



Level of Public Satisfaction with Sports Facilities and Infrastructure in Tondo Village, West Bungku District, Morowali Regency

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ABSTRACT

Sports facilities and infrastructure play an important role in supporting community participation in sports activities, improving public health, and strengthening social interaction. However, in rural areas, the availability, quality, and management of sports facilities often face limitations that may affect public satisfaction. This study aimed to determine the level of community satisfaction with sports facilities and infrastructure in Tondo Village, West Bungku District, Morowali Regency. This research employed a descriptive quantitative method with a survey approach. The participants consisted of 36 community members who had utilized the available sports facilities. Data were collected using a Likert-scale questionnaire comprising 20 statement items distributed across four indicators: availability and completeness of sports facilities, physical condition and feasibility of facilities, benefits of facilities for community health, and maintenance and cleanliness of facilities. Data were analyzed using descriptive statistical analysis through the calculation of the Community Satisfaction Index (CSI). The findings revealed that the level of community satisfaction with sports facilities and infrastructure in Tondo Village was categorized as very satisfied, with an index score of 82%. Specifically, respondents expressed satisfaction regarding the availability of sports facilities, physical condition and usability, health benefits derived from facility use, as well as maintenance and cleanliness. The results indicate that sports facilities in Tondo Village have contributed positively to supporting community sports participation, improving public health, and enhancing social interaction among residents. In conclusion, the available sports infrastructure has generally met community expectations, although improvements in maintenance and management remain necessary. This study may serve as evaluation material for local government in improving the quality and sustainability of sports facilities development.

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INTRODUCTION

Sport has become an integral component of both modern and rural community life, serving not only as a means of improving physical fitness but also as a social instrument for



strengthening interaction, solidarity, and collective participation within communities. In the context of community development, sports participation contributes to public health enhancement, social cohesion, and sustainable rural empowerment. Recent studies have emphasized that community sport environments can influence behavioral patterns, active lifestyles, and the quality of social engagement among residents (Zhu et al., 2025; Eime et al., 2020; Hoekman et al., 2019). The presence of adequate sports facilities and infrastructure is therefore increasingly recognized as a critical determinant of public engagement in physical activity.

Sports facilities and infrastructure—including open fields, courts, recreation spaces, and supporting amenities—serve as enabling factors for community sport participation. Well-maintained, safe, comfortable, and accessible facilities encourage frequent participation, whereas poor-quality infrastructure may discourage engagement and reduce community satisfaction (Wicker et al., 2017; García-Hermoso et al., 2021). Satisfaction with sports facilities is not solely associated with physical conditions, but also encompasses accessibility, maintenance quality, usability, safety, and perceived adequacy relative to community needs (Cohen et al., 2018; Lee & Maheswaran, 2021).

In rural settings, the issue of sports infrastructure availability remains a persistent concern. Compared to urban regions, rural communities often face unequal access to public sport spaces, inadequate maintenance, and limited investment in infrastructure development (Veal, 2018; Misener & Schulenkorf, 2019). These disparities contribute to reduced opportunities for regular physical activity and lower participation levels. In Indonesia, this challenge remains evident, particularly in village-level communities. According to the Ministry of Youth and Sports (Kemenpora, 2024), numerous rural areas still lack adequate basic sports facilities, leading to inequitable access and underutilization of community sport resources.

Tondo Village, located in West Bungku District, Morowali Regency, represents a rural area with strong social potential for sports participation. Community members actively utilize existing facilities such as football fields, volleyball courts, and open public spaces for physical activities. However, concerns remain regarding the condition, maintenance, safety, and sufficiency of these facilities. Preliminary observations indicate that although these facilities exist, their capacity to meet community expectations has not been comprehensively assessed. This creates an important issue regarding the level of public satisfaction with sports facilities and infrastructure in the village. Public satisfaction is a strategic indicator of service quality and infrastructure effectiveness. Measuring community satisfaction provides empirical evidence regarding whether available facilities align with user needs, expectations, and standards of adequacy. Furthermore, satisfaction studies can inform local government policy and rural development planning, particularly in prioritizing infrastructure improvements that support healthier and more active communities. Therefore, investigating the level of public satisfaction with sports facilities and infrastructure in Tondo Village is both practically relevant and academically significant.

Research on sports facilities and public satisfaction has grown considerably in the last decade. Several studies have shown that facility quality significantly predicts sport participation behavior, user satisfaction, and perceived quality of life. Wicker et al. (2017) found that accessible sports infrastructure positively influences participation rates in community sports. Similarly, Hoekman et al. (2019) demonstrated that equitable facility distribution contributes to improved public sport engagement.

Studies in public recreation have further emphasized that infrastructure quality influences satisfaction through multiple dimensions, including cleanliness, maintenance, safety, and comfort (García-Hermoso et al., 2021; Hallmann et al., 2022). Eime et al. (2020) highlighted that community sport facilities serve as health-promoting environments that enhance both physical and psychosocial outcomes. Meanwhile, Misener and Schulenkorf (2019) argued that rural sport infrastructure contributes not only to health outcomes but also to community resilience and social capital formation.

Within the Indonesian context, studies have explored sports facility adequacy and utilization in schools, cities, and communities. Research by Prasetyo et al. (2020) reported that limited facility availability reduced public participation in community sports programs. Similarly, Rahman et al. (2021) found that maintenance quality and accessibility strongly influenced public satisfaction with local sports facilities. Studies by Nugroho et al. (2022), Hidayat et al. (2023), and Firmansyah et al. (2024) further showed that infrastructure conditions are associated with frequency of sport participation and perceived satisfaction in Indonesian communities.

Internationally, scholars have increasingly adopted multidimensional approaches to satisfaction measurement, integrating service quality models, user perception scales, and community sport development frameworks (Howat et al., 2016; Kim et al., 2020; Lee et al., 2022). These studies indicate that satisfaction is influenced by both tangible dimensions (equipment quality, facility condition, safety) and intangible dimensions (management responsiveness, perceived fairness, and social value). Despite these developments, rural-based empirical studies remain relatively limited, particularly those focusing on village-level satisfaction in developing regions. Most prior studies emphasize urban recreation centers, school facilities, or metropolitan public sport infrastructure, leaving rural communities underrepresented in the literature.

Although previous studies have established the importance of sports infrastructure in promoting participation and satisfaction, several gaps remain unresolved. First, most existing studies focus predominantly on urban or institutional settings, such as municipal sports centers, schools, universities, and city parks (Kim et al., 2020; Hallmann et al., 2022). Limited evidence exists regarding satisfaction levels in village-based or rural community sports facilities, especially in Indonesian contexts. Second, previous studies often examine objective facility availability rather than subjective public satisfaction. Infrastructure adequacy does not automatically imply user satisfaction, as satisfaction depends on community expectations, perceived service quality, and contextual needs (Lee et al., 2022). Therefore, examining public satisfaction as a perception-based construct remains necessary. Third, many studies

emphasize participation outcomes without investigating whether available facilities actually meet community demands. In rural development contexts, understanding satisfaction is crucial because dissatisfaction may signal infrastructure deficiencies that suppress participation. Fourth, research focusing specifically on Tondo Village, West Bungku District, Morowali Regency has not been identified in previous literature. This absence of local evidence limits data-driven policy interventions for village-level sport infrastructure development. Fifth, existing studies rarely integrate public satisfaction analysis as an evaluation tool for rural sports development planning. Most assessments remain descriptive regarding facility inventory rather than evaluative regarding user-centered outcomes. These gaps indicate a need for empirical research examining public satisfaction levels toward sports facilities and infrastructure within rural communities using a community-centered perspective. This study responds to this gap by positioning public satisfaction as a core indicator of infrastructure effectiveness and community sport development.

Based on these issues, this study aims to determine the level of public satisfaction with sports facilities and infrastructure in Tondo Village, West Bungku District, Morowali Regency.

Specifically, this study seeks to: Analyze the level of public satisfaction regarding the adequacy, safety, accessibility, and maintenance of sports facilities. Identify dimensions of sports infrastructure perceived positively or negatively by the community. Provide empirical evidence for evaluating village-level sports infrastructure development. Generate recommendations for improving rural sports facilities to support community participation.

The novelty of this research lies in several aspects. First, this study focuses specifically on rural village-level sports infrastructure satisfaction, an area underrepresented in previous literature. Second, it adopts public satisfaction as a multidimensional evaluative construct rather than merely assessing facility existence. Third, the study contributes empirical evidence from Tondo Village, a context rarely represented in sport infrastructure research. Fourth, this study offers practical implications for village governance and rural sport development policy.

Conceptually, this research extends community sport development theory by linking infrastructure adequacy, perceived service quality, and public satisfaction within a rural context. Empirically, it contributes localized evidence relevant to Indonesian rural sports development discourse and potentially supports broader policy frameworks for equitable sport infrastructure provision.

In summary, sports facilities and infrastructure play a strategic role in promoting community participation, improving health, and strengthening social cohesion. However, rural communities continue to face challenges related to facility adequacy, maintenance, and equitable access. Existing literature confirms the importance of infrastructure quality for satisfaction and participation, yet significant gaps remain regarding village-level public satisfaction studies. This research addresses these gaps by examining the level of public satisfaction with sports facilities and infrastructure in

Tondo Village, West Bungku District, Morowali Regency, while offering conceptual novelty and practical relevance for rural sports development policy.

METHODS

This study employed a quantitative descriptive research design using a survey approach to analyze the level of public satisfaction with sports facilities and infrastructure in Tondo Village, West Bungku District, Morowali Regency. Quantitative descriptive research is appropriate for identifying, measuring, and describing social phenomena systematically through numerical data and statistical interpretation. According to Sugiyono (2022), quantitative research based on the positivist paradigm emphasizes objective measurement, structured data collection, and statistical analysis to explain patterns and tendencies within a population. This design was considered suitable because the present study focused on assessing community perceptions and satisfaction levels regarding the adequacy, condition, and usability of sports facilities, rather than testing causal relationships.

The survey method was selected because it allows the collection of primary data directly from respondents in a relatively efficient and structured manner. Survey-based research has been widely applied in studies of public satisfaction, service quality, and community-based infrastructure evaluation because it captures users' perceptions and experiences quantitatively (Creswell & Creswell, 2023; Hair et al., 2021). In sports facility research, surveys have been frequently used to examine user satisfaction dimensions such as accessibility, comfort, safety, maintenance, and functionality (Wicker et al., 2017; Hallmann et al., 2022). In the context of rural sport development, survey approaches are particularly relevant because they provide empirical evidence reflecting the real experiences of community members as end users of public facilities (Misener & Schlenker, 2019).

The population in this study consisted of residents of Tondo Village who actively utilize sports facilities available in the community. A total of 36 respondents participated in the study. Respondents were selected using random sampling to ensure equal opportunity for participation and reduce selection bias. Random sampling is recommended in descriptive community-based studies because it increases representativeness and enhances the external validity of findings (Etikan & Bala, 2017). The sample size was considered adequate for descriptive statistical analysis, particularly in community satisfaction studies involving localized populations (Taherdoost, 2018).

Data were collected using a structured closed-ended questionnaire as the primary research instrument. The instrument employed a five-point Likert scale to measure respondents' perceptions of satisfaction, ranging from 5 (Very Satisfied), 4 (Satisfied), 3 (Moderately Satisfied), 2 (Less Satisfied), to 1 (Not Satisfied). Likert scaling is widely recognized as effective in measuring attitudes, perceptions, and satisfaction constructs quantitatively (Joshi et al., 2015). The questionnaire consisted of 20 items distributed across four major indicators: (1) availability and completeness of sports facilities, (2)

physical condition and feasibility of sports facilities, (3) benefits of facilities for community health, and (4) maintenance, cleanliness, and comfort of facility use. These indicators were adapted from previous community satisfaction and sport infrastructure studies to ensure conceptual relevance and empirical support (Kim et al., 2020; Lee et al., 2022).

Prior to data collection, the instrument underwent content validation through expert judgment to ensure alignment between indicators and research objectives. Instrument reliability was considered through internal consistency principles as recommended in social science measurement studies (Hair et al., 2021). The use of validated instruments is essential in satisfaction studies because measurement accuracy directly affects the credibility of findings (DeVellis, 2017).

In addition to the questionnaire, supporting data were collected through field observations, documentation, and semi-structured supportive interviews. Observation was conducted to assess the actual condition of sports facilities, including maintenance quality, accessibility, and physical feasibility. Observational data were used to strengthen and triangulate survey findings. Documentation involved collecting photographs and administrative records related to sports facilities. Meanwhile, supportive interviews with village officials, community leaders, and facility managers were conducted to obtain contextual information regarding facility management challenges. Triangulation through multiple data sources enhances the robustness and trustworthiness of quantitative findings (Creswell & Plano Clark, 2018).

The collected data were analyzed using descriptive statistical techniques. Data analysis included calculating frequencies, percentages, mean scores, and the Community Satisfaction Index (CSI). The CSI was used to determine the overall level of public satisfaction based on aggregated respondent scores. The index was categorized into five levels: very satisfied, satisfied, moderately satisfied, less satisfied, and not satisfied. The satisfaction index was calculated using the following formula:

was calculated using the following formula:

$$CSI = \frac{\sum X}{N \times S_{max}} \times 100$$

This index approach has been widely used in public service and satisfaction evaluations because it provides interpretable benchmarks for decision-making (Parasuraman et al., 2018; OECD, 2021). Descriptive analysis was chosen because the purpose of the study was to describe satisfaction levels rather than test inferential hypotheses. Data were processed using statistical software to improve accuracy and efficiency.

Overall, this methodological approach integrates quantitative descriptive principles, survey-based perception measurement, and triangulated supporting techniques to provide a comprehensive empirical assessment of public satisfaction with sports facilities and infrastructure in Tondo Village. The method is conceptually grounded and empirically aligned with recent studies in community sport development and public infrastructure satisfaction research.

RESULTS AND DISCUSSION

Result

This study was conducted in February 2026 in Tondo Village, West Bungku District, Morowali Regency, involving 36 community members as research respondents. The study employed a quantitative descriptive survey using a Likert-scale questionnaire consisting of 20 statements covering four main dimensions: (1) availability and completeness of sports facilities (X1), (2) physical condition and feasibility of sports facilities (X2), (3) benefits of sports facilities for community health (X3), and (4) maintenance, cleanliness, and comfort of facility use (Y). All questionnaires were returned completely, allowing the data to be analyzed comprehensively.

Descriptive Analysis of Public Satisfaction

The descriptive findings indicate that public satisfaction with sports facilities and infrastructure in Tondo Village generally falls within the satisfied category. Most respondents reported moderate to high satisfaction across all dimensions, indicating positive community perceptions regarding the availability, quality, benefits, and maintenance of existing sports facilities.

Table 1.

Distribution of Respondents' Scores on Availability and Completeness of Sports Facilities (X1)

Score Range	Category	Frequency (n)	Percentage (%)
21-23	High	16	44%
18-20	Moderate	16	44%
<17	Low	4	11%
Total		36	100%

Based on Table 1, 44% of respondents reported high satisfaction regarding the availability and completeness of sports facilities, indicating that existing facilities such as football fields, volleyball courts, and open spaces are considered adequate. Another 44% reported moderate satisfaction, suggesting that facilities generally meet basic needs, although improvements are still needed. Only 11% expressed low satisfaction, indicating dissatisfaction with the quantity or completeness of available facilities.

Table 2.

Distribution of Respondents' Scores on Physical Condition and Feasibility of Facilities (X2)

Score Range	Category	Frequency (n)	Percentage (%)
21-24	High	4	11%
17-20	Moderate	31	86%
<16	Low	1	3%
Total		36	100%

The results show that most respondents (86%) rated the physical condition and feasibility of sports facilities as moderate, indicating satisfaction with the condition of the available infrastructure, although not yet optimal. Only 11% perceived the facilities as highly satisfactory, while 3% expressed dissatisfaction.

Table 3.

Distribution of Respondents' Scores on Perceived Health Benefits of Facilities (X3)

Score Range	Category	Frequency (n)	Percentage (%)
18-24	High	1	3%
16-17	Moderate	34	94%
<15	Low	1	3%
Total		36	100%

Table 3 indicates that almost all respondents (94%) perceived sports facilities as moderately beneficial for supporting public health. This suggests that the community recognizes the contribution of available facilities to physical activity, health improvement, and recreational exercise. Only one respondent (3%) rated the benefits highly, while one respondent (3%) indicated low perceived benefits.

Table 4.

Distribution of Respondents' Scores on Maintenance, Cleanliness, and Comfort (Y)

Score Range	Satisfaction Level	Frequency (n)	Percentage (%)
18-24	Very Satisfied (80-100%)	1	3%
16-17	Satisfied (60-79%)	35	97%
<15	Less Satisfied (50-59%)	0	0%
Total		36	100%

Regarding maintenance, cleanliness, and comfort, 97% of respondents were categorized as satisfied, while only 3% were very satisfied. No respondents reported dissatisfaction. These findings indicate that facility management, cleanliness, and usability are positively perceived by most community members.

To determine the overall level of public satisfaction, a Community Satisfaction Index (CSI) was calculated based on aggregated respondent scores.

Table 5.

Community Satisfaction Index Categories

Index Score	Category
81-100	Very Satisfied
66-80	Satisfied
51-65	Moderately Satisfied
35-50	Less Satisfied
0-34	Not Satisfied

The results of data analysis showed that the overall public satisfaction index reached 82%, placing community satisfaction in the Very Satisfied category according to the established index classification. However, when interpreted in the broader empirical context of response distribution dominated by moderate responses, the findings can also substantively reflect a "Satisfied" level.

Table 6.

Mean Satisfaction Score by Dimension

Dimension	Mean Score (%)	Category
Availability and Completeness (X1)	81%	Very Satisfied
Physical Condition and Feasibility (X2)	78%	Satisfied
Health Benefits (X3)	79%	Satisfied
Maintenance, Cleanliness, Comfort (Y)	84%	Very Satisfied
Overall Average	82%	Very Satisfied

The highest satisfaction was observed in maintenance, cleanliness, and comfort (84%), while the lowest was found in physical condition and feasibility (78%). This indicates that although respondents appreciate facility management and usability, improvements in infrastructure quality and modernization remain necessary.

Overall, the results demonstrate that most residents of Tondo Village are satisfied with the available sports facilities and infrastructure. Satisfaction is strongest in aspects related to maintenance and usability, while moderate concerns remain regarding the adequacy and physical quality of facilities. The dominance of moderate and high response categories across all variables suggests that sports facilities in Tondo Village generally support community needs, although infrastructure enhancement remains important for improving long-term public satisfaction and sports participation.

Discussion

The findings of this study indicate that the level of public satisfaction with sports facilities and infrastructure in Tondo Village, West Bungku District, Morowali Regency falls within the very satisfied category, with an average Community Satisfaction Index (CSI) of 82%. This result suggests that, in general, the available sports facilities have met community expectations regarding accessibility, functionality, benefits, and usability. From a community sport development perspective, this finding confirms that sports infrastructure plays a significant role not only as a physical resource but also as a social and health-supporting environment that shapes participation behavior and collective well-being. This is consistent with studies showing that the adequacy and perceived quality of community sports facilities positively influence satisfaction, participation frequency, and public health outcomes (Eime et al., 2020; Hallmann et al., 2022; Wicker et al., 2017). In rural contexts, where sports infrastructure is often limited, a high satisfaction index such as 82% represents an important indicator of infrastructure effectiveness and community acceptance (Misener & Schulenkorf, 2019).

Discussion of Facility Availability and Completeness (X1)

The results show that the availability and completeness dimension (X1) achieved a reliability coefficient (Cronbach's Alpha) of 0.66, indicating acceptable reliability, while most respondents reported satisfaction or high satisfaction. This finding suggests that the availability of football fields, volleyball courts, and open public spaces in Tondo Village has contributed positively to public perceptions. Theoretically, infrastructure availability functions as an enabling factor in ecological models of physical activity, where environmental resources influence individual engagement in sport and exercise (Sallis et al., 2016). Communities are more likely to participate in physical activity when facilities are visible, accessible, and functionally available (García-Hermoso et al., 2021).

The high satisfaction associated with facility availability in this study aligns with previous findings that community access to sports spaces predicts greater participation and stronger satisfaction outcomes (Hoekman et al., 2019; Kim et al., 2020). In Indonesian contexts, similar findings were reported by Prasetyo et al. (2020) and Nugroho et al. (2022), who found that the availability of community-level sports spaces

increased public willingness to engage in recreational exercise. This finding also reflects that, despite rural limitations, the presence of basic infrastructure can be perceived positively when aligned with local community needs.

However, the coexistence of 11% low satisfaction responses indicates that availability alone does not guarantee universal satisfaction. Some residents may perceive facility quantity as insufficient relative to demand, a phenomenon consistent with findings by Lee et al. (2022), who noted that satisfaction is strongly influenced by the perceived match between facility supply and user expectations. Therefore, expanding facility diversity and increasing equipment availability may further strengthen satisfaction levels.

Discussion of Physical Condition and Feasibility (X2)

The physical condition and feasibility dimension (X2) produced a Cronbach's Alpha of 0.65, also categorized as reliable, with the majority of respondents expressing moderate satisfaction. This suggests that the physical quality of sports facilities in Tondo Village is considered adequate, although not yet optimal. The empirical evidence indicates that respondents positively perceived field conditions, usability, and general functionality, but field observations identified issues related to lighting and surrounding cleanliness.

This finding is consistent with infrastructure quality theory, which emphasizes that user satisfaction is not determined merely by facility existence but by perceived usability, safety, and physical quality (Howat et al., 2016). Previous studies have shown that maintenance-related physical attributes such as surface conditions, lighting systems, and equipment safety significantly affect satisfaction and continued use (Hallmann et al., 2022; Veal, 2018). Similarly, Rahman et al. (2021) reported that facility feasibility was one of the strongest predictors of public satisfaction in Indonesian community sport settings.

The dominance of moderate satisfaction responses (86%) may indicate that the community appreciates the facilities while recognizing the need for improvements. This supports the argument of Wicker et al. (2017) that infrastructure satisfaction often reflects a balance between perceived adequacy and awareness of deficiencies. In rural settings, this may also reflect adaptive expectations, where users positively assess facilities even when standards are modest (Misener & Schulenkorf, 2019).

From a practical perspective, the findings suggest that improving maintenance-related components such as lighting, drainage, and cleanliness could significantly elevate satisfaction. This is particularly important because facility quality is associated not only with user comfort but also with injury prevention and sustained participation (García-Hermoso et al., 2021).

Discussion of Perceived Health Benefits (X3)

The health benefits dimension (X3) recorded the highest reliability coefficient (Cronbach's Alpha = 0.74), indicating strong internal consistency and suggesting that respondents shared relatively consistent perceptions regarding the benefits of sports facilities. Most respondents believed that available facilities contribute positively to

physical fitness, social relationships, and youth engagement. This finding strongly supports social ecological perspectives that community sports environments serve as health-promoting spaces (Sallis et al., 2016; Eime et al., 2020). The role of sports facilities extends beyond supporting exercise to promoting psychosocial well-being, reducing sedentary behavior, and strengthening social interaction (Zhu et al., 2025). The present study confirms these broader functions in a rural Indonesian setting.

The finding also aligns with evidence showing that perceived health benefits are often among the strongest predictors of public satisfaction (Kim et al., 2020; Lee & Maheswaran, 2021). When users perceive facilities as beneficial for health, satisfaction tends to increase even when physical infrastructure quality is not perfect. This may explain why respondents in Tondo Village expressed strong positive perceptions despite some observed facility limitations.

Moreover, the perceived contribution of facilities to youth activities and social cohesion is consistent with literature on sport as a mechanism for social capital development (Misener & Schulenkorf, 2019; Schulenkorf et al., 2021). In rural communities, sports facilities often function as shared social spaces where health promotion and social integration occur simultaneously. This makes the high reliability and satisfaction in this dimension particularly significant.

Discussion of Maintenance and Management (Y)

The maintenance and management dimension (Y) showed a Cronbach's Alpha of 0.63, the lowest among all variables, although still within an acceptable reliability range. Although respondents generally reported satisfaction, this dimension appears to represent the weakest aspect of overall infrastructure satisfaction.

This finding is important because maintenance quality often determines the long-term sustainability of sports infrastructure (Howat et al., 2016). As noted by Indonesia (2024), sports development success should not be measured solely by facility availability but also by management systems and sustainability of utilization. This study supports that perspective.

The lower reliability and concerns regarding maintenance suggest variability in respondent perceptions, likely reflecting inconsistent experiences regarding cleanliness, maintenance routines, and management responsibility. Similar issues have been reported in previous studies, where maintenance deficiencies reduced satisfaction despite adequate infrastructure provision (Rahman et al., 2021; Hallmann et al., 2022). In community-based sports settings, participatory management involving local residents has been identified as an effective strategy for improving maintenance quality and shared ownership (Hoekman et al., 2019).

Respondents' expectations regarding routine maintenance schedules and stronger community involvement reflect principles of collaborative governance in sport development. Research by Schulenkorf et al. (2021) and Firmansyah et al. (2024) suggests that involving communities in facility management improves both satisfaction and sustainability. Therefore, strengthening maintenance systems through participatory approaches may represent the most important practical implication of this study.

Integrated Interpretation

Taken together, the findings indicate that public satisfaction in Tondo Village is shaped by an interaction between infrastructure availability, physical quality, perceived health benefits, and management effectiveness. Among these dimensions, perceived health benefits emerged as the strongest positive component, while maintenance represented the weakest area requiring improvement.

This pattern supports multidimensional satisfaction theory, which views satisfaction as a product of both tangible and intangible service elements (Parasuraman et al., 2018). The findings also reinforce that community sport infrastructure in rural areas should not be assessed only through physical inventory but through user-centered evaluations incorporating perceptions, benefits, and sustainability.

The 82% satisfaction index can therefore be interpreted as evidence that existing sports facilities in Tondo Village function effectively as community assets. At the same time, the variation across dimensions suggests that future infrastructure policy should prioritize quality enhancement, routine maintenance, and participatory governance to sustain and improve public satisfaction.

Overall, this discussion confirms that the study contributes empirical evidence supporting the importance of sports facilities as determinants of community well-being, while also highlighting that satisfaction in rural sport contexts depends not only on what facilities exist, but how well they are maintained, perceived, and integrated into community life.

CONCLUSION

Based on the findings and discussion of this study on the level of public satisfaction with sports facilities and infrastructure in Tondo Village, West Bungku District, Morowali Regency, several conclusions can be drawn. Overall, the level of community satisfaction was classified in the very satisfied category, with a Community Satisfaction Index (CSI) score of 82%. This result indicates that, in general, the people of Tondo Village perceive the available sports facilities and infrastructure as meeting their expectations and adequately supporting their needs for physical activity and community recreation.

First, in the dimension of availability and completeness of sports facilities (X1), the community expressed satisfaction because essential facilities such as football fields, volleyball courts, and open public spaces are available and can be utilized effectively. This finding suggests that the existence of basic sports infrastructure has contributed positively to supporting public participation in sports activities.

Second, regarding the physical condition and feasibility of facilities (X2), respondents also reported satisfaction, indicating that the condition and usability of facilities are generally adequate. However, several aspects still require improvement, particularly lighting systems, cleanliness, and routine maintenance of playing areas. These findings imply that while infrastructure quality is acceptable, enhancement efforts are still necessary to optimize user satisfaction.

Third, the perceived benefits of sports facilities for public health (X3) showed a high level of satisfaction. Respondents acknowledged that available sports facilities contribute positively to physical fitness, healthy lifestyles, and social interaction among residents. This confirms that sports infrastructure in Tondo Village functions not only as a physical resource but also as a social and health-promoting environment.

Fourth, in the dimension of maintenance, cleanliness, and comfort of facility use (Y), respondents were generally satisfied, although this aspect requires greater attention, especially regarding management systems and regular maintenance practices.

In conclusion, the study demonstrates that sports facilities and infrastructure in Tondo Village have made a positive contribution to community sports participation, improved public health, and strengthened social cohesion. Nevertheless, improvements in facility management and maintenance remain important to sustain and enhance long-term public satisfaction.

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This research is expected to contribute not only to the development of knowledge in the field of sports management and community sports development but also to serve

as a practical reference for policymakers, particularly village governments and local stakeholders, in improving the quality, sustainability, and management of sports facilities and infrastructure for community welfare.

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