



# Coaches and Athletes Satisfaction Towards U-16 Sleman Volleyball Championship

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**Abstract.** This study aims to determine the level of satisfaction of coaches and athletes towards the PBVSI U-16 Volleyball Championship program in Sleman Regency, so that later it can be an evaluation material for the PBVSI of Sleman Regency in organizing the upcoming U-16 Volleyball Championship. This is a quantitative descriptive study. Data were collected through survey. The population in the study was the participants of the 16-year-old volleyball Championship in Sleman Regency. The sample was obtained from a total of 72 male athletes and 24 coaches from 10 clubs. Data analysis techniques in this study used descriptive statistical data analysis techniques. The results showed that the overall level of satisfaction of athletes and coaches with the PBVSI U-16 Volleyball Championship program in Sleman Regency is in the very good category (60.42%) with a frequency of 58 respondents, in the good category of 39.58% with a frequency of 38 respondents, while in the sufficient, less and very less category of 0% with a frequency of 0 respondents. The satisfaction of athletes and coaches in this study was based on 5 (five) factors or variables, namely tangible, empathy, responsiveness, reliability, and confidence factors. Thus, it can be concluded that athletes and coaches are very satisfied with the PBVSI program of the U-16 Volleyball Championship in Sleman Regency.

**Keywords:** satisfaction · athletes · coaches

## 1 Introduction

The game of volleyball is one of the most popular sports in the Indonesian community. Volleyball is a complex game sport that is not easy for everyone to play (de Leeuw et al. 2022; Liu et al. 2022). The game of volleyball is played in a rectangular field with a length of 18 m and a width of 9 m. In the middle of the field, a barrier is given, namely the net to divide the two lengths. The net net width is 90 cm with a height of 2.3 m for men and for women with a height of 2.2 m, that is, the attack line is limited to 3 m from the net, and the rest as a rear defensive area. The players rotate clockwise each player performs the start of the serve.

In volleyball games, each group must try to hit the ball until it crosses the net and will get 1 point if the ball manages to fall into the opponent's plot (rally point), the game is over when one of the teams reaches the number 25. At 24–24, the game continued until

a difference of 2 (two) numbers was reached. According to its development, now the game of volleyball has become an official competitive sport that is always contested in every sporting event (Keswando et al. 2022; Villalon-Gasch et al. 2022). The coaching orientation is more towards achieving achievements, but the value of recreation will not be lost and will even always increase.

In the development of the sports world today, coaching in sports is a factor that plays a very important role in advancing and improving sports achievements, because the development or progress of the sports world depends on coaching the sport itself, whether coaching in the community, schools, regions, or coaching in training centers. The role of sports coaching must be optimally programmed, to organize the course of coaching in accordance with the program that has been systematically compiled. The achievements of an athlete are largely determined by the quality of the coach and his training program, so a club was established as a forum for training and coaching athletes (Lara-Bercial et al. 2022; Linghede et al. 2022).

Achievement sports coaching is one way to give birth to and find talented players to be developed to be more accomplished (Moon 2022; Moustakas et al. 2022). The Indonesian Volleyball Association (PBVSI) of Sleman Regency in this case as the parent organization of volleyball in Sleman Regency, in order to advance the development of achievement sports or strive to advance volleyball in the region by holding competitions or matches with the young age group of 16 years. With the holding of regular matches in the regions and with the age limit at the games, the hope is that it will bring out the seeds of talented young athletes in the sport of volleyball in Sleman Regency.

In a process of coaching sports achievements, of course, in addition to requiring human resources in the form of quality athletes, of course, it also requires a coach who is competent in that field. A competent coach is one of the main keys to help athletes achieve achievements. As explained Wijayanto (2022) that coaches must be able to play the role of teachers, coaches, instructors, motivators, discipline enforcers, managers, administrators, issuing agents, social workers, friends, science experts, and as students. Next Fajar et al. (2022) that the requirements to become a coach include: (1) the ability and skills of the sports being fostered, (2) having knowledge and experience in their fields, (3) dedication and commitment to coaching, (4) having good morals and personality attitudes.

The match itself is one of the measuring instruments in the process of coaching achievement sports. Success in coaching achievements, especially volleyball, will be determined by success through a championship or match (Albaladejo-Saura et al. 2022). Volleyball clubs make a championship or match an assessment of the coaching process. The volleyball championship itself is one of the regular championship events held by PBVSI in this case Sleman Regency. This year's 16-year-old volleyball championship was canceled due to the pandemic. However, in this case, pbvsi Sleman Regency in the last 2 years has routinely held a 16-year-old championship.

During the covid 19 pandemic like now, it is certainly difficult for PBVSI to hold the match. However, the PBVSI management, Sleman himself, certainly tried to keep the match by slightly modifying or changing the rules of the match. The match rules were changed to avoid the spread of the covid 19 virus, namely by reducing the number of players, namely by 6 players and using only 1 reserve player. That way it will avoid the

chaos that exists on the field, and athletes will become more mature in terms of technique, because they are not dependent on other players. Like a quicker being a receive that is usually replaced by a libero. of course, that way the match is expected to go on safely. Of course, by continuing to carry out health protocols such as checking temperatures and wearing masks before entering the field of play.

Furthermore, pbvsi of Sleman Regency in this case also made a new program, namely home and away matches, that way there will be no crowds in one place. In addition, athletes' flying hours will increase and clubs can know each other's training grounds. But with the holding of the program, of course, the match officers will have difficulties and will also not be able to be as much as possible because they have to be divided in several places at once. And the only thing in charge is the main referee and assisted by referee 2, there is no lines mens and also schorseet.

In this study, what will be discussed is the level of satisfaction in the field of sports, especially the satisfaction of coaches and athletes with the 16-year-old volleyball championship program held by pbvsi Sleman Regency. Satisfaction covers in different areas that exist in life today. This can be seen from the scope of fields related to satisfaction, including: economics, in the fields of law, religion, education, and in the field of sports. Satisfaction is the level of a person's feelings after comparing the performance or results he feels compared to his expectations (Andyasa & Syafi'i, 2022; Guntoro et al. 2022; Klarisah 2022). Customer satisfaction is influenced by the perception of service quality, product quality, price and factors of a personal nature as well as those of a momentary nature. Customer satisfaction is the customer's response to the evaluation of discrepancies felt after its use.

The good and bad quality of services provided by service providers in this case PBVSI Sleman Regency in organizing a match event, namely the 16-year-old volleyball Championship can be evaluated through a study. This study aims to determine the level of satisfaction of coaches and athletes towards the PBVSI U-16 Volleyball Vocational Program in Sleman Regency.

## 2 Method

This research is a quantitative descriptive study. The research method used in this research is a survey method with data collection techniques using questionnaires or questionnaires. The place in the study was in 10 volleyball clubs that participated in the 16th Round of 16th Year in Sleman Regency consisting of Yuso Sleman, Pervas, MVC, Mutiara, Popsivo, Yumantara, HRM, Bintang Utara, GVC and Sleman United. The population in the study was the entire club of participants in the 16-year-old volleyball Championship in Sleman County. The sampling technique uses purposive sampling. The sample in this study was a 16-year-old volleyball vocational participant in Sleman Regency with a total of 72 male athletes and 24 coaches.

The instrument used is a questionnaire method to collect data. The questionnaire in this study is a closed questionnaire. A closed questionnaire is a questionnaire that is presented in such a form that respondents only need to give a check list mark (✓) in the appropriate column or place, with the questionnaire directly using a multilevel scale. The instrument in this study is an objective test of being satisfied with four options, namely:

“Strongly Agree” (SS), “Agree” (S), “Disagree” (KS), “Disagree” (TS), the answer from the respondent is given by checking the column provided. The data collection technique that will be used is to provide questionnaire sheets to coaches and athletes who are samples in the study. Questionnaires are the most efficient data collection technique when researchers know with certainty the variables to be measured and know what can be expected of respondents. The mechanism is as follows: a) the researcher looked for data on coaches and athletes aged 16 years of participants in the Sleman Regency Volleyball Championship, b) the researcher determined the number of coaches and athletes who were sampled by the study, c) the researcher then distributed the questionnaire to respondents, d) then the researcher collected the questionnaire and carried out transcripts on the results of filling out the questionnaire that had been carried out on coaches and athletes, e) after obtaining research data the researcher draws conclusions and suggestions. The total validity value of the questionnaire method research instrument is 0.845, so it can be said to be valid, and the reliability value is 0.952.

Data analysis techniques in this study use quantitative descriptive data analysis techniques. Descriptive statistical calculations use percentage descriptive statistics, because those included in descriptive statistics include the presentation of data through tables, graphs, diagrams, circles, pictograms, mean calculations, modes, medians, decile calculations, percentiles, calculations of the distribution of average calculation data, standard deviations, and percentages.

### 3 Results and Discussion

The results of this study are intended to illustrate the data, namely about how high the level of satisfaction of athletes and coaches is with the PBVSI U-16 Volleyball Championship program in Sleman Regency, which was revealed with a questionnaire totaling 38 items, and was divided into five factors, namely (1) Tangibles (Tangible), (2) Empathy (Empathy), (3) Reliability (Reliability), (4) Responsiveness (Responsiveness), and (5) Assurance (Confidence). The results of the analysis of research data are presented as follows:

#### a. Athlete and Coach Satisfaction Level Results

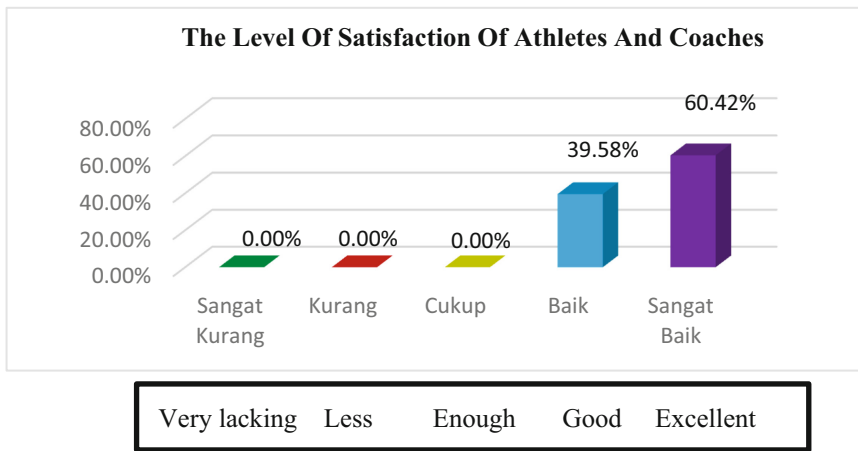
Overall, the statistical descriptive data from the study on the level of satisfaction of coaches and athletes with the PBVSI U-16 Volleyball Vocational Program in Sleman Regency in this study was measured with 38 statements with a score range of 1 – 4. The following is a table of the distribution of the results of the research on the level of athlete satisfaction as follows:

The results of the satisfaction level study if displayed in the form of a diagram, then the data on the level of satisfaction of athletes and coaches with the PBVSI U-16 Volleyball Program in Sleman Regency can be seen in the following picture:

Based on the table above, the results of the study on the level of athlete satisfaction with the PBVSI U-16 Volleyball Vocational program in Sleman Regency which is included in the excellent category of 60.42% with a frequency of 58 respondents, the good category of 39.58% with a frequency of 38 respondents, while in the category of sufficient, less and very less by 0% with a frequency of 0 respondents.

**Table 1.** Frequency Distribution of Athletes and Coaches' Satisfaction Levels Towards the PBVSI Program for U-16 Volleyball Championships in Sleman Regency

NO	INTERVAL	FREQUENCY	PERCENTAGE	CATEGORY
1	124 ≤ 153	58	60.42%	Excellent
2	94 ≤ 123	38	39.58%	Good
3	64 ≤ 93	0	0.00%	Enough
4	34 ≤ 63	0	0.00%	Less
5	4 ≤ 33	0	0.00%	Very Lacking
<b>Sum</b>		<b>96</b>	<b>100.00%</b>	



**Fig. 1.** Bar Chart of Athletes and Coaches' Satisfaction Levels Towards the PBVSI Program for the U-16 Volleyball Championship in Sleman Regency

**b. Athlete Satisfaction Level Results**

The results of the study on the level of athlete satisfaction in this study were measured with 38 points of statement with a score range of 1 – 4. The following is a table of the distribution of the results of the research on the level of athlete satisfaction as follows:

The results of research on the level of athlete satisfaction with the PBVSI U-16 Volleyball Championship program in Sleman Regency which is included in the excellent category of 54.94% with a frequency of 41 respondents, the good category of 43.06% with a frequency of 31 respondents, while in the category of sufficient, less and very less by 0% with a frequency of 0 respondents.

**c. Coach Satisfaction Level Results**

The results of the study on the level of satisfaction of trainers who fall into the very good category are 70.83% with a frequency of 17 respondents, the good category is 29.17%

**Table 2.** Frequency Distribution of Athletes' Satisfaction Levels with the PBVSI Program in Sleman Regency U-16 Volleyball Championship

No	Interval	Frequency	Percentage	Category
1	124 ≤ 153	41	56.94%	Excellent
2	94 ≤ 123	31	43.06%	Good
3	64 ≤ 93	0	0.00%	Enough
4	34 ≤ 63	0	0.00%	Less
5	4 ≤ 33	0	0.00%	Very Lacking
<b>Sum</b>		<b>72</b>	<b>100.00%</b>	

with a frequency of 7 respondents, while the category is sufficient, less and very less by 0% with a frequency of 0 respondents.

This study aims to determine the level of satisfaction of coaches and athletes towards the PBVSI U-16 Volleyball Championship program in Sleman Regency. Based on the results of the study, it shows that the level of satisfaction of coaches and athletes towards the PBVSI U-16 Volleyball Championship program in Sleman Regency is included in the very good category. In detail, the highest category is in the "excellent" category of excellent category by 60.42% with a frequency of 58 respondents, a satisfactory category of 39.58% with a frequency of 38 respondents, while in the sufficient category, less and very less by 0% with a frequency of 0 respondents.

The satisfaction of coaches and athletes is a level where needs, desires, and expectations can be met. As has been suggested by Irawan (2010) that a customer's satisfaction is driven by several factors, including: product quality, price, service quality (servqual) and emotional factors. Tjiptono (2008) states that the satisfaction-forming attributes are the conformity of expectations, the ease of obtaining, and the availability to recommend. Therefore, as the one who provides the PBVSI Program, volleyball championships u 16 sleman districts must pay attention to the quality of service imposed on these coaches and athletes in order to feel satisfied with the program provided. If the PBVSI U-16 Volleyball Championship program provides satisfactory service, then coaches and athletes will feel comfortable and satisfied, namely the factors of tangibles, reliability, responsiveness, assurance, and empathy are described as follows: (1) tangibles (tangible) are the appearance of physical facilities, equipment, personnel, and communication media. This factor will also have a positive influence on customer satisfaction, because the better the quality of the facilities used in providing services, the better the level of customer satisfaction. Based on the results of the analysis, it shows that the level of satisfaction of coaches and athletes towards the PBVSI U-16 Volleyball Championship program in Sleman Regency is based on tangibles in the "excellent" category, (2) reliability is the ability of service providers to carry out the promised services consistently and reliably. Customer satisfaction will be fulfilled if the quality of the products/services provided is in accordance with its promise to customers. The reliability factor in this study was reviewed in terms of accuracy in the PBVSI program. Based on the results of the analysis, it shows that the level of satisfaction of coaches and athletes towards the PBVSI U-16

Volleyball Championship program in Sleman Regency is based on reliability factors in the “excellent” category, (3) responsiveness is the willingness to help customers and provide services quickly or responsively. Responsiveness will have a good influence on customer satisfaction, because a good response will provide a good satisfaction value as well. The responsiveness factor in this study was reviewed in terms of receiving complaints, quickly responding to complaints from athletes and coaches with hospitality. Based on the results of the analysis, it shows that the level of satisfaction of coaches and athletes towards the PBVSI U-16 Volleyball Championship program in Sleman Regency from the responsiveness factor in the “excellent” category, (4) assurance is the knowledge and politeness of employees and their ability to generate trust and confidence or “assurance”. So, customers will feel satisfied if there is a guarantee of the quality of services provided by service providers and for the safety of the goods carried by customers. The assurance factor in this study was reviewed in terms of security and safety guarantees, the friendliness of athletes and coaches and clubs, achievements or awards. Based on the results of the analysis, it shows that the level of satisfaction of coaches and athletes towards the PBVSI U-16 Volleyball Championship program in Sleman Regency based on assurance factors in the “good” category, (5) empathy (empathy) is the existence of a sense of care, providing personal attention to customers. This is important because customer satisfaction will also be achieved if there is a sense of comfort experienced by customers in using the services provided. The empathy factor in this study was viewed in terms of prioritizing the interests of athletes and coaches and the ease of communication of serving with a friendly attitude. Based on the results of the analysis, it shows that the level of satisfaction of coaches and athletes towards the PBVSI U-16 Volleyball Championship program in Sleman Regency is based on the empathy factor in the “good” category.

## 4 Conclusion

Based on the results of research conducted in the PBVSI U-16 Volleyball Championship program in Sleman Regency, which consists of male athletes and coaches. There are a total of 72 male athletes and 24 coaches with a total number of clubs as many as 10 clubs so that researchers are able to explain the discussion as described above and it can be concluded that athlete satisfaction in participating in the Sleman Regency U-16 Volleyball Championship can be said to have a very high or very good level of satisfaction of 60.42% with a frequency of 58 respondents. Judging from the gains in the level of satisfaction possessed by athletes and coaches, it is very good because there is no number of respondents who get less and very less categories, so that way the chances of athletes to excel are even greater. In terms of factors that affect satisfaction in athletes in participating in the U-16 volleyball championship, there are five factors, namely: a) tangible factors b) empathy factors c) reliability factors d) responsiveness factors. e) confidence factor.

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