

YÜZME HAVUZU KULLANICILARININ MEMNUNİYET DÜZEYLERİNİN BELİRLENMESİ VE YAŞAM KALİTESİNİN İNCELENMESİ ⁽¹⁾

DETERMINATION OF SATISFACTION LEVELS OF SWIMMING POOL USERS AND INVESTIGATION OF QUALITY OF LIFE

Hanifi YIKILMAZ¹, Hayrettin GÜMÜŞDAĞ², Canan BASTIK³

²Yozgat Bozok University, Sport Sciences Faculty, Yozgat / Turkey

³Bursa Uludag University, Sport Sciences Faculty, Bursa / Turkey

ORCID ID: 0000-0002-8771-772X¹, 0000-0002-1616-8671², 0000-0002-9693-2202³

Öz: Amaç: Bu çalışmanın amacı; Yozgat Gençlik ve Spor Müdürlüğü'ne ait Yarı Olimpik Kapalı Yüzme Havuzu kullanıcılarının memnuniyet düzeylerinin belirlenmesi ve yaşam kalitelerinin araştırılması. Araştırmaya 2018 yılı Ekim, Kasım ve Aralık aylarında yüzme havuzunu kullanan 299 gönüllü katılmıştır. **Araştırma Metodolojisi:** Bu çalışmada, katılımcıların demografik özelliklerini, yaşam kalitelerini ve memnuniyet düzeylerini belirlemek için tanımlayıcı araştırma modeli kullanılmıştır. Katılımcıların yaşam kalitesi ile memnuniyet düzeyleri arasındaki ilişkiyi incelemek için ilişkisel araştırma modeli kullanılmıştır. Çalışmadan elde edilen veriler SPSS 22.0 paket programına aktarılmıştır. Veri analizi sürecinde; Katılımcıların demografik özelliklerini tanımlamak için frekans analizi, ikili gruplar için bağımsız gruplar t testi ve üç ve daha fazla grup için tek yönlü varyans analizi ANOVA analizi kullanılmaktadır. İki değişken (Spor Tesisi Memnuniyeti ve Yaşam Kalitesi) arasındaki ilişkiyi belirlemek için Pearson korelasyon testi yapıldı. Testlerde istatistiksel anlamlılık düzeyi belirlendi (p> 0.05). **Bulgular:** Bulgulara göre erkeklerin kadınlara göre tesisi daha fazla kullandığı, erkeklerin kadınlara göre daha memnun oldukları, kadınların genel olarak erkeklere göre yaşam kalitelerinin daha düşük olduğu ve gelir durumu ile memnuniyet değişkenleri arasında istatistiksel olarak farklılık olduğu görülmektedir. **Araştırma Sınırlılıkları:** Çalışma grubu Yozgat yarı olimpik yüzme havuzunu 2018 Aralık, Kasım ve Ekim aylarında kullananlardan oluşmaktadır. Daha fazla havuz kullanıcısı üzerinde ve daha uzun süre çalışmak daha verimli olacaktır. **Pratik Çıkarımlar:** Yaşam kalitesi alt boyutları arasında yüksek ilişki pozitif olarak gözlemlenirken, yaşam kalitesi ile tesisten memnuniyet arasındaki yüksek ilişki pozitif olarak gözlemlenmiştir. Ek olarak, fiziksel sağlık ile tesis memnuniyeti arasında diğerlerine göre daha yüksek bir ilişki gözlemlendi. **Özgünlük/Değer:** Havuz kullanıcılarının memnuniyeti ile yaşam kaliteleri arasında yeterli araştırma olmadığı için bu çalışma örnek olarak değerli kabul edilmektedir.

Ahtar Kelimeler: Yüzme, Yaşam Kalitesi, Memnuniyet, Havuz

Abstract: Aim: The aim of this study is; determination of the satisfaction level of the users of Semi-Olympic Indoor Swimming Pool owned by the Yozgat Youth and Sports Directorate and investigation of quality of their life. 299 volunteers that use swimming pool in October, November and December 2018 participated in the Research. **Research Methodology:** In this study, descriptive research model was used to determine demographic characteristics, quality of life and satisfaction levels of the participants. Relational research model was used to examine the relationship between the quality of life and satisfaction levels of the participants. The data obtained from the study were transferred to SPSS 22.0 package program. In the process of data analysis; in order to describe the demographic characteristics of the participants frequency analysis is used, independent groups t-test is used for binary groups, and one-way variance analysis, ANOVA analysis, is used for three or more groups. Pearson's correlation test was performed to determine the relationship between two variables (Sports Facilities Satisfaction and Quality of Life). The level of statistical significance was determined (p> 0.05) in the tests. **Findings:** According to the findings, men use the facility more than women, men are more satisfied than women, women have lower quality of life than men in general, and there is a statistical difference between income status and satisfaction variables. **Research Limitations:** The study group consists of users of the Yozgat semi-Olympic swimming pool in December, November and October 2018. It will be more productive to work on more pool users and for a longer period of time. **Practical Implications:** High relationship between the quality of life sub-dimensions was observed positively, although the High relationship between the quality of life and the satisfaction of the facility was not observed positively. In addition, a higher correlation was observed between physical health and facility satisfaction than others. **Originality/Value:** This study is considered valuable as an example since there is not enough research between satisfaction of pool users and their quality of life.

Keywords: Swimming, Quality of Life, Satisfaction, Pool

Doi: 10.17363/SSTB.2022/ABCD89/43.1

(1) Sorumlu Yazar, Corresponding Author: Hayrettin GÜMÜŞDAĞ (Prof. Dr., Professor), Yozgat Bozok University, Sport Sciences Faculty, Yozgat / Turkey, hgumusdag06@hotmail.com, Geliş Tarihi / Received: 11.02.2022, Kabul Tarihi / Accepted: 27.06.2022, Makalenin Türü: Type of Article: (Araştırma – Uygulama; Research - Application) Çıkar Çatışması, Yok – Conflict of Interest, None, Etik Kurul Raporu veya Kurum İzin Bilgisi- Ethical Board Report or Institutional Approval, Yok / None



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

INTRODUCTION

Swimming is the activity that a person takes to reach a specific distance in the water by applying certain techniques to the target distance. Swimming is defined as the ability of the person to complete the specified distances in the water in the shortest time as a butterfly, frog, backstroke, freestyle and mixed style (Hanula, 2001). In another definition, it is a sport branch in which all of the individual's muscles in the body work actively. As it is a type of sport made by applying a resistance against water, it provides important gains to the individual's fitness and strength (Bozdoğan, 2003). Knowing swimming has an effective place in one's life. Swimming is not only a sport but also provides a balanced development of the individual's free time using effectively, gaining strength, rehabilitation and even some of the muscles at the same rate. There is no muscle group that does not work in the exercise of the sport of swimming, it can move very easily with little force even during the time it is swimming in the water with low novelties. The sport of swimming also contributes to gaining discipline and confidence in the individual. (Bozdoğan and Özüak 2003).

Swimming is a very important sport in terms of children's healthy development. For this

reason, children's swimming sport is very important in terms of their development. In many developed countries, swimming is a sport that is taught to children as part of a compulsory course (Çelebi 2008). There are many features that make swimming different from other sports branches. The most striking feature of swimming is the use of legs and arms simultaneously or separately to stand in the water, thus expending energy in terms of providing horizontal mobility. Other differences are the factors needed to minimize or defeat the friction that hinders movement in the water. In addition, water has a pressure effect on breathing that makes breathing difficult. Therefore, we can say that "the energy we spend by swimming a determined distance is four times more than the energy we spend by running the same distance" (Odabaş, 2003).

1. Review of the Scientific Literature

Some Benefits of Swimming

We can list some of the benefits of swimming sport as follows:

- * Increases lung capacity and strengthens the heart.
- * Contributes to the development of durability and flexibility features.
- * It contributes to balance and novelization.



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

- * Its role on the circulatory system is great, changing the appearance of posture.
- * Reduces the chance of developing varicose veins and similar diseases.
- * It has an active role in weight regulation by regulating energy use capacities.
- * Provides the opportunity to live a calmer life free from than stress and tension..
- * It is an exercise recommended by doctors for joint ailments ‘because it does not put the ligaments and joints under much pressure.’
- * This exercise can be applied without hesitation to treat swims(physique and rehabilitate) by strengthening weak novices.
- * It is very beneficial for people with weight problems, especially pregnant and non-sports people (Çelebi, 2008).

Concept of Satisfaction

Today, people question the service provided in parallel with the developing age and are not difficult to satisfied due to the very competitive environment. The profile that accepted the service provided earlier has been replaced by the customer who questions the service and seeks innovation. In addition, many campaigns and competitive environments have brought a very different diversity environment from the point of view of consumers. In the face of this environment, the consumer

sought to be satisfied and questioned (Ferman, 1993). There are huge differences in concepts related to satisfaction. Despite all these differences, definitions share three basic elements. When these elements are examined as a whole; customer satisfaction is a sensory or cognitive response, and expectations relate to specific focuses such as product, consumer experience. This answer occurs at a certain time after consumption, after selection, depending on the accumulation of experience (Giese, 2000).

Definition of Satisfaction

Satisfaction occurs when an individual's wishes, needs and expectations are fully met (Berry, 1991). Customer satisfaction is a summary of the cognitive and affective reaction to a service event (or sometimes to a long-term service relationship). Satisfaction (or dissatisfaction) arises from a service encounter and the comparison of that encounter with expectations (Oliver, 1980). Customer satisfaction, or in other words, customer satisfaction, is undoubtedly one of the most important strategies for businesses. Since the 1980s, it has been one of the main topics discussed by firms of developed countries. Customer satisfaction, which is the most important factor in the profitability, Sunday share and growth rates of firms, is mainly dependent on firm loyalty (Eroğlu, 2005).



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

The Concept of Customer Satisfaction and its Importance

Customer: "it is a broad concept that covers people who are directly or indirectly affected by the products and services offered by an institution or organisation." (Tak, 2002). According to Pizam and Ellis, customer satisfaction or after consuming the goods and services obtained in parallel to the expectations that resulted in a psychological condition defined as satisfaction (Pizam and Ellis, 1999). Customer satisfaction occurs when the results that consumers expect from goods and services are equivalent to or above their expectations; dissatisfaction occurs when this expectation is exceeded (Parasuraman, Zeithaml and Berry, 1988.) Today, customer satisfaction is central to marketing strategies. The ability of businesses or organizations to maintain their place in the market and their assets are directly related to ensuring customer satisfaction. The realization of customer satisfaction is realized as a result of satisfaction of consumers, meeting their demands and responding to their needs. In this context, it is very important to be in constant communication with customers and to follow up and determine changes in customer behavior (Koçoğlu and Kırmacı, 2012: 282). The customer who is satisfied provides financial gain to the business in which s/he is consuming, however, s/he

brings new customers to the business by reporting her/his satisfaction to her/his environment. Thus, the advertising and promotion costs of the enterprises are reduced. Good customer satisfaction management contributes to the further growth of businesses (Fornell, 1992).

Importance of Pool User Satisfaction

During the second half of the twentieth century the place of the service industry in the economy showed remarkable progress. In order to increase profitability in businesses, it has become important to increase the number of satisfied customers and provide high quality services that can include them in the class of loyal customers in the consumer market (Duncan, 2002). Sports centers have to maintain high level of customer satisfaction as they are businesses that offer services. Sports centers are customer-oriented and must maintain continuity. Sports centers need to find better ways of providing services to ensure continuity. In this sense, the expectations of the customers in the competitive environment will be in the direction of better quality service. The decline in service quality will affect satisfaction and result in customer loss (Girginer, 2007).

Customer Satisfaction

If the performance of the service meets the expected satisfaction and occurs under the



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

expectation, dissatisfaction occurs. The customer will decide whether to buy the product or service again and the feedback s/he will have about the product or service will be determined as a result of a sense of satisfaction or dissatisfaction. (Özgülven, 2008). Just because a satisfied customer becomes a regular customer doesn't mean we get that customer. New customers will also be obtained by the advice made to the environment of that customer. In a nutshell, satisfaction attracts new customers to the business (Odabaşı, 2010).

Customer Loyalty

Customer loyalty is not only the customer's constant purchase of products/services from the same business, but also the fact that s/he describes and recommends the business to her/his environment. (Çatı, K., Koçoğlu C. M. and Gelibolu, L., 2010) satisfied customers become loyal customers. What should not be forgotten here is that simply satisfying a customer will not be enough to become a loyal customer. Ensuring customer satisfaction is very important at this point. (Odabaşı, Yavuz.2010). According to Zeithaml and Bitner, the long-term relationship to be developed with the customer increases the customer's awareness and recognition of the business and product/ service and is instrumental in strengthening the relationships between employees and customers. Strengthening the

relationship will increase customers ' commitment to the business.(Aksatan, Magnolia and Aktaş G. 2012).

The Concept of Quality of Life

Quality of life may seem like a simple concept but it is quite extensive (Perim, 2007). Due to its subjective, dynamic and multifaceted characteristics, it is used in many fields with social and Medical Sciences (Muezzinoğlu, 2005, Ganz, 1994). In the field of Social Sciences, the psychological and social well-being of the quality of life is emphasized, while in the field of medicine, more biological, psychological and clinical results are evaluated (Arslan and Gökçe, 1999). Although there are different definitions of quality of life, they are more descriptive than descriptive (Hickey et al., 2005). Quality of life is basically a multidimensional concept that affects the individual's personal satisfaction in compliance with the living conditions and represents the individual responses to the physical, spiritual and social effects of the disease (Eser et al., 1999) There is no fully accepted common definition for quality of life. Different cultures can differentiate definitions of quality of life. Some researchers describe quality of life as merely a subjective and objective structure, while some researchers describe it as a multifaceted structure (Cuthrel, 2013).



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

In order to understand this concept well, it is necessary to consider the subjectivity of individuals. Quality of life is associated with the individual's hopes, expectations, and shortcomings. Individuals present their situation and expectations by comparing their perceived social status with others. Many variables such as age, gender, education level, socio-economic level, health status, and religious beliefs play a role in shaping hopes and expectations (Durmaz and Atamaz, 2006).

Kabadayı (2006), a general view on quality of Life, listed as;

1. Quality of life is a multidimensional, broad concept.
2. Life consists of social, economic, psychological and physical environments (natural and structured environment). The quality of life is also a combination that arises from the interaction of the individual qualities of these environments with each other.
3. In general, objective and subjective indicators can be mentioned. However, it is generally accepted that there is a need to perceive the things that belong to life and therefore to make subjective evaluations.
4. Quality of life components can vary from culture to culture, from country to country.

What is essential here is that the main factors (Health, sports, education, shopping, transportation and cultural services, as well as housing and security etc.) it is the measurement of how it is perceived by society. (Kabadayı, 2006). The World Health Organization defines quality of life as an individual's perception of their position in life related to the cultural values, goals, expectations and concerns they live by (WHO, 1993). According to Singer (1996), quality of life means being healthy, having a good amount of free time and having the opportunity to live economically comfortably. The World Health Organization has uncovered comprehensive sections of quality of life, physically, psychologically, socially and environmentally, from the 'WHO quality of life 100' study on the measurement of quality of life (WHO, 1998).

MATERIALS and METHODS

Research Model

In this study, a descriptive research model was used to determine the demographic characteristics, quality of life and satisfaction levels of the participants. The relational research model was used to examine the relationship between participants' quality of life and satisfaction levels. The relational research method is used to determine relationships between variables and predict likely outcomes. The relationship level between two or



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

more variables is attempted to be measured using statistical tests (Karasar, 2005). The study was carried out in accordance with the Declaration of Helsinki Principles (<https://www.wma.net/what-we-do/medical-ethics/declaration-of-helsinki/>).

Research Group

The study group consists of users of the Yozgat semi-Olympic swimming pool in December, November and October 2018. The frequency and percentage values for the demographics of the Working Group are given in Table 3.1.

Data Collection Tools

In this research, 3 data collection tools were used for data collection. The data on the demographic characteristics of the participants were obtained by 'Personal Data Form'. Data on participants' satisfaction levels were obtained by the sports facilities customer satisfaction' scale developed by Yıldırım (2017), while data on their quality of life was obtained by the WHOQOL-BREF quality of life scale.

Sports Facilities Customer Satisfaction Scale

The 'sports facilities customer satisfaction' scale developed by Yıldırım (2017) consists of 32 items and 8 sub-dimensions. These dimensions are; Coach approach, support staff

approach, personal and social development, hygiene, canteen services, program support, atmosphere and fitness/comfort dimensions. There are 7 items under the coach approach size. The factor load values of the substances vary between 0.61 - 0.86. The cronbach Alpha value for size was 0.90.

WHOQOL-BREF Quality of Life Scale

The WHOQOL-BREF 26-question short form scale was selected from the WHOQOL-100 long form scale developed by the World Health Organization (WHO) quality of life group (1996) to evaluate how participants perceived their own quality of life. WHOQOL-BREF covers a total of 26 questions and 4 dimensions selected from WHOQOL-100, along with two questions in which perceived quality of life and health status are questioned. These four dimensions are physical, spiritual, social relations and environmental dimensions. The scale contains likert-type closed-ended answers. The original version consists of 26 items of the scale, the Turkish version consists of 27 items. It was taken by Fidaner et al. (1999) and adapted into Turkish. The answers to the questions are in 5 choices. The total quality of life score ranges from a minimum of 27 to a maximum of 135.



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

Analysis of The Data

In order to describe the demographic characteristics of the participants, frequency analysis, independent groups t-test for binary groups, one-way variance analysis for three or more groups Anova analysis was used to

analyze the data. Pearson correlation test was also performed to determine the relationship between the two variables (Sports Facilities satisfaction and quality of life). The statistical significance level of the tests was 0.05.

RESULTS

Table 1. Comparison of Sub-Dimensions of Facility Satisfaction and Quality of Life with Total Score Average According to Users' Pool Usage Variable Anova Test Findings

Scale and sub-dimensions	Pool usage	N	Mean	Sd.	F	t	significant groups
Physical Health	1 hour	118	3,86	,633	1,397	,249	-----
	2-4 hour	133	3,75	,491			
	5 hour and more	48	3,75	,695			
	Total	299	3,79	,586			
Mental Health	1 hour	118	3,69	,729	8,728	,000	5 Hour And more>1 hour
	2-4 hour	133	3,77	,573			
	5 hour and more	48	4,13	,465			



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

	Total	299	3,80	,641		
Social Relations	1 hour	118	3,85	,604		
	2-4 hour	133	3,73	,733		-----
	5 hour and more	48	3,63	,704	1,967	,142
	Total	299	3,76	,682		
Environmental Health	1 hour	118	3,87	,565		
	2-4 hour	132	3,74	,485	2,618	,075
	5 hour and more	48	3,73	,358		
	Total	298	3,79	,504		
Facility Satisfaction	1 hour	118	2,41	,284		1 Hour> 2-4 Hour
	2-4 hour	133	2,25	,317	10,455	,000
	5 hour and more	48	2,28	,210		1 Hour>5 Hour And more
	Total					



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

Total 299 2,32 ,298

p<0,05

In this case, it is observed that the WHO quality of life scale of the pool usage period creates significance in the lower dimensions of

mental health (p<0.05). Similarly, significant differences were found in sports facility satisfaction level (p<0.05).

Table 2. Comparison of the Sub-Dimensions of Facility Satisfaction and Quality of Life with the Total Score Average According to the Users' Pool Usage Goals Variable Anova Test Findings

Scale and sub-dimensions	Pool purpose	N	Mean	Sd.	F	p	significant groups
Physical Health	Physical Health	123	4,00	,470	15,865	,000	Physical Health> Weight Loss
	Weight Loss	85	3,56	,544			
	Entertainment	91	3,73	,671			
	Total	299	3,79	,586			
Mental Health	Physical Health	123	3,96	,673	6,828	,001	Physical Health> Entertainment
	Weight Loss	85	3,69	,493			
	Entertainment	91	3,68	,679			
	Total	299	3,80	,641			



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

	Physical Health	123	3,99	,574		
	Weight Loss	85	3,50	,820		Physical Health> Weight Loss
Social Relation	Entertainment	91	3,71	,572	14,523	,000 Physical Health> Entertainment
	Total	299	3,76	,682		
	Physical Health	123	4,00	,287		
Environmental Health	Weight Loss	84	3,53	,587	25,161	,000 Physical Health> Weight Loss
	Entertainment	91	3,75	,536		Physical Health> Entertainment
	Total	298	3,79	,504		Entertainment> Weight Loss
	Physical Health	123	2,46	,200		
Facility Satisfaction	Weight Loss	85	2,26	,304	29,631	,000 Physical Health>Weight Loss
	Entertainment	91	2,18	,324		Physical Health>Entertainment
	Total	299	2,32	,298		

p<0,05



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

The purpose of pool usage of the users has been questioned and the related results show that the difference in pool usage has shown

significant differences both in terms of WHO Quality of Life ($p < 0.05$) and in the sports facility satisfaction level ($p < 0.05$).

Table 3. The Relationship between Users' Facility Satisfaction and WHO Quality of Life Correlation

Scale and sub-dimensions		1	2	3	4	5
Physical Health (1)	r	1				
	p					
	N	299				
Mental Health (2)	r	,559**	1			
	p	,000				
	N	299	299			
Social Relation (3)	r	,701**	,611**	1		
	p	,000	,000			
	N	299	299	299		
Enviromental Health (4)	r	,732**	,654**	,757**	1	
	p	,000	,000	,000		
	N	298	298	298	298	
Facility Satisfaction (5)	r	,330**	,221**	,260**	,297**	1
	p	,000	,000	,000	,000	
	N	299	299	299	298	299

$p < 0,05$



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

Correlation analysis results show that the scores they get from the Quality of Life sub-dimensions are highly positive and meaningful relationships among themselves. In addition, it has been determined that there is a moderate positive relationship between physical health and facility satisfaction, a low positive direction between mental health and facility satisfaction, a low positive relationship between social relations and facility satisfaction, and a moderate positive relationship between environmental health and facility satisfaction.

DISCUSSION

The facilities, where sports and sports events are organized and where the competition environment can also be created and which can be used as recreative, are generally called sports facilities. Particularly unsuccessful, non-performance participation has been defined in various sources as recreational (Ramazanoğlu et al., 2004). Significant differences were observed according to both the quality of life assessment questionnaire and the satisfaction questionnaire. However, while these differences are calculated as the differences between the groups, the average values of the data are close to each other. In terms of gender, it is observed that men have higher scores in terms of health. According to the results of our study, it was determined that men use the facility more than women. Similar to our

findings; The results of both Bingöl (2010) and Akça (2012) have been closely observed. This can be explained by marriage, the role of women in the family structure and greater awareness of sports, and the distribution of roles that women take in the social framework. Considering the gender factor, it is observed that men are more satisfied with the facilities than women. As a matter of fact, the findings of our study show parallelism with the study of Yıldırım (2007). This situation may be thought to arise from the fact that men's expectations about sportive activities and facilities are in different forms than women. It was observed that the women participating in the study had lower quality of life scores than men in general. This situation arises from the problems mentioned in the literature. In particular, gender inequality, low education and socio-economic structure can be an indicator of the low score in women (AREM, 2007, Aslan, 2009: 2). Looking at their age, it is determined that there are differences according to age on facility satisfaction, but these differences do not constitute a statistically significant difference. In addition to our study, in the study of Yıldırım (2007), contrary to our study, it was observed that the young population has more facility usage. The fact that age differences are not statistically significant suggests that the activities within the facility and the appeal mass of the



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

facility create a homogenized structure. However, the high number of young people participating in the clinic stems from the young people's interest in sporting activities and the high rate of sport acceptance as a lifestyle. On the other hand, it was observed that the participants had differences in terms of quality of life and this difference did not reflect on the satisfaction of the facility. Factors affecting this are stated as the location and transportation of the facility (Yiğit, 2013). Korkutata et al. in their study in 2015, examined satisfaction in recreational sports enterprises. According to the findings of the study, it shows that those with higher education level participate in sports activities for a healthier life (Korkutata et al 2015). Although there is no statistical relationship with facility satisfaction, it can be argued that education level and parameters of healthy life are close in terms of creating an idea. When the quality of life values are evaluated, education is an important parameter. The higher the level of education, the higher quality, quality and intellectual accumulation have a direct impact on one's lifestyle and quality. As the level of education increases, it means an increase in the quality of work and income and increases the development of the person (Torlak 2008).

Considering the marital status, significant differences were found in both the quality of life and the level of satisfaction. The reason

for this may be due to the lower level of participation in sports in married people and different priorities in terms of economic needs. In 2016, Şahin examined the satisfaction levels of the employees in the call center. This study has shown in the findings that; There are differences in satisfaction between married and single participants in terms of many parameters (Şahin 2016). Different life dynamics created by marriage and its place in society are thought to have different demands between married and unmarried. According to the findings of our study, we can see that there is a statistical difference between income status and satisfaction variables. Different income states generated different satisfaction values. When we look at the findings, we see that the highest satisfaction scores are obtained from individuals who belong to medium and high incomes. Similar studies on the literature have also seen the effects of income distribution slices on satisfaction (Barutçular 2018). Individuals with moderate and high incomes are known to participate in more sporting events (Korkutata et al 2015). According to the results in quality of life scores, we see that low-income individuals score less statistically than middle-and high-income individuals. It is an acceptable idea that individuals identified as economically lower income or even poorer have lower quality of life (Cılga, 1994). In particular, determining basic living standards with material causes



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

basic conditions to remain lower and decreases quality of life (Boylu et al 2016). Significant differences were observed between licensed members using the facility and non-licensed members in favor of licensees according to both the quality of life Assessment Survey and the satisfaction survey. However, when these differences are calculated as differences between groups, the average values of the data are closely related to each other. Alcohol consumption, another criterion of our study, was found to be a significant difference in the quality of life of non-alcoholic members compared to those consuming alcohol, but this satisfaction was not observed in facility satisfaction. Another of our findings was that smoking, when the participants' cigarette use was examined. It was seen that it did not affect their quality of life in an interesting way, but a significant difference was observed in the satisfaction of the facility in favor of non-smokers. The pool usage time was observed to differ significantly according to the usage hours of the members using the pool at different time intervals, and in addition, significant differences were determined in terms of facility satisfaction. Interestingly, it was observed that both health and sociability and facility satisfaction scores were higher for the members who used the facility less in terms of duration. The purpose of using the pool, "healthy life, fun and weight loss" in the form of 3 different categories are discussed.

Looking at the findings, significant differences were determined between the members' quality of life and facility satisfaction scores. Batmaz et al. (2013) in their research, looked for answers to the question of what purpose athletes play sports for and found that 55.7% of them do it for health purposes. These results, which are consistent with our study, revealed the fact that athletes play sports for the sake of healthy living. It has been observed that members who use the facility for Healthy Living are more satisfied and have higher quality of life scores than members who come for weight loss and recreational purposes (Buoyant et al. 2013). When we look at the users' purpose of using the pool, it is seen that 123 (41.1%) use the pool for healthy living, 85 (28.4%) use it to lose weight, and 91 (30.4%) use the pool for recreational purposes. When we look at the study of Eser (2015), 80.3% of users responded to the goal of going to the Sports Center as being healthy, 31.3% to lose weight and 29.8% to use their free time. Demirel (2013)'s study concluded that the members participating in sports events, three important reasons emerged. These reasons are stated as maintaining health, losing weight and evaluating leisure time. Akça (2012) had the same findings and found that 64.1% of users played sports to stay fit, 59.4% to move and 51.4% to lose weight.



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

CONCLUSION

The relationship between the quality of life sub-dimensions and the satisfaction of the facility was examined, as expected, while the High relationship between the quality of life sub-dimensions was observed positively, although the High relationship between the quality of life and the satisfaction of the facility was not observed positively. In addition, a higher correlation was observed between physical health and facility satisfaction than others.

Disclosure Statement

The authors declare that they have no competing financial, professional or personal interests from other parties.

REFERENCE

AYDINER, B.A., (2016). Quality of Life and Indicators. Journal of Academic Research and Studies, 8,15

AKÇA, N.Ş., (2012). The Reasons for Individuals Who are Members of Private Sports Centers to Engage in Sports and the Level of Realization of Their Expectations, (master's thesis). Ankara University, Ankara

AKSATAN, M., GÜRHAN, A., (2012). Customer Relationship Management in

Small Accommodation Establishments: Alaçatı Example, Anatolia, Journal of Tourism Research, 23(2):233 – 247

AREM., (2007). First European Quality of Life Survey: Quality of Life in Turkey, Ministry of Interior Research and Studies Center (AREM). Retrieved 21 November 2014

ARSLAN, Ş., GÖKÇE, Y., (1999). Evaluation of Quality of Life in Geriatrics, Geriatrics, 2(4):173-178

ASLAN, D., (2009). The Concept of Quality of Life in Old Age: Women's Health Perspective, Aging Women's Symposium, Accessed on: 21 November 2014, http://www.huzurevleri.org.tr/docs/Yaslilik_Doneminde_Yasam_Kalitesi_Kavrami.pdf

BARUTÇULAR, T., (2018). User Satisfaction in High-Income Group Housing in the 2000s: The Example of Ataköy (Doctoral Dissertation, Istanbul Kultur University/Institute of Sciences/Architecture/Architectural Design Department)

BATMAZ, H.Ç., YILDIRIM, F., COŞKUNER, Z., KARADAĞ, M., ATALI, A., (2013). The Expectation and Satisfaction Levels of Athletes Playing



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

Volleyball in Secondary Education Institutions (Example of Elazig Province), e-Journal of New Science Academy, ISBN: 1306-3111/ 1308-7266

BERRY, D., (1991). Managing Service Results, Instrument Society of America Research Triangle Park, NC

BOZDOĞAN, A., (2003). Swimming Physiology-Mechanics-Method. Istanbul: İlpress Printing and Publishing. İstanbul

BOZDOĞAN, A., ÖZÜAK, A., (2003). Basic Swimming With Styles, İlpress Printing and Publishing. İstanbul

CILGA, İ., (1994). Youth and Quality of Life, Ankara: T.C. Prime Ministry General Directorate of Youth and Sports Printing House

CUTHREL, B.A., (2013). The Relationship Between Recreational Activity Participation and Vision Related Quality of Life Among Adults with Visual İmpairment. Published Master Dissertation. East Carolina University

ÇATI, K., KOÇOĞLU, C.M., GELİBOLU, L., (2010). The Relationship Between Customer Expectations and Customer

Loyalty: Example of a Five Star Hotel, Ç.Ü. Journal of the Social Sciences Institute, 19(1):429-446

ÇELEBİ, Ş., (2008). Examination of Body Structural and Functional Characteristics of Primary School Students Aged 9-13 Who Had Swimming Training. (License Thesis). Kayseri

DEMİREL, H., (2013). Service Quality in Businesses Offering Recreational Sports/Fitness Programs, (PhD thesis) Gazi University. Ankara

DUNCAN, M., GARY, H., (2002). The Relationship Among Service Quality, Value, Satisfaction and Future Intentions of Customer at an Australian Sports and Leisure Centre. Sport Management Review, 5(1):25-43. DOI:10.1016/S1441-3523(02)70060-0

DURMAZ, B., ATAMAZ, F., (2006). Stroke and Quality of Life. Turkish Journal of Physical Medicine and Rehabilitation, 52, 45-49

EROĞLU, E., (2005). Measurement Model of Customer Satisfaction, İ.Ü. Faculty of Business Journal of Business Administration, 34(1):7-25



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

- ESER, F.D., (2015).** University Sports Facilities User Satisfaction Level: Pamukkale University Sports Center example (Master's Thesis). Pamukkale University. Denizli
- ESER, Y.S., FİDANER, H., FİDANER, C., ELBİ, H., ESER, E., GÖKER, E., (1999).** Measuring quality of life, WHOQOL-100 and WHOQOL-BREF. Journal of Psychiatry Psychology Psychopharmacology (3P), 1999; 7(Ek 2):5-13
- FERMAN, M., (1993).** A Progressive Approach to the Issue Of Consumer Protection, Istanbul: Chamber of Commerce Publications
- FORNELL, C., (1992).** A National Customer Satisfaction Barometer: The Swedish Experience, The Journal of Marketing, 6-21
- GIESE, J.L., COTE, J.A., (2000).** Defining Consumer Satisfaction, Academy of Marketing Science Review, 1,1-27
- GİRGİNER, N, ŞAHİN B., (2007).** A Simulation Application for the Queuing Problem in Sports Facilities, Journal of Sports Sciences Hacettepe, 18, 13–30
- HANULA, D., (2001).** The Swim Coaching Bible, Human Kinetics. 21-133
- HICKEY, A., BARKER, M., MCGEE, H., O'BOYLE, C., (2005).** Measuring Health-Related Quality of Life in Older Patient Populations: A Review of Current Approaches, Pharmacoeconomics. 2005;23(10):971-93. doi: 10.2165/00019053-200523100-00002. PMID: 16235972
- KABADAYI, H., (2006).** A Multidimensional Approach to the Impact Of Quality of Life and User Satisfaction on Urban Design. (Master's Thesis), Istanbul University. İstanbul
- KOÇOĞLU, D., KIRMACI, S., (2012).** Customer Relationship Management and Customer Loyalty; A Survey in the Sector of Banking, International journal of business and social science, 282-291
- KORKUTATA, A., HALİS, M., (2015).** Factors Determining Customer Satisfaction With Personnel in Sportive Recreation Enterprises: Private Training Studio Example, Kastamonu University Faculty of Economics and Administrative Sciences Journal, 8(2):16-24
- MÜEZZİNOĞLU, T., (2004).** Yaşam Kalitesi. Üroonkoloji Derneği Güz Dönemi YK Alt Grup Bilimsel Toplantısı, 26-28 Kasım, Ankara



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

- GANZ, P.A., (1994).** Quality of Life and the Patient With Cancer: Individual and Policy Implicants, Cancer, 74 (4, Suppl.):1445-1452
- ODABAŞ, B., (2003).** The Effect of 12-Week Swimming Basic Training Activities on the Physical and Motor Characteristics of 7-12 Age Group Female and Male Swimmers, (Master's Thesis), Kocaeli University
- ODABAŞI, Y., (2010).** Customer Relationship Management in Sales and Marketing, İstanbul: Sistem Yayıncılık
- OLIVER, R.L., (1980).** A Cognitive Model of the Antecedents and Consequences of Satisfaction Decisions, Journal of Marketing Research, 17:460-469
- ÖZGÜVEN, N., (2008).** Customer Satisfaction in Service Marketing and an Application on the Transportation Sector, Ege Academic Perspective, 8(2):651-682
- PARASURAMAN, A., ZEITHAML, V.A., BERRY, L.L., (1988).** Servqual: A Multiple-İtem Scale for Measuring Consumer Perceptions of Service Quality, Journal of Retailing, 64(1):12-40
- PERİM, A., (2007).** Determination of Quality Life Perception of Nurses Working in Trakya University Training, Research and Practice Hospital. (master's thesis). University of Trakya. Trakya
- PIZAM, A., ELLIS, T., (1999).** Customer Satisfaction and Its Measurement in Hospitality Enterprises. International Journal of Contemporary Hospitality Management, 11 (7):326-339
- RAMAZANOĞLU, F., ALTUNGÜL, O., ÖZER, A., (2004).** Evaluation of Recreational Activities in terms of Sports, Fırat University Journal of Oriental Studies, 3 (1):199-202, Retrieved from <https://dergipark.org.tr/tr/pub/fudad/issue/47032/591369>
- SİNGER, R.N., (1996).** Moving Toward the Quality of Life, Quest, 48(3):246-252
- ŞAHİN, E., (2016).** Level of Satisfaction of the Employees in the Call Center: An Application in Ankara – (master's thesis). Gazi University. Ankara.
- TAK, B., (2002).** Citizen Satisfaction Researches as a Transition Tool to Customer-Oriented Customer-Oriented Management in Public Institutions, Journal of Uludağ University Faculty



SSTB

www.sstbdergisi.com

International Refereed Academic Journal of Sports, Health and Medical Sciences

April - May - June Number: 43 Spring Summer Semester Year: 2022

Uluslararası Hakemli Akademik Spor Sağlık ve Tıp Bilimleri Dergisi

Nisan - Mayıs - Haziran Sayı: 43 İlkbahar Yaz Dönemi Year: 2022

ID:557 K:459

ISSN Print: 2146-8508 Online 2147-1711

(ISO 18001-OH-0090-13001706 / ISO 14001-EM-0090-13001706 / ISO 9001-QM-0090-13001706 / ISO 10002-CM-0090-13001706)

(TRADEMARK)

(2015/04315- 2015-GE-18972)

- of Economics and Administrative Sciences, 21(2):143-159
- TORLAK, S.E., YAVUZÇEHRE, P.S., (2008).** A Study on the Quality of Life of the Urban Poor of Denizli, Contemporary Local Governments, 17(2):23-44
- WHO, WORLD HEALTH ORGANIZATION QUALITY OF LIFE GROUP. (1993).** Study protocol for the World Health Organization: Project to Develop A Quality of Life Assessment Instrument. Quality of Life Research, 2, 153–159
- WHO, WORLD HEALTH ORGANIZATION QUALITY OF LIFE GROUP. (1998).** Development of the World Health Organization WHOQOL-Bref Quality of Life Assessment, Psychological medicine, 28(03):551-558
- WHOQOL, (1998).** Development of the World Health Organization WHOQOL-BREF quality of life assessment, Psychological Medicine, 28 (3):551-558
- YILDIRIM, M., (2007).** Evaluation of Existing Sports Facilities in Eskişehir Province in Terms of Sports Activities and Determination of the Facility Strategy for 2015. (Master's Thesis). Dumlupınar University. Kütahya
- YILDIRIM, M., (2017).** Developing a Sports Facilities Customer Satisfaction Scale: Validity and Reliability Study, Education and Society in the 21st Century, Journal of Educational Sciences and Social Research, 6(16):157-176
- YİĞİT, Ş., (2013).** Investigation of Expectations and Perceptions of Individuals Attending Sports Centers for Service Quality. (master's thesis) Dumlupınar University, Kütahya
- *** An Article Was Made From the Thesis on Determining the Satisfaction Levels of Swimming Pool Users And Investigation of the Quality of Life (2019)**