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Research of Sport Service Quality on the Basis of Local Governments

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Abstract: According to Article 1 of the Municipal Law No. 1580 of the Constitution of the Republic of Turkey, municipalities are obliged to organise and meet the local, common civil needs of the town and its residents. In addition to many duties, municipalities are also given important duties in meeting the sports needs of the public. Local governments, in order to serve the society, to reach their goals and to compete, have to take into consideration the expectations of the athletes and individuals who demand sports services while meeting their needs. In addition, one of the important duties of being a social state is to plan activities that will ensure the social adaptation of children and young people in underdeveloped and rural areas, which are considered disadvantaged, within the framework of appropriate programmes. Considering this situation, it is aimed to investigate the quality of sportive services on the basis of local governments. In our research, 284 individuals who actively use the sports facilities of Siirt province local governments constitute the sample group of our research. In our research, personal information form, "Service Quality Assessment Scale" developed by Lam et al. (2005) and adapted to Turkish by Gurbuz et al. (2005) were used as data collection tools. According to the results of the analysis of our research; while there is a statistically significant difference in the expected and perceived service quality only in the perceived service quality in the facility and programme sub-dimensions in the gender variable, only in the service quality in the programme sub-dimension in the marital status variable, only in the facility sub-dimension in the monthly income status variable, in the expected and perceived service quality in the employee sub-dimension in the facility membership and gender variables ($p < 0.05$), there is no statistically significant difference in the facility sub-factor in the occupation variable and in all of the scale sub-dimensions in the education variable ($p > 0.05$).

Keywords: Sports services, Quality, Local governments.

Introduction

Local government bodies fulfil many needs of local people. The most important of these are transport, health and cultural needs. In addition, local government bodies offer sportive opportunities for individuals to have a healthy life in terms of social and psychological relaxation. In addition, indoor and outdoor recreational sports areas are the opportunities that local government organizations offer to individuals as activities today. The area where the sportive and cultural needs of individuals in the field of local governments are professionally and under the supervision of the state is the departments of youth and sports services.

In addition, local governments' own sports clubs support athletes and have an important effect on city promotion (Benjamin & Holcombe, 1997). The provision of quality services by sports services departments in the field of local governments has an important effect on increasing sportive motivation as well as meeting the

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psychological and physiological needs of local people. Sport organisations that provide quality and successful services in sport services have an important effect on the promotion of the country and the development of sport (MacKay & Crompton, 1988). Service depends on consumers' lifestyles (Zeithaml et al., 1996). In general, service is defined as meeting the personal needs of individuals (Deming, 1998). In the field of local governments, services vary (Benjamin & Holcombe, 1997).

In the field of local governments, sports services are explained as areas that enable individuals to get away from daily stress, to improve themselves physically, to be a healthy individual, to socialise and to have individuals with a sense of struggle in a certain area or environment, as well as meeting the sportive needs of local people (Zeithaml et al., 2009). Sport is expressed as a field in which individuals provide direct or indirect service (Yıldız, 2009). When sport is considered as a product, we can consider it as an important service product (Ekenci & Imamoglu, 2002).

In the field of local governments, sports services are expressed as activities such as the satisfaction of the individual in physical appearance, a healthy life understanding, feeling psychologically fit, meeting sportive needs, etc. (Islamoglu et al., 2006; Yazıcı et al., 2017). When the studies in the literature are examined, sports services in the field of local governments are explained as spectator sports and sports programmes. Spectator sport is generally considered as sports services involving spectators. Sports programmes, on the other hand, are explained as sports programmes in which individuals are interested in individual or team sports as well as summer and winter sports (Serarslan, 2006).

Throughout the world, local governments have an important place in public administration. In Turkey, in order to relieve the burden on the state and to exhibit a more effective and efficient administration, the powers of local governments have been increased with the laws enacted (Ekenci, 2000). Local governments in Turkey, in order to ensure more participation of the public in sports, ensure that amateur sports are included in schools, take part in studies on the acceptance of sports as a profession by the whole society, and contribute to the development of sports by building sports facilities. Local administrations provide material support to amateur sports clubs within their regions. Local governments contribute to the development of sports by making use of health facilities and making their facilities available to athletes. In addition, by creating recreational open and closed areas, local governments ensure that local people find themselves in a comfortable area in a positive psychological, sociological and physical way. The differences in geographical region and cultural characteristics of sportive facilities in rural areas compared to other settlements cause local governments to act according to the geographical area and cultural differences (Zengin & Oztas, 2010). Considering this situation, our research aims to investigate the quality of sportive services on the basis of local governments in Siirt province. In line with this purpose, our research will contribute to the literature by examining the quality of sportive services on the basis of local governments and evaluating them on different variables.

Material Method

Research Model

The descriptive survey model was used in our research within the scope of the survey model. Research that aims to determine a topic about a subject is called descriptive research (Marder, 2012).

Working Group

284 individuals (Male; N= 181, 63,73%, Female; N=103; 36,27%), who actively used the sports facilities affiliated to the local governments of Siirt province in 2023, constitute the sample group of our research.

Data Collection Tools

The data collection process in our research consists of two parts. In the first part, a personal information form was used by the researchers, and in the second part, the "Service Quality Assessment Scale" developed by Lam et al. (2005) and translated into Turkish by Gurbuz et al. (2005) was used.

Personal Information Forum

The personal information form created by the researchers to determine the information of the participants includes 6 questions consisting of gender, duration of membership to the facility, occupation, marital status, monthly income and educational status.

Service Quality Assessment Scale

The "Service Quality Assessment Scale" developed by Lam et al. (2005) and adapted into Turkish by Gürbüz et al. (2005), consisting of 34 items and 4 sub-dimensions, was used. The sub-dimensions of the scale are Facility (13 items), Changing Rooms (5 items), Programme (7 items) and Employees (9 items). The scale is Likert type and the rating is between 1 (less important) and 7 (very important) in the expected service dimension and between 1 (poor) and 7 (excellent) in the perceived service dimension. Within the scope of this research, the reliability analysis of the scale was renewed and the Cronbach Alpha internal consistency coefficient of Expected Service Quality (Facility, Changing Rooms, Programme and Employees) was calculated as ,701 Cronbach Alpha internal consistency coefficient of Perceived Service Quality (Facility, Changing Rooms, Programme and Employees) was calculated as ,719 Cronbach Alpha internal consistency coefficient of Service Quality Rating Scale was calculated as ,728.

Analysing the Data

In this study, SPSS 25.0 package programme was used to analyse the data. Outliers in the data set and whether the assumption of multivariate normality was met were analysed with the help of Mahalanobis distance values and 10 data showing outlier outliers were removed from the data set. The kurtosis and skewness coefficients were found to be between +2-2 and parametric tests were used in the analysis (George & Mallery, 2010). Statistically, linear regression analysis, frequency, percentage and reliability coefficient calculations, ANOVA analysis, correlation analysis and t tests were performed. The analyses were performed according to 95% confidence interval.

Ethics of the Study

The ethics committee permission was obtained by the ethics committee of the rectorate of Siirt University and our research was applied to individuals over the age of 18 who voluntarily wanted to participate in our research. Individuals who did not want to voluntarily participate in our study were not included in our study.

Table 1. Demographic variables demographic variables

Variables		f	%
Gender	Male	181	63,73
	Girl	103	36,27
	Total	284	100
Duration of Membership to The Facility	1 year	100	35,21
	2 years	65	22,88
	3 years	71	24,99
	4 years and above	48	16,92
	Total	284	100
Marital Status	Married	118	41,54
	Single	166	58,46
	Total	284	100
Occupation	Student	120	42,25
	Officer	78	27,46
	Health Personnel	86	30,29
Educational Status	Total	284	100
	Licence	231	81,00
	Above Undergraduate	53	19,00
Monthly Income Status	Total	284	100
	Below Minimum Wage	53	18,67
	Minimum Wage	111	39,08
	Above Minimum Wage	120	42,25
	Total	284	100

Findings

Table 1 shows that most of the participants were male (63.73%). When we examine the highest variables in the categories, we see that the duration of membership to the facility is 1 year (35.21%), marital status is single (58.46%), occupation is student (42.25%), education is undergraduate (81.00%), and monthly income is above minimum wage (42.25%).

Table 2. Reliability analysis result

Scale & Subscales	Cronbach Alpha
Expected Service Quality (Facility, Changing Rooms, Programme and Staff)	,701
Perceived Service Quality (Facility, Changing Rooms, Programme and Staff)	,719
Service Quality Assessment Scale	,728

Table 2 shows the reliability analysis results obtained from the scales. According to these results, it is seen that all dimensions are sufficiently reliable.

Table 3. Descriptive values related to scales

Variables	Minimum	Maximum	\bar{x}	Sd	Kurtosis	Skewness
Expected Service Quality	25.00	75.00	59.29	14.20	-,344	-,306
Perceived Service Quality	25.00	75.00	58.32	13.39	-,187	-,321
Service Quality Assessment Scale	35.00	95.00	75.88	28.40	-,458	-,432

According to the descriptive statistics results of the scales in Table 3, it is seen that the expected service quality (Facility, Changing Rooms, Programme and Employees) is very high (\bar{x} =59.29), the perceived service (Facility, Changing Rooms, Programme and Employees) is very high (\bar{x} =58.32), and the service quality scale is very high (\bar{x} =75.88).

Table 4. Independent sample t test results between expected and perceived service quality in participants' gender variables

	Dimension	Gender	N	\bar{X}	Sd	t	p
Facility	Expected Quality	Service Male	181	65.74	8.94	,608	,159
		Service Girl	103	65.21	5.63		
	Perceived Quality	Service Male	181	64.29	10.24	,539	,004*
		Service Girl	103	63.27	7.04		
Changing Rooms	Expected Quality	Service Male	181	25.74	4.30	-,844	,345
		Service Girl	103	26.35	8.05		
	Perceived Quality	Service Male	181	24.52	4.36	-,723	,452
		Service Girl	103	23.32	4.16		
Program	Expected Quality	Service Male	181	34.71	4.97	-,124	,985
		Service Girl	103	34.62	6.69		
	Perceived Quality	Service Male	181	29.92	5.71	-,135	,001*
		Service Girl	103	30.93	5.04		
Staff	Expected Quality	Service Male	181	43.38	8.14	-1,09	,002*
		Service Girl	103	44.57	9.80		
	Perceived Quality	Service Male	181	40.95	8.58	-1,40	,001*
		Service Girl	103	40.87	8.50		

p<0,05*

When Table 4 is examined, according to the result of the independent sample t test between the expected and perceived service quality in the gender variable of the participants, a statistically significant difference was observed in the perceived service quality in the facility and programme sub-dimensions of the scale, and in the expected and perceived service quality in the employee sub-dimension (p<0.05). When Table 5 is analysed, according to the result of the ANOVA analysis between the expected and perceived service quality in the expected and perceived service quality in the employee sub-factor, a statistically significant difference was observed in the expected and perceived service quality (p<0.05). According to the independent sample t-test result between the expected and perceived service quality in the marital status variable of the participants in Table 6, a statistically significant difference was observed in the perceived service quality in the programme sub-dimension (p<0.05).

Table 5. ANOVA analysis results between expected service and perceived service in the participants' membership period variable

	Dimension	Duration of membership to the facility	N	\bar{X}	Sd	F	p
Facility	Expected Service Quality	1 year	100	54.87	18.49	1,122	,290
		2 years	65	53.45	15.36		
		3 years	71	65.78	20.85		
		4 years and above	48	40.86	14.78		
	Perceived Service Quality	1 year	100	46.56	10.42	1,243	,326
		2 years	65	49.95	17.56		
		3 years	71	50.59	18.78		
		4 years and above	48	65.15	10.15		
Changing Rooms	Expected Service Quality	1 year	100	75.47	14.08	1,888	,542
		2 years	65	52.58	18.05		
		3 years	71	65.45	20.56		
		4 years and above	48	45.18	21.08		
	Perceived Service Quality	1 year	100	45.25	14.79	2,785	,248
		2 years	65	58.78	14.98		
		3 years	71	61.45	25.71		
		4 years and above	48	36.75	13.15		
Programme	Expected Service Quality	1 year	100	78.17	14.56	3,587	,985
		2 years	65	70.26	16.89		
		3 years	71	65.45	18.98		
		4 years and above	48	18.56	25.15		
	Perceived Service Quality	1 year	100	56.89	15.75	3,329	,328
		2 years	65	35.37	15.65		
		3 years	71	65.75	18.78		
		4 years and above	48	64.35	19.65		
Staff	Expected Service Quality	1 year	100	49.58	18.89	5,371	,001*
		2 years	65	47.97	19.88		
		3 years	71	65.95	39.99		
		4 years and above	48	75.65	37.15		
	Perceived Service Quality	1 year	100	49.58	18.58	5,398	,002*
		2 years	65	49.74	18.78		
		3 years	71	50.85	29.15		
		4 years and above	48	65.18	20.18		

P<0,05*

Table 6. Independent sample t test results between expected and perceived service quality in participants' marital status variable

	Dimension	Marital Status	N	\bar{X}	Sd	t	p
Facility	Expected Quality	Married	118	65.74	8.94	-2,834	,239
		Single	166	65.21	5.63		
	Perceived Quality	Married	118	64.29	10.24	-2,246	,335
		Single	166	63.27	7.04		
Changing Rooms	Expected Quality	Married	118	25.74	4.30	2,225	,803
		Single	166	26.35	8.05		
	Perceived Quality	Married	118	24.52	4.36	1,568	,247
		Single	166	23.32	4.16		
Program	Expected Quality	Married	118	34.71	4.97	-3,300	,900
		Single	166	34.62	6.69		
	Perceived Quality	Married	118	29.92	5.71	-,306	,003*
		Single	166	30.93	5.04		
Staff	Expected Quality	Married	118	43.38	8.14	,580	,348
		Single	166	44.57	9.80		
	Perceived Quality	Married	118	40.95	8.58	,187	,150
		Single	166	40.87	8.50		

p<0,05*

Table 7. ANOVA analysis results between expected service and perceived service in participants' occupation variable

	Dimension	Occupation	N	\bar{X}	Sd	F	p	
Facility	Expected Quality	Service	Student	120	68.56	28.59	1,157 ,554	
		Officer	78	64.45	26.89			
		Health Personnel	86	63.78	28.86			
	Perceived Quality	Service	Student	120	75.42	30.15		1,578 ,178
		Officer	78	79.25	32.58			
		Health Personnel	86	76.11	35,15			
Changing Rooms	Expected Quality	Service	Student	120	75.10	29.89	4,028 ,004*	
		Officer	78	75.58	18.05			
		Health Personnel	86	78.15	19.25			
	Perceived Quality	Service	Student	120	45.25	14.79		5,257 ,001*
		Officer	78	58.78	14.98			
		Health Personnel	86	65.78	12.10			
Program	Expected Quality	Service	Student	120	78.17	14.56	7,234 ,002*	
		Perceived	Officer	78	70.26	16.89		
		Service Quality	Health Personnel	86	72.18	19.25		
	Perceived Quality	Service	Student	120	56.89	15.75		4,104 ,001*
		Officer	78	35.37	15.65			
		Health Personnel	86	65.48	35.15			
Staff	Expected Quality	Service	Student	120	49.58	18.89	2,520 ,001*	
		Officer	78	47.97	19.88			
		Health Personnel	86	48.89	20.18			
	Perceived Quality	Service	Student	120	49.58	18.58		2,992 ,004*
		Officer	78	49.74	18.78			
		Health Personnel	86	59.78	19.20			

P<0,05*

According to the result of the ANOVA analysis between the expected and perceived service quality in the occupation variable of the participants in Table 7, there is no statistically significant difference in the expected and perceived service quality in the facility sub-factor (p>0.05).

Table 8. Independent sample t test results between expected and perceived service quality in terms of education level of the participants

	Dimension	Educational Status	N	\bar{X}	Sd	t	p	
Facility	Expected Quality	Service	Licence	231	56.84	7.49	-1,083 ,422	
		Above Undergraduate	53	56.12	4.36			
	Perceived Service Quality	Licence	231	78.29	9.42	-,847 ,793		
		Above Undergraduate	53	73.21	8.40			
Changing Rooms	Expected Quality	Service	Licence	231	75.74		8.60	-1,362 ,475
		Above Undergraduate	53	76.53	8.89			
	Perceived Service Quality	Licence	231	42.29	5.63	-,192 ,552		
		Above Undergraduate	53	48.32	5.89			
Programe	Expected Quality	Service	Licence	231	59.89		5.79	-,265 ,289
		Above Undergraduate	53	67.12	7.95			
	Perceived Service Quality	Licence	231	72.92	7.18	-,898 ,538		
		Above Undergraduate	53	70.83	6.40			
Staff	Expected Quality	Service	Licence	231	72.80		9.89	-1,898 ,701
		Above Undergraduate	53	78.75	10.95			
	Perceived Service Quality	Licence	231	60.55	7.56	-1,986 ,590		
		Above Undergraduate	53	62.89	7.48			

p<0,05*

When Table 8 is analysed, according to the result of the independent sample t-test between the expected and perceived service quality in the education status variable of the participants, there is no statistically significant difference in the expected and perceived service quality in all of the scale sub-dimensions (p>0.05).

Table 9. ANOVA analysis results between expected service and perceived service in the monthly income status variable of the participants

	Dimension	Monthly Income Status	N	\bar{X}	Sd	F	p
Facility	Expected Service Quality	Below Minimum Wage	53	86.56	62.95	1,298	,004*
		Minimum Wage	111	87.25	62.99		
		Above Minimum Wage	120	90.75	82.15		
	Perceived Service Quality	Below Minimum Wage	53	75.32	30.15	1,159	,002*
		Minimum Wage	111	79.52	32.58		
		Above Minimum Wage	120	76.10	35,59		
Changing Rooms	Expected Service Quality	Below Minimum Wage	53	75.23	29.98	4,028	,004*
		Minimum Wage	111	.58	18.50		
		Above Minimum Wage	120				
	Perceived Service Quality	Below Minimum Wage	53	45.59	14.79	5,257	,001*
		Minimum Wage	111	58.87	14.98		
		Above Minimum Wage	120				
Programe	Expected Service Quality	Below Minimum Wage	53	78.17	14.56	7,234	,002*
		Minimum Wage	111	70.26	16.89		
		Above Minimum Wage	120				
	Perceived Service Quality	Below Minimum Wage	53	56.89	15.75	4,104	,001*
		Minimum Wage	111	35.37	15.65		
		Above Minimum Wage	120				
Staff	Expected Service Quality	Below Minimum Wage	53	49.58	18.89	2,520	,001*
		Minimum Wage	111	47.97	19.88		
		Above Minimum Wage	120				
	Perceived Service Quality	Below Minimum Wage	53	49.58	18.58	2,992	,004*
		Minimum Wage	111	49.74	18.78		
		Above Minimum Wage	120				

P<0,05*

According to the result of the Anova analysis between the expected and perceived service quality in the monthly income status variable of the participants in Table 9, a statistically significant difference was observed in the expected and perceived service quality in the facility sub-factor (p<0.05).

Table 10. correlation analysis of participants' perceived and expected service quality of service quality sub-dimensions

Sub Dimensions	Correlation	Perceived Service Quality	Expected Service Quality
Employees (Perceived Service Quality)	R	1	,487**
	P	-	,000
	N	284	-
Programme (Perceived Service Quality)	R	1	567**
	P	-	,000
	N	284	-
Dressing Rooms (Perceived Service Quality)	R	1	452**
	P	-	,000
	N	284	-
Facility (Perceived Service Quality)	R	1	348**
	P	-	,000
	N	284	-

In Table 10, Pearson Correlation analysis was performed to determine whether there is a significant relationship between the perceived and expected service quality levels of the participants. According to the results of the analysis, a significant positive relationship was found between perceived and expected service quality.

Results and Discussion

In our research, the results of the analyses of the quality of sportive services obtained on the basis of local governments are explained below in order.

When the demographic results are examined in our study, it is seen that male participants are in the majority in the gender variable. Ucar et al. (2018) conducted a study on the service quality of fitness centre customers, and it is seen that the result is similar to the result of our research in the gender variable. When the results on local governments and service quality in the literature are examined, it is seen that these studies, which include studies similar to the results of our research, support the results of our research (Afthinos et al., 2005; Lam et al, 2005; Rueangthanakiet, 2008). When we examine the highest variables in the categories in our research, it is seen that the duration of membership to the facility consists of 1 year participants (35,21%) in the variable of membership duration, single participants (58,46%) in the variable of marital status, student participants (42,25%) in the variable of occupation, undergraduate participants (81,00%) in the variable of educational status, and participants above the minimum wage (42,25%) in the variable of monthly income (Table 1).

When the gender variable was examined in our research, a statistically significant difference was observed in expected and perceived service quality (Table 4). In 2018, in the study conducted by Colak and Dolu, it was observed that there was a statistical difference on women in the gender variable. In the study conducted by Ergin et al. (2011), it is shown that women give higher scores than men in scoring service quality. In the study conducted by Ilkutlu (2019) on service quality in youth centres, no statistically significant difference was found in terms of gender variable. In their study on sports clubs, Theodorakis et al. (2004) found that male athletes were more satisfied with the facility sub-dimension than female athletes. Greenwell and Pastore (2004) concluded that women's satisfaction is focussed on the physical structure of the facility where they receive service and the personnel providing the service, and it was concluded that women are more satisfied with the service they receive compared to men. According to the findings of the study conducted by Theodorakis et al. (2004) in order to measure customer satisfaction in sports clubs in Portugal and to compare it with demographic factors, it was found that there was a statistical difference in the service and facility dimensions in the gender variable. Kocak et al. (2017), in their study, found no difference in expectation sub-dimensions in gender variable, while differences were found in perception sub-dimensions. Uzum et al. (2016) found a significant difference in favour of male individuals in the physical environmental quality sub-dimension in terms of gender variable in their study. In the study conducted by Tumay (2019), it was concluded that the service perceived by male participants in the programme sub-dimension was higher than female participants. Kim and Kim (1995), in their study conducted in sports centres in Korea, stated that the expected service quality levels of men and women were at the same level. In the study conducted by Ayar (2018), no statistically significant difference was found in perceived service quality and expected service quality in the gender variable.

In our study, a statistically significant difference was observed in the expected and perceived service quality in the employee sub-factor in the membership duration variable (Table 5). In the study conducted by Utku (2019), perceived and expected service quality did not show a significant difference in terms of the duration of membership to the facility. In the research conducted by Terzoglou et al. (2012), it is stated that the level of participation is directly related to the perceived service quality. Yıldız et al. (2018) stated that there is no significant relationship between the duration of membership to the sports facility and the expected service quality. In the study conducted by Tsitskari et al. (2017), it was observed that there was a statistically significant difference according to the frequency of facility use.

When the marital status variable is examined in Table 6 in our research, a statistically significant difference was observed in the perceived service quality in the programme sub-dimension. Acar (2015) stated that there was no statistical difference in the marital status variable in his research. Theodorakis et al. (2004) found that there was a statistical difference in terms of the physical characteristics of the facilities.

In our study, when the occupational variable was examined in Table 7, a statistically significant difference was observed in the expected and perceived service quality in the sub-dimensions of changing room, employee and programme. Table 8 shows that there is no statistically significant difference in expected and perceived service quality in all sub-dimensions of the scale according to the educational level of the participants. Acar (2015) and Theodorakis et al. (2004) and Ergin et al. (2011) stated that there was no statistical difference in the education status variable in their research. These results support the results of our research. In their study, Yuzgenc and Ozgul (2014) found that there was no statistical difference in the level of education on perceived service quality. Bas et al. (2017) stated in their research that there is no statistical difference in all sub-dimensions of service quality evaluation in the variable of education level. Yıldız et al. (2013) stated that there is a significant difference between education level and perceived service quality. Yerlisu - Lapa and Bastac (2012) stated that there is a significant difference between education level and service quality satisfaction.

In our research, when the monthly income status variable is analysed in Table 9, a statistically significant difference is observed in the expected and perceived service quality in the facility sub-factor. Demirel (2013)

did not find a statistically significant difference in the monthly income status variable regarding service quality in his study. In Aras's (2019) study, when the monthly income status variable is examined, it is stated that there is a statistically significant difference in the personnel and changing room sub-dimensions. In the study conducted by Deger (2018), it was stated that monthly income status has a partial effect on service quality.

In our research, Pearson Correlation analysis was performed to determine whether there is a significant relationship between the perceived and expected service quality of the participants, and according to the results of the analysis, a positive significant relationship was found between perceived and expected service quality (Table 10). Uzum et al. (2016) found a positive relationship between the quality of impact, output, physical environment, sports equipment programme and environmental conditions. Yavaser and Yurtsuzoglu (2022) found a weak negative relationship between perceived and expected service quality in the sub-dimensions of locker rooms, employees, facility and programme and overall score. Kalıpcı - Gulmez (2017) found a negative relationship between perceived and expected service quality in terms of employees, facility, locker rooms and programme. In the research conducted by Utku (2019), when the correlation results for measuring the relationship between perceived and expected service quality were examined, a significant and low level positive relationship was found between all sub-dimensions, general perceptions, general expectation levels.

Conclusion

As a result; while there is a statistically significant difference only in the perceived service quality in the facility and programme sub-dimensions in the gender variable, only in the service quality in the programme sub-dimension in the marital status variable, only in the facility sub-dimension in the monthly income status variable, in the expected and perceived service quality in the employee sub-dimension in the facility membership and gender variables, there is no statistically significant difference in the facility sub-factor in the occupation variable and in all of the scale sub-dimensions in the education variable.

Scientific Ethics Declaration

*The authors declare that the scientific ethical and legal responsibility of this article published in EPSS journal belongs to the authors.

* T.C. Ethics committee permission has been obtained by the ethics committee of the rectorate of Siirt University.

Notes

* This article was presented as an oral presentation at the International Conference on Research in Education and Social Sciences (www.icress.net) held in Tashkent/Uzbekistan on August 22-25, 2024.

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