined towards the tendency to be bound to each others, the satisfaction of the desires and the needs of the group members. There is a social factor effecting the formation of the integrity, which occurs due to the social interaction of the groups (Carron et al., 1998). In addition to good individual features in the Volleyball sport, being a team game as well and the unity and togetherness in the team, are among the important factors in success of the team sporters feeling respect to each others' rights and avoiding behaviours that may negatively effect each others' feelings.

In this study it was aimed to analyze the volleyball competitions among the secondary schools organized by the Ministry of National Education (MNE) and the General Directorate of Youth and Sports (GDYS) to determine the expectations and satisfaction levels of the players participating in the competitions.

MATERIAL AND METHOD

In this study, a server questions have been prepared, determining the developmental characteristics, interests, and needs of the players between the ages group of 14-17. In addition, a table was presented utilizing from a variety of scientific techniques. The survey was applied in order to determine the expectations and satisfaction

levels from the Volleyball sport of the youth who were between 9 and 12 grade-level, who participated to the Volleyball competitions in schools of the MNE.

Population and Sample: The population of the study is consisted of students of the Secondary education bound to the MNE in Turkey and who participated to the Volleyball competitions of the cities (Bingöl, Istanbul, Cyprus, Batman, Tunceli, Diyarbakır, Van, Mus, Mardin, Siirt, Sirnak, Elazig) who participated to the Diyarbakir Group Championship and Malatya Semi-Final Championship. The sample of the study is consisted of 140 players (71 boys, 69 girls) who participated to the Volleyball Group and the Semi-Finals organized by the MNE and the GDYS.

Questionnaire: Our survey work was consisted of 3 parts. The survey questions were included as follows: in the first chapter there are 20 items of personal data of the players continuing their education in secondary schools bound to the MNE are represent their schools in the volleyball competitions, in the second chapter there are 11 items directed towards the expectation levels of the players, and in the third chapter there are 14 items which identify the levels of influence of the environmental factors upon the players.

A five-point Likert-type scale was used as I totally agree, I agree, I partially agree, I disagree and I never disagree, and the participation limits in general and data collection tool were developed based on a five-point Likert-type scale used. Value ranges are graded as follows; 5:00 to 4:21 ranges as I totally agree, 4:20 to 3:41 ranges I agree, 3:40 - 2:61 ranges I partially agree, 2:60 - 1:81 ranges as I disagree, 1:80 - 1:00 ranges as I totally disagree. As the survey questions were important for the researcher, a factor analysis was not been made.

Data Analysis: The expectations and satisfaction levels of the players who study at the Secondary Schools of the MNE and who participated to the volleyball competitions among the secondary schools, were explained through percent, frequency, arithmetic mean, standard deviation without taking into consideration the variables and discussion and inference was made in that direction. At the end of the research, the data were analyzed using a statistical program and the significance level of 0.05 was accepted for the validity.

FINDINGS

In this study, it was intended to determine whether the personal and family information of the volleyball players' in table 1 and 2, the expectation levels of the players from the volleyball sports in table 3, the influence levels of environmental factors upon the players during their playing volleyball in table 4 had a significant difference according to the variables.

Table 1: Personal Information

VARIABLES		f	%
Gender	Men	71	50,7
	Women	69	49,3
Age	Fourteen	10	7,1
	Fifteen	37	26,4
	Sixteen	44	31,4
	Seventeen	49	35
Height	Less than 160 cm	30	21,4
	Between 161 -170cm	50	35,7
	171 cm and over	60	42,9
Type of the High School Attended	General High School	46	32,9
	Anadolu High School	55	39,3
	Vocational High School	39	27,9

Grade Level	Nine	46	32,9
	Ten	50	35,7
	Eleven	41	29,3
	Twelve	3	2,1
Achievement in School Subjects	Bad grades	29	20,7
	Passed	51	36,4
	Certificate of Achievement	26	18,6
	Certificate of Excellence	34	24,3
Years of Playing Volleyball	New	30	21,4
	One year	12	8,6
	Two years	14	10
	Three years	29	20,7
	Four and over	55	39,3
Environmental Factors Affecting the Initiation of volleyball	Family	3	2,1
	Teacher of Physical Education	64	45,7
	Friends Circles	12	8,6
	Myself	61	43,6
The Highest Level of Volleyball Competition Participated in	Interscholastic group	84	60
	Interscholastic semi-final	37	26,4
	Interscholastic Turkey championship	18	12,9
	High Schools World championship	1	7
Number of Weekly Training	One	23	16,4
	Two	15	10,7
	Three	23	16,4
	Four	25	17,9
	Five and over	54	38,6
Sports Hall Availability at School	Yes	67	47,9
	No	73	52,1
Volleyball Club Played In	Yes	78	55,7
	No	62	44,3
Status of Smoking and Use of Addictive Substances	Yes	9	6,4
	No	131	93,6
Scholarship Availability	Yes	8	5,7
	No	132	94,3

f: Frequence, %: Percent,

Tablo 2: Family Information

Father's Educational Status	Illiterate	11	7,9
	Litarate	14	10,0
	Primary School	59	42,1
	High School	34	24,3
	University	15	10,7
	Post-Graduate studies	4	2,9
	Doctor of Philosophy	3	2,1
Father's Professional Knowledge	Civil Servant	25	17,9
	Labour	28	20,0
	Self-employed	63	45,0
	Retired	13	9,3
	Unemployed	11	7,9
Mother's Educational Status	Illiterate	42	30,0
	Literate	19	13,6
	Primary School	48	34,3
	High School	20	14,3
	University	9	6,4
	Post-Graduate/ Ph.D.	2	1,4
Mother's Professional Knowledge	Civil Servant	7	5,0
	Labour	3	2,1
	Self-employed	7	5,0
	Retired	1	,7
	Housewife	122	87,1
Family Income Level	Less than 750 TL	63	45,0
	751 TL -1500 TL	33	23,6
	1501 TL and up	44	31,4

Tablo 3: The Distribution of Assessments of the Expectation Level of the volleyball players.

Item no	OPINIONS	Level						TOTAL	x	s
		% f	I Strongly Disagree	I Disagree	I Partly Agree	I Agree	I Completely Agree			
2	I play this sport because I love it	%	2,9	,7	3,6	12,9	80,0	100	4,66	,828
		f	4	1	5	18	112	140		
7	It is important for me that my team does not lose the volleyball game	%	1,4	,7	6,4	16,4	75,0	100	4,63	,762
		f	2	1	9	23	105	140		
4	The school management supports my playing sports	%	2,1	2,1	7,9	24,3	63,6	100	4,45	,892
		f	3	3	11	34	89	140		
5	My teachers support my playing sports	%	4,3	3,6	6,4	23,6	62,1	100	4,36	1,046
		F	6	5	9	33	87	140		
8	The trainings are efficient	%	4,3	5,7	10,7	17,1	62,1	100	4,27	1,131
		F	6	8	15	24	87	140		

9	My family supports my playing sports	%	6,4	2,9	12,9	17,9	60,0	100	4,22	1,176
		F	9	4	18	25	84	140		
3	I play this sport to become a top-level sporter	%	3,6	5,0	18,6	15,0	57,9	100	4,19	1,123
		F	5	7	26	21	81	140		
11	I believe that I've got a status in the society due to my being a sporter	%	3,6	4,3	20,7	27,1	44,3	100	4,04	1,072
		F	5	6	29	38	62	140		
10	A sufficient amount of volleyball equipment is available at school	%	22,9	10,7	18,6	15,7	32,1	100	3,24	1,558
		F	32	15	26	22	45	140		
6	I'm doing this sport just for a healthy life	%	22,1	15,0	20,7	20,7	21,4	100	3,04	1,454
		F	31	21	29	29	30	140		
1	I play the Volleyball sport for material awards (fees, trophies, medals, etc.)	%	60,0	12,9	10,0	5,7	11,4	100	1,96	1,403
		F	84	18	14	8	16	140		

f: Frequency, %: Percentage, X: Arithmetic Mean, S: Standard Deviation

Table 4: The Distribution of the Influence Level Assessments of the Environmental Factors.

Item no	OPINIONS	Level					TOTAL	X	S	
		% F	strongly disagree	disagree	uncertain	agree				
14	Dealing with the sport of volleyball provides positive contributions to my daily life	%	1,4	1,4	5,7	21,4	70,0	100	4,57	,788
		F	2	2	8	30	98			
13	I believe that the sport of volleyball definitely develops a sense of a team spirit	%	2,9	2,1	7,9	18,6	68,6	100	4,48	,940
		F	4	3	11	26	96			
7	The motivation increasing speech of my Physical Education Teacher before the match in the locker room is enhancing positive effects on my game motivation.	%	3,6	2,9	5,0	24,3	64,3	100	4,43	,976
		F	5	4	7	34	90			
11	As a sporter, I have a sport-oriented goal.	%	2,1	3,6	15,7	14,3	64,3	100	4,35	1,010
		F	3	5	22	20	90			
12	When playing volleyball, I <u>definitely</u> would do not act in a manner contrary to a gentlemanly behaviours	%	5,0	6,4	9,3	15,0	64,3	100	4,27	1,174
		F	7	9	13	21	90			
4	Having good course success at school, positively effects my game motivation	%	5,0	3,6	14,3	21,4	55,7	100	4,19	1,125
		F	7	5	20	30	78			
8	Lack of appropriate circumstances in the environment (heat, light, and hygiene aspects) during the training <u>negatively</u> affects my game motivation.	%	10,0	5,0	15,7	27,9	41,4	100	3,86	1,290
		F	14	7	22	39	58			
6	Insufficient and imbalanced nutrition <u>negatively</u> effects my game motivation	%	12,1	7,9	12,1	24,3	43,6	100	3,79	1,391
		F	17	11	17	34	61			
1	The abusive cheer of the audience <u>negatively</u> effects my game motivation	%	20,0	7,1	12,1	15,0	45,7	100	3,59	1,586
		F	28	10	17	21	64			

5	Having poor course success at school, <u>negatively</u> effects my game motivation	%	16,4	10,7	15,7	14,3	42,9	100	3,56	1,523
		F	23	15	22	20	60	140		
10	Sufficiently take the advantages of the sports facilities of the Educational Institutions in our city	%	10,7	18,6	18,6	22,1	30,0	100	3,42	1,368
		F	15	26	26	31	42	140		
9	We can sufficiently take the advantages of the sports facilities of the Youth Services and Sports Directorate in our city	%	22,9	12,9	16,4	16,4	31,4	100	3,21	1,562
		F	32	18	23	23	44	140		
3	The yelling of my Physical Education Teacher during the match <u>negatively</u> effects my and my friends' game motivation.	%	24,3	17,9	10,7	11,4	35,7	100	3,16	1,639
		F	34	25	15	16	50	140		
2	Any warning by my teammates <u>negatively</u> effects my game motivation	%	29,3	17,9	12,1	17,9	22,9	100	2,87	1,563
		F	41	25	17	25	32	140		

f: Frequence, %: Percent, X: Arithmetic Average; S: Standard Deviation

DISCUSSION AND CONCLUSION

- The volleyball players participating to the survey reported a positive opinion at a highest proportion to the statement "My reason for starting the volleyball sport: I participated upon the suggestion of my Physical Education Teacher / myself / my family". It shows the positive effect of the Physical Education Teachers at the schools in the orientation to the sports.

When the the level of expectations of the players is being examined;

- The players reported a positive opinion as "I'm doing this sport because I love it (X = 4.66). And this shows that the players in secondary education enjoy playing the sport of volleyball and that it is a necessity to organize volleyball tournaments among the classes within the school in order to popularize this sport.
- The players reported a positive opinion as "It is important for me that my team does not lose the volleyball game" (X = 4.63). This is an indication that the team spirit in the players develops and that they attach an importance to their teams.
- The players reported a positive opinion as "The school management supports my playing sports" (X = 4.45). The support given to the school sporters by the school managements will definitely and significantly affect the interest and the relevance of the students to the sports. And thus, the number of the players representing their schools in different disciplines during this progressive process will substantially increase.
- The players reported a positive opinion as "My teachers support my playing sports." (X = 4.36). Having the teachers give their support to the young people engaged in sports, shall ensure these young people withdraw from harmful habits and at the same time shall make these young people to take more useful and positive feedbacks in the education and the training environment.
- The players reported a positive opinion as "My family supports my playing sports." (X = 4.22). It should also be noted that the young volleyball players who get their family support shall definitely use their performance more effectively relying on this support and that this support shall be an important factor in the success.
- The number of the players in secondary education who agreed with the opinion "I play this sport to become a top-level sporter." (X = 4.19) has an important role. For this purpose they need to be provided with the necessary circumstances that they may become better and elite sporters and especially the MNE, the GDYS also should provide these young people with the necessary opportunities.
- The players reported a positive opinion as "I believe that I've got a status in the society due to my being a sporter." (X = 4.04). Having the self-confidence of individuals who are dealing with sports increased, they need to be definitely given the necessary rewards within the society in the areas where these persons are successful.

- For increasing the proportion of the players who reported a positive opinion as “A sufficient amount of volleyball equipment is available at school.” (X = 3.24), it is observed that there is a need to increase the applied courses in the curriculum, and beside having the sports facilities for meeting the sports needs of the students for having the physical education classes be made more efficient, the availability of the sports equipment is also a need. Not having the courses taught at a classroom circumstances and the school being in lack of facilities and equipment, causes the courses and the training be not applied as required. This situation constitutes an obstacle in front of the teacher to teach the courses and to make trainings in accordance with the requirements of the education and the purpose and adversely affects the trainings and the course efficiency.
- It was observed that the players who reported a positive opinion as “I’m doing this sport just for a healthy life.” (X = 3.04), do not see this sport as a profession, but carried it on only as a requirement of a healthy life. In this case, the secondary school students, who think and who are prone to think, should be encouraged for playing sports as a requirement of a healthy life and the number of the students in the secondary education involved in sports should be increased.
- It is observed that the opinion “I play the Volleyball sport for material awards (fees, trophies, medals, etc.)” (X = 1.96) shows that this sport was not being played hoping any material award, in that case the material awards in the sports was in the second plan almost, almost not taken into consideration by the secondary school students.

When the influence level of the environmental factors upon the sporters is being examined;

- It was observed that the players reported a positive opinion as “Dealing with the sport of volleyball provides positive contributions to my daily life.” (X = 4.57), which shows that the sports is not only beneficial for one's health, but it has an effects that makes the life easier in everyday life as well.
- It was observed that the players reported a positive opinion as “I believe that the sport of volleyball definitely develops a sense of a team spirit.” (X = 4.48), shows that the person can not do all the things alone, but sometimes, especially in the team sports, beside individual skills, it is an important factor to necessarily struggle as a team as well.
- It was observed that the players reported a positive opinion as “The motivation increasing speech of my Physical Education Teacher before the match in the locker room, is enhancing positive effects on my game motivation.” (X = 4.43), shows that the leadership qualification of the team trainer or the physical education teacher directing the team, is significant a factor on their expectations and the positive and the team rallying speeches in the locker room, have major effects on the emotional motivation of the players.
- The volleyball players who reported a positive opinion “As a sporter, I have a sport-oriented goals.” (X = 4.35) in terms of doing this work in the professional sense in the future as well, and probably in professionally promoting this work, have important tasks of GSGM in promoting it as a professional step in their career and take the necessary training. In this process, it would be an important step towards choosing the sport as their vocational field by giving them training in accordance with the opinions and seminars of the people who do this work in-service and in a professional manner.
- The volleyball players who reported a positive opinion “When playing volleyball, I definitely would do not act in a manner contrary to a gentlemanly behaviours” (X = 4.27), although is the indication that they have gained a sense of fair play in the sports, seminars should be held for the volleyball players who do not have such an opinion to make them develop the fair play sense in the sports. These seminars should be given by the experts in this field in the university by sending them to the schools in collaboration with the the Higher Education Council under MNE and it was observed that the necessary statements regarding the importance of fair play in sport should be made beginning from the schools, which in turn would be extremely effective in reducing the severity in the sports.
- The volleyball players reported a positive opinion “Having good course success at school, positively effects my game motivation” (X = 4.19); in the relevant sub-paragraph of the item regarding the development of the sports, the item 59 of the Constitution of the Republic of Turkey, entered into force in 1982, it is stated that the State protects the successful sporters. Pursuant to item (TR constitution, 1982), it is seen that having the teachers upgrade the sporters’ verbal mark at least 1 point by taking into consideration the minimum positive effects of their course status at school, would remove some of the barriers in front of the sports.

- “Lack of appropriate circumstances in the environment (heat, light, and hygiene aspects) during the training negatively affects my game motivation.” (X = 3.86); the GDYS should do the necessary work in this regard and the sports fields must be checked for cleanliness and order. The situations that would disturb the game motivation of the sporters must be definitely eliminated, and the cleaning and maintenance of the field should be done by both of the cleaning staff employed by the GDYS and the employees of the private sector with respect to the temperature, the light and the hygiene of the field, which is seen as an important in bringin the sports and the sporters to better places.
- The statement of the volleyball players who reported a positive opinion “Insufficient and imbalanced nutrition negatively effects my game motivation” (X = 3.59), indicates the importance of nutrition in the volleyball or the other sports and while the nutrition of the sportes is being planned, the players’ height and weight, body fat percentage, the level of nutrition knowledge, eating habits, health status, social status, and the social and the economic conditions should also be considered (Güneş, 2005).
- The statement of the volleyball players who reported a positive opinion “Having poor course success at school, negatively effects my game motivation” (X = 3.56); indicates that the sports performance and having good or poor course status which is another factor in the success, and the other factor, the psychological effect also has an important role in the success of the sporter.
- In order to increase the proportion of the sporters who reported their opinion as “We can sufficiently take the advantages of the sports facilities of the Educational Institutions in our city” (X = 3.42), which in this sense this statement is seen important with respect to the development and the progress of the sports, that the educational institutions should definitely help that the other schools may use the sports areas as well and do not use the facilities just for their own interests and the sports halls should be necessarily constructed that the sporters in the educational institutions or in the Physical Education Classes could more comfortably and in a convenient environment play the sports and this situation, which is an obstacle in front of the sports, should be minimized.
- The sporters reported their opinion as “We can sufficiently take the advantages of the sports facilities of the Youth Services and Sports Directorate in our city.” (X = 3.21); the Constitution of the Republic of Turkey, entered into force in 1982, states that the State takes measures that will develop the physical and the mental health of the Turkish citizens of all ages and promotes the popularization of the sports among the masses. Pursuant to item (TR constitution, 1982), developing measures should be definitely taken for the usage of the facilities of the provincial directorates of youth and sports, available in the cities, and it wa s suggested that these facilities should not only be used during the competitions and left them just for the monopoly of the clubs’ teams, either, but the necessary arrangements should be made that the schools of National Education may take their advantage as well and thus, it would be appropriate in terms of playing sports at a more convenient environment in the schools where any sports halls are not available.
- The sporters reported their opinion as “The yelling of my Physical Education Teacher during the match negatively effects my and my friends’ game motivation.” (X = 3.16); this kind of a situation during the game which applies to the players in general, is seen as a situation which do not please any sporters and this situation would be negatively reflected on the match and would cause the players stay away from the game during the match.
- The trainer, who is one of the significant factors in the sporter’s performance, has a a direct effect on the performance. The task of a trainer is not only consisted of training or showing how any sport is being performed. He interprets the information he receives from the sports scientists, sports physicians and sports psychologists and conveys it to the sporters after compared this information with his own experience (Sevim, 2007). In that case it seems that the Physical Education Teachers should not act in this way during a competition.
- The sporters reported their positive opinion as “Any warning by my teammates negatively effects my game motivation.” (X = 2.87); and reported that the shouting of sporters in the team to each others who haven’t a qualification of a leader, would negatively effect the success of the team during the competition.

The situation intended to be shown up in this item, is identifying how much do our sporters take benefit from the sports facilities, to specify what financial contributions are needed to be provided to the sporters by the public and the other legal entities and the natural persons, and before all, to get to know the sporters with all their aspects and to suggest solutions to their expectations.

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