

Relationship between demographic characteristics and risk management operations aqua complex managers of Khorasan Razavi

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Abstract

The purpose of this research is to Relationship between demographic characteristics and risk management operations aqua complex managers in Khorasan Razavi. The statistical population of the research included 103 managers of public and private swimming pools which 80 were selected as statistical samples by means of random sampling. The research method was descriptive and survey, and in measurement form. 3 questionnaires were used, on relating to demographic data and general information and the other to risk management practices and their validity was determined by alpha kronbach method. The required information was collected by personal interviews during the time acting of managers in pools gathered and the data was analyzed by using T-test, and person correlation coefficient. The result of this study indicated that: Significant relationship existed between the age and risk management practice ($r=0.328$, $P=0.003$). No significant relationship existed between the experience and risk management practice ($r=0.272$, $P=0.124$). Significant difference existed between sex and risk management practice ($t=-4.047$, $P=0.000$).

Keywords: Risk Management Operations, demographic characteristics

Introduction

Aqua sports are one of the most popular sports among people. Water-sports facilities having a high value among users and society and it can fulfill the security and healthy expectations of users if it planned and designed properly (Lhotsky, 2006). Since it's impossible to eliminate all accident in sports facilities, the main keys for coping with them are reducing risk exposure, reduce the number of predictable injuries and risk management operation (Carroll, 2006). Risk management is a way to identify risks, implement and develop protection programs and prevention of loss or damages (Ammon, 1993; Ammon, 2005; Hsiao, 2005). The most prevalent risks or injuries are those imposed on customers that may lead to lawsuits and managers of sport or recreation establishments must try to decreases such risks (Styles, 2002; Girvan, 1993; Koozechian, 2009). In the 21st century, risk management became closely related to sport industry and many attempts were made to reduce damages and losses due to lack of attention toward risks (Lhotsky, 2006). An effective risk management must identify risk factors and lawsuits and present effective solutions and recommendations for dealing with them (Lhotsky, 2006). Aghaei (2013) their study titled "Survey of risk management aqua complex in Khorasan Clement model" found: That there is a significant relationship between age and the risk managers the study also found that women performed better than men in the Risk Management. He more or less of an effect on improving operations, risk management is no management experience (Aghaei, 2013).

Kashef (2009) in a study entitled "Survey of risk management practices of the athletic directors province" to get the result that increase or decrease the effect of age on risk management practices are no better or worse. The results showed that the mean risk management behaviors in men more than women. The result can be that men are better than women on the set of their risk management practices are implemented (Kashef, 2009).

Koozechian (2009) their study titled "study the risk management process in public and private pools Tehran" to the conclusion that women are better than men in the Risk Management have used your aqua complex (Koozechian, 2009).

Eizadi (2008) their study titled "study the risk management process in public and private pools Tehran" to the conclusion that is a significant relationship between age and the risk managers The study also found that women performed better than men in the Risk Management. He more or less of an effect on improving operations, risk management is no management experience (Eizadi, 2008). Therefore the purpose of this study is Relationship between demographic characteristics and risk management operations aqua complex managers of Khorasan Razavi.

Materials and Methods

The present research is applied research with respect to its purpose and from methodological viewpoint, it is descriptive-survey carried out as field study. 80 male and female managers were included in the sample.

Population and Sample

The population of the research consisted of the managers of public and private swimming pools of Khorasan razavi Province, totaling 80 males and females.

The materials included three questionnaires: Risk Management Questionnaire (42 questions) adapted from the research work of Lhotsky, Risk Management Operations Questionnaire (50 questions) adapted from the research work of Hsiao, and a questionnaire regarding objective variables. The Risk Management Operations was assessed by experienced professors and taking into consideration the sociocultural conditions of the region,45 questions were chosen and its reliability coefficient was computed to be 0.95 (Koozechian,2009). Moreover, Kuder-Richardson formula was used in order to assess the reliability of the Risk Management Questionnaire. Kuder-Richardson method (a measure of internal consistency) emphasizes on the consistency of items or parts that make up a test. Using Kuder-Richardson formula, the reliability coefficient of this questionnaire ($\alpha = 0.87$) was deemed to be acceptable (Doosti, 2008). Descriptive statistics were used to organize the collected data into frequency, means, percentages, and computation of central indexes presented in tables. The required data were collected in person and were analyzed using SPSS 18 and Excel as well as t-test and Pearson's correlation coefficient.

Results

The findings of the research are presented in three sections: description of personal characteristics of swimming pool managers, description of indices related to risk management in swimming pools, and risk management operations.

Table 1: Distribution of population based on managers experience

Experience	Frequency	Percentage
Less than 2 years	17	17%
3-5 years	30	37%
6-10	21	26%
More than 10 years	12	20%
		Total:100%

Table 2: Relative frequency distribution of respondents' degrees as well as their fields of study

Degree				Field of Study	
Diploma	Associate's Degree	BSc	MSc or higher	Physical Education	Other
20%	22%	46%	12%	16%	84%
Total:100%				Total:100%	

Description of Indices Related to Risk Management Conditions in Swimming Pools:

In order to investigate the conditions of risk management in swimming pools of Khorasan razavi Province, 10 risk management indices were used of which 7 indices were related to swimming pools. These indices are: standard operating procedures, presence of risk managers in swimming pools, checklist(s) for inspection, strategies against illegal ticket selling, insurance of swimmers against incidents, forms for documentation of incidents and injuries, and proper signs and guidelines in swimming pools.

Table 3: Frequency distribution of indices related to risk management conditions in swimming pools

Indices	Positive Answers	Negative Answers
Standard Operating Procedures	17%	71%
Risk Managers	14%	81%
Checklist(s) for Inspection	26%	78%
Strategies against Illegal Ticket Selling	31%	72%
Insurance of Swimmers	29%	69%
Documentation Forms	32%	58%
Proper Signs and Guidelines	28%	64%

Results showed that there was significant difference between the age and risk management practice (P=0.003)(table4) and there was a No significant relationship existed between the experience and risk management practice.(P=0.272)(Table5) and also there was Significant difference existed between sex and risk management practice. (P=0.000)(Table6).

Table 4: Relationship existed between the age and risk management practice managers of public and private swimming pools

Source of Variance	Age Managers	
	R	P Value
management operations	0.328	0.003
Identification	0.341	0.002
Assessment	0.262	0.019
Control	0.281	0.011

Table 5: Relationship existed between the experience and risk management practice managers of public and private swimming pools

Source of Variance	Experience Managers	
	R	P Value
management operations	0.124	0.272
Identification	0.133	0.24
Assessment	0.08	0.482
Control	0.115	0.31

Table 6: Comparing risk management operations administered by male and female managers of public and private swimming pools

Source of Variance	Degree of Freedom	T Value	P Value
Risk Management by Males and Females	49.426	-4.047	0.000

Discussion and Conclusion

Considering the data from the research, 84% of swimming pool managers were educated in fields other than physical education. In other words, only 16% of managers were educated in physical education which is inconsistent with Lhotsky's results (2006). This finding indicates that one possible reason why sport managers were not familiar with risk management operations in swimming pools was lack of a physical education degree. In the field of physical education and sport sciences, students pass courses such as management of sport establishments and sports law (both as optional courses). In these courses of study, students learn issues such as conditions of holding tournaments and how to ensure security of participants and spectators in sport establishments. Thus, the graduates of physical education are generally more acquainted with these notions and methods for dealing with security and risk management and the managers who are educated in the field of physical education generally apply better risk management and safety plans in sport establishments. Considering the data from the research, 50% of managers being studied had less than 5 years of experience as swimming pool managers which is inconsistent with Lhotsky's results (2006). This finding suggests that there is not much stability in swimming pool management. This lack of stability and the presence of political managers instead of managers specialized in physical education is perhaps another reasons why managers do not pay enough attention to safety and risk issues which are inherent parts of sports, in particular water sports. As we stated in the sections above, swimming pools did not have a proper condition in most given indices of risk management. We discuss these in turn. Standard operating procedures: considering the data from the research, 71% of respondents stated that there are no standard operating procedures for risk management in swimming pools, which implies that managers must provide some procedures in this regard. Educating the staff and holding seminars on risk management in swimming pools are effective solutions for managers. Risk managers in swimming pools: almost 80% of respondents stated that there is no such person as a risk manager in swimming pools. The notion of risk management is newly introduced in sports of Iran and has not been very much taken into consideration. Thus, there must be educational courses and risk managers must be subject to such trainings so that in near future we will be able to employ such managers in swimming pools. Checklist(s) for inspection: 78% of respondents stated that there are no checklists for inspecting important different parts of swimming pools, electronic devices, and mechanical gadgets. Strategies against illegal ticket selling: 72% of respondents stated that no strategies have been devised against illegal ticket selling in black markets. Generally, any kind of irregularity or chaos in ticket selling will disturb the mental peace of swimmers. Insuring swimmers against incidents: 69% of respondents stated that swimmers were not insured. One of the fundamental necessities of risk management is to provide insurance for all swimmers. Paying attention to this issue will decrease possible lawsuits against managers and officials of swimming pools. Forms for documenting incidents and injuries: 88% of respondents stated that there are no documentation forms in swimming pools. Keeping a record of incidents and maintaining it enables managers to be more prepared for preventing possible incidents and to take preventive actions.

Proper signs and guidelines in swimming pools: 74% of respondents stated that there are no proper signs and guidelines in swimming pools which are necessary for preventing and controlling incidents. Risk management is not just obeying organization's rules and regulations. An analysis of incidents reveals that most of these incidents were due to lack of risk management in accordance with regulation and that the rules themselves were not proper and effective with respect to risk-related factors. Organizations that go beyond the limit and legally face potential risk factors may be able to deal with many of such incidents by improving their management and performance, thereby prevent the occurrence of risks (Seidler, 2006). The problem we currently face in Iran is lack of attention toward critical risk factors and that only short-term superficial actions has been taken in this regard, and we observe that the sport system of the country lacks a scientific, systematic, and all-embracing risk management plan and the evidence for such a claim can be found in numerous regrettable accidents that have occurred in swimming pools. This study showed that there was a significant relationship between age and risk management operations, with over 60 years of age received the most score and people between the 31 to 40 years, the worst being the risk management process. The Research Kashef is inconsistent and research Aghaei, Eizadi and Koozechian is consistent. Seemed to managers who had experience aqua complex management because of the understand dangers of the sport better than any other manager in the risk management functions have. But the research findings showed that there was no significant relationship between experience and Operational Risk Management. The Research Aghaei, Eizadi and Koozechian is consistent and Research Kashef is inconsistent. This study showed that the risk management operations, and gender (male and female) there are significant differences, The Research Kashef is inconsistent. And Research Aghaei, Eizadi, Asghari (2011), Nasiri (2011) and Koozechian is consistent. Results showed that women in terms of recruitment and training of personnel, equipment, safety equipment, warning and risk transfer and transportation performed better than men.

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