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**THE CONTRIBUTION
OF FACILITY MANAGEMENT AND SERVICE QUALITY
TO SOCCER PERFORMANCE**

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Abstract

The purpose of this study was to determine the contribution of facility management and service quality to soccer sports achievement in the Physical Education, Health, and Recreation Study Program, Sekolah Tinggi Olahraga dan Kesehatan Bina Guna. The research method used is quantitative research. In this study, the object of research is facility management (X1) quality of education services (X2) and sports achievement (Y). The research population was students of the Physical Education, Health, and Recreation Study Program at Sekolah Tinggi Olahraga dan Kesehatan Bina Guna with a total population of 550 students. The sample in this study were 85 people. The data collected are in the form of numbers, written information, oral information and various facts related to the focus of the research obtained through the instrument of distributing questionnaires to 55 students who were used as research samples in the Physical Education, Health, and Recreation Study Program of Sekolah Tinggi Olahraga dan Kesehatan Bina Guna. After processing and analyzing the data, the results obtained are the contribution between facility management and sports achievement and the contribution between service quality and sports achievement. This means that the better the facility management and service quality, the sports achievement will increase.

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INTRODUCTION

Sport is an important and strategic element in the process of nation building in order to improve the quality / human resources of Indonesia as well as the development of economic, socio-cultural, political, defense and security forces in an effort to increase national productivity and efficiency, to address and overcome challenges and take advantage of opportunities in an increasingly global human civilization. According to its nature, sport is a human need that comes from the greatness and majesty of God Almighty, is one of the main elements and is very influential in the spiritual and physical development of every human being in the context of whole human development, which is needed in the implementation of nation and state development towards a healthy and dignified society. Therefore, it is the right of every human being to carry out and participate in sports activities (Alim et al., 2022; Azandi et al., 2022; Hendrawan et al., 2022; Mawardinur et al., 2022; Setiawan et al., 2022).

Sports development in Indonesia still needs further improvement and development, because in addition to having to catch up with other countries, Indonesia also still has various obstacles in its development. The problems faced by the Indonesian sports world, namely: (1) Not yet optimal political will (political will) of the government in handling sports. This is characterized among others: institutions that handle sports have not been hierarchically-vertically integrated; sports activities are taxed; limited funds; and others. (2) The coaching system is not yet directed. Lack of integration and continuity in the preparation of physical education and sports coaching and its operational implementation regarding the activities of promotion, breeding, and achievement improvement as a system that is interrelated. As indicators, among others: not yet having a recruitment system for prospective athletes; the selection of priority sports is not yet appropriate; and others. (3) Weak quality of sports human resources. The low quality of trainers and the less than optimal role of trainers outside of school are some indicators that show low quality. (4) The role of Sports Higher Education Institutions (LPTO), such as the Faculty of Sports Science (FIK); Physical Education, Health, and Recreation Study Program, Study Programs that handle sports disciplines in the Postgraduate Program. This is characterized by the low quality of graduates; many SDI are not involved in sports activities outside the campus according to their potential, and others. (5) The weak role of the Institute/Sports Research and Development. The indicators are: low attention to the institution; data on sports (for example data: athletes, coaches, institutions) are incomplete; and others. (6) Limited facilities and infrastructure. Unbalanced between users and available facilities, even existing sports facilities have changed functions, and others. (7) Difficulty in utilizing sports facilities. Because of the limited facilities, it has an impact on the difficulty of utilizing these facilities. Even for the needs of physical education learning in schools is still far from adequate. For certain facilities, users must pay. (8) There is still a blurred understanding and application of physical education and sports, especially in schools, there are still many physical education learning implementation oriented towards improving sports achievement. Whereas physical education should be directed at achieving educational goals. Achievement in schools can be done in extracurricular activities (Azandi et al., 2023; Batubara & Lubis, 2023; Lubis et al., 2017, 2020; Nugroho et al., 2023).

Basically, educational efforts organized in the school environment are the main foundation that is very decisive for the development of sports at the next level (Wahidah, 2016). Sports development in the school sector is a strategic step in sports development both regionally and nationally (Putri et al., 2024). This is because this environment is the sector that accommodates the most potential young people who can be fostered both mentally and physically through sports activities (Safitri, 2018). This development also occurs both at the elementary school, secondary school, and university levels (Huda, 2022). In its development as an educational institution, Sekolah Tinggi Olahraga dan Kesehatan Bina Guna is expected to be able to act as a professional educational institution while serving the community's need for knowledge (Sahid & Rachlan, 2019). In line with this reality, there is hope that Sekolah Tinggi Olahraga dan Kesehatan Bina Guna will become one of the outstanding universities in West Java. In order to support this plan,

Sekolah Tinggi Olahraga dan Kesehatan Bina Guna through its faculties began to reorganize the academic structure for this purpose. The Physical Education, Health, and Recreation Study Program as part of the Sekolah Tinggi Olahraga dan Kesehatan Bina Guna, has sports facilities as a place of learning, public services, and sports coaching that are quite complete and adequate. In supporting the program, the Physical Education, Health, and Recreation Study Program has adequate conditions in the form of human resources and supporting equipment.

Until now, the Physical Education, Health and Recreation Study Program has quite complete sports facilities including: (1) Sports Building (GOR), (2) Tennis Court, (3) Basketball Court, (4) Volleyball Court, and (5) Soccer Field. The existence of these facilities and infrastructure is one of the supporting factors to achieve optimal sports performance. This is because in sports activities adequate facilities and infrastructure are very important to improve and develop the quality of the teaching and learning process in the Physical Education, Health, and Recreation Study Program. Thus, in an effort to improve quality services to students, it is hoped that the Physical Education, Health, and Recreation Study Program will implement better facility management so that student needs can be met in obtaining better services.

METHODS

In terms of the approach used, this research is quantitative research (Nurlan, 2019). In accordance with the issues raised and the objectives of this study, this research is ex-post facto, which is research conducted to reveal data from past events and then trace back through the data to find factors that precede or determine possible causes of the events studied.

The research focuses on analyzing students enrolled in the Physical Education, Health and Recreation Study Program at Sekolah Tinggi Olahraga dan Kesehatan Bina Guna in 2023. The study population consisted of 550 students enrolled in the Physical Education, Health, and Recreation Study Program at Sekolah Tinggi Olahraga dan Kesehatan Bina Guna. Assuming that the population is already known, the researcher proceeded to perform a study by sampling a total of 55 students.

RESULTS & DISCUSSIONS

Results

The Relationship between Facility Management and Soccer Sports Achievement

Based on the results of the study, it is known that there is a relationship between facility management and soccer sports achievement, meaning that the better the facility management, the achievement of soccer sports will increase. The general goal of education is to develop Indonesian humans as a whole in the sense that education is carried out while maintaining unity, diversity, developing individual ideals. Every citizen has the right to obtain education equally with excellence and a balance between utilization and achievement. This noble goal will be achieved if responsible educational activities are carried out and guaranteed academic quality in the design, management of the educational process, resting on the concept of growth, development, renewal, and continuity so that the organization of education must be managed professionally. The field of education, which is the foundation of the hopes of many parties to be able to produce quality resources, is often breathless because it is faced with serious problems due to continuous and very rapid development.

Strategy is a comprehensive plan that integrates all resources and capabilities that have long-term goals to achieve a goal. Strategic management is a continuous, iterative and crossfunctional process that aims to ensure that universities are able to adapt to the dynamics of change. In order for the university to move quickly and correctly, it needs the ability to determine a new position with a new paradigm and orientation called repositioning. University repositioning is carried out by assessing and reviewing all strengths and weaknesses so as to determine which ones must be improved and strengthened.

In general, the standards for facilities and infrastructure in senior high schools consist of four parts, namely standards regarding education units, land, buildings, and completeness of infrastructure and facilities. Completeness of infrastructure and facilities for SMA includes standards for classrooms, library rooms, biology laboratories, physics laboratories, chemistry laboratories, computer laboratories, language laboratories, leadership rooms, teachers' rooms, administrative rooms, places of worship, counseling rooms, UKS rooms, student organization rooms, toilets, warehouses, circulation spaces, and playgrounds / sports.

All of the above studies are basically aimed at producing a standard framework that provides coverage of facilities and infrastructure components to be standardized and their relationship with specifications, namely those concerning the type, amount, area, and quality of facilities and infrastructure. The real conditions of facilities and infrastructure can be used as the main consideration for drafting recommendations for minimum standards for facilities and infrastructure so that these standards fulfill the principle of achievement.

Educational facilities and infrastructure are the whole process of planning, procuring, utilizing, and teaching. Facilities and infrastructure that have been provided by the government should be utilized and used properly to support education so that the educational goals that have been set can be achieved effectively and efficiently. Providing sophisticated tools to universities will be able to create a pleasant learning climate so that it can provide motivation for the teaching and learning process. Administration of facilities and infrastructure in the utilization of assistance for tertiary institutions is used optimally, which of course needs to be made planning facilities and infrastructure.

The success of the development and development of sports and especially the development of sports achievements is determined by the sports management factor and the entire sports organization. Sports management must be carried out in an integrated and systematic manner, covering all planning, implementation and control activities. All sports organizations, both government and non-government, must be able to work together synergistically and actively in formulating policy directions and actions, improving performance to achieve development, overall sports will and especially in sports achievement coaching.

In achieving the highest sporting achievement, facilities and infrastructure are things that absolutely must be owned. Facilities include equipment and sports equipment, while infrastructure is a facility that includes sports stadiums, sports fields. In the procurement of facilities and infrastructure, what must be considered is the quantity and quality. Quantity in the sense of fulfilling the ratio between the number of sports facilities and users of sports facilities. Quality is the fulfillment of standard size requirements and materials in accordance with the rules of the game of each sport.

The Relationship between Service Quality and Soccer Sport Achievement

Based on the results of the study, it is known that there is a relationship between service quality and soccer sports achievement, meaning that the better the quality of services provided, the achievement of soccer sports will increase. In the era of globalization and increasingly fierce competition like today, the challenges faced by every country are also increasingly complex. This challenge is basically a challenge to the readiness of human resources. This situation must be anticipated early on, through the preparation of quality human resources which will be the capital and at the same time the key to success in facing globalization.

Realizing the importance of human resources, education is an institution related to the development of human resources. The institution of education is a tiered structure and is related to one another in a unified whole. Thus, it can be imagined that efforts to plan education are complicated and complex activities.

Efforts made by the Physical Education, Health, and Recreation Study Program of Sekolah Tinggi Olahraga dan Kesehatan Bina Guna in improving the quality of education are reflected in improving the quality of educational services, in accordance with the national standards of higher education by referring to the minimum service standards (SPM), which so far have not been fully

met by the Physical Education, Health, and Recreation Study Program of Sekolah Tinggi Olahraga dan Kesehatan Bina Guna.

The Physical Education, Health, and Recreation Study Program of Sekolah Tinggi Olahraga dan Kesehatan Bina Guna has strived to implement minimum service standards in accordance with the National Education Standards and serve as the basis for planning, implementing, and supervising the operations of the Physical Education, Health, and Recreation Study Program so as to realize quality national education and aims to ensure the quality of education.

The components of SPM in accordance with Government Regulation No. 19 of 2005 include nine basic components that must be continuously improved and developed to improve services to students, which in turn will shape the quality of graduates. The nine components of SPM include:

Curriculum

The curriculum is used as a foundation by the Bina Guna Sports and Health College Physical Education, Health, and Recreation Study Program in implementing the educational objectives that have been set in the formation of the competencies of graduates. Thus, the Physical Education, Health, and Recreation Study Program of Sekolah Tinggi Olahraga dan Kesehatan Bina Guna also applies a curriculum that is in accordance with national education policy.

Students

To be able to produce quality student learning, it is certainly influenced by internal and external factors. Internal factors are related to intelligence, attitudes, interests, talents, and student motivation. Understanding and the reciprocal relationship between intelligence, attitudes, talents, interests, and student motivation to achieve achievement.

Staffing

The personnel referred to in the minimum service standards are the actors of higher education management and have the minimum requirements set. The workforce in higher education consists of leaders, lecturers, administrative staff, and support staff. Higher education personnel will dynamically experience changes between roles and functions with each other, for example because there are promotions, rotations, retirements, moves, and deaths.

Infrastructure Facilities

The change in the learning paradigm, from lecturer-centered learning to student-centered learning is used as a basis for improving the quality of learning in the Physical Education, Health, and Recreation Study Program of Sekolah Tinggi Olahraga dan Kesehatan Bina Guna. This student-centered learning guarantees the implementation of meaningful learning because based on interviews with the Head of the Physical Education, Health, and Recreation Study Program at Sekolah Tinggi Olahraga dan Kesehatan Bina Guna with adequate facilities and infrastructure, students are encouraged to build their own understanding, and the lecturer acts as a facilitator. Students are also required to be more active and creative. Lecturers are not the only source of student knowledge, because the sources of knowledge are actually so many, and all of them are in the student environment.

Organization

In practice, the organizational structure is led by the head of the study program and assisted by lecturers who have different responsibilities according to their specifications. The head of the study program will organize all the potential human resources available (lecturers, administrative staff, laboratorians, librarians, and students) to work together to achieve quality educational goals.

Financing

Financing is no less important to support the implementation of quality education. Financing is an operational part of the budgeting system. Budgeting is a planning step and a fundamental planning instrument. Budgeting as an operating plan of an activity or project that contains details of cost expenditures for a certain period. Budgeting performs two functions viz: to be a tool for delegating authority in a plan and as an instrument for monitoring activities and

assessing the results of activities. The use of an education budget will provide the following benefits: (1) Establishing a plan of action for the future; (2) Establishing an assessment of planned activities; (3) Important for stabilizing work plans; (4) Useful for forecasting, expenditure and income estimation; (5) Establishing organized and coordinated planning throughout the organization; (6) Establishing a management control system and; (7) Serving the needs of the public information system.

Efficiency describes the relationship between inputs and outputs or between inputs and outputs. An efficient system is indicated by more output for the input source, education efficiency has a link between the utilization of limited educational resources so as to achieve high optimization. The efficiency of education financing needs to be directed at the following main points: (1) Equality of opportunity to enter higher education (equality of access); (2) Equality to stay in higher education (equality of survival); (3) Opportunities to obtain success in learning (equality of output); (4) Equality of opportunity to enjoy the benefits of education in community life (equality of outcome). Management of educational resources is carried out by the Physical Education, Health, and Recreation Study Program at Sekolah Tinggi Olahraga dan Kesehatan Bina Guna by managing optimally so that educational program planning can be achieved effectively and efficiently because with planning and budgeting, every aspect can be designed to achieve a predetermined goal. The process of using funds used in the Physical Education, Health, and Recreation Study Program at Sekolah Tinggi Olahraga dan Kesehatan Bina Guna is by preparing a Revenue and Expenditure Budget Plan including: (1) sources of income; (2) expenses for teaching and learning activities, development of learning resources and learning tools, honorarium and welfare.

Higher Education Management

A new approach considered more suitable for improving the quality of education is one based on higher education management. This approach is known as "Education Quality Improvement Management". This concept offers close and harmonious cooperation between higher education with the education user community and the government with their respective roles and responsibilities. Universities must be creative and dynamic in seeking quality improvement with increased independence while still within the framework of education policy references both central and regional policies. Community participation is needed so that college conditions can meet the standards to be achieved. Supervision carried out by the rectorate of the system implemented in the Physical Education, Health, and Recreation Study Program of Sekolah Tinggi Olahraga dan Kesehatan Bina Guna will have an impact on the determination and achievement of predetermined standards. With good supervision, all units in the Sekolah Tinggi Olahraga dan Kesehatan Bina Guna Physical Education, Health, and Recreation Study Program will obtain precise and useful information to make improvements to all higher education implementation units.

Discussions

The Relationship between Facility Management and Service Quality with Soccer Sports Achievement

Based on the results of the study, it is known that there is a relationship between facility management and service quality with soccer sports achievement. This means that the better facility management and quality of service, the achievement of soccer will increase. The results of this study indicate that facility management and quality of education services in higher education can improve soccer sporting achievements so that the Physical Education, Health, and Recreation Study Program of Sekolah Tinggi Olahraga dan Kesehatan Bina Guna should pay attention to the management of sports facilities which are expected to meet the needs of students so as to improve soccer sporting achievements. In addition, improving the quality of educational services must be a concern for managers, especially the Physical Education, Health, and Recreation Study Program of Sekolah Tinggi Olahraga dan Kesehatan Bina Guna in increasing student satisfaction as users of the educational services provided.

CONCLUSION

Based on the results of research on the Effect of Facility Management and Service Quality on Football Sports Achievement (Study on the Physical Education, Health, and Recreation Study Program of Sekolah Tinggi Olahraga dan Kesehatan Bina Guna) researchers can conclude as follows: (1) There is a relationship between facility management and soccer sports achievement, meaning that the better the facility management, the soccer sports achievement will increase. (2) There is a relationship between service quality and soccer sports achievement, meaning that the better the mutulayanan provided, the achievement of soccer sports will increase. (3) There is a relationship between facility management and service quality with soccer sports achievement. This means that the better facility management and service quality, the achievement of soccer will increase.

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