

(SP) THE INVESTIGATION IN SPORT MANAGEMENT ASISGE PROJECT

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Introduction

The Secretary of State of University and Investigation in Spain, made public last month of June 2005, the convocation of aids supporting investigation projects corresponding to the new strategic action on sport and physical activity, within the framework of the National Plan of Scientific Investigation, Development and Technology Innovation for 2004-2007.

One of the projects selected has been the titleholder "Development of an assistant in the management of knowledge for the integral management of sport facilities (ASISGE)". The development of the project will be carried out by the IBV - (Institute of Biomechanics of Valencia), the OTIO group - (Integration of the Technology of the Information in the Organizations) framed in the DOE - (Department of Organizational Matters of Companies) of the Polytechnic University of Valencia, the Department of Musical, Plastic and Corporal Expression (DEC) of the Faculty of Sports Sciences of the University of Castilla-La Mancha, and guaranteed by the Federation of Associations of Sport Managers. The different organizations who integrate the project are not of random pick, they have been carefully selected for being a referent in each one of their scopes.

Although this study concerns at first for the case of Spain, it could be adapted to other countries when finalized.

During the past few years, many sport and leisure facilities have been built; one of the reasons of this impulse has been the creation of new and different proposals for the sport practice and physical activities. (Martínez del Castillo, 1997 and CSD, 2005). This situation at the moment for the management of these facilities is a challenge, which has generated the necessity to consider the importance of the "figure" of the Sport Manager. (Battle, 2000 and Gallardo, 2002, 2003).

The Sport Managers have to manage an enormous amount of knowledge, always thinking in their focus: trying to satisfy the needs of their *Clients*. (Martínez-Tur, 1996; Pinillos, 2004). The objective to supply not only more services, but they should be provided with the best attention and quality. (Bonilla, 2000; Dubois, 2000; Fábregas, 2000; Alemany, 2001; IAKS, 2001).

The implantation of the Quality and the adaptation of the model of EFQM is a generalized movement which most of the companies want to be identified. This movement is also included in the management of Sport Facilities where before arriving at this one way towards the excellence, the process can begin with norms ISO 9001 and the 14001. (AENOR, 1999; Durá, 1999; European Foundation Quality Management, 1999; Senlle, 2001; Cianfran, 2002; Correal, 2003).

The whole system of management that is oriented towards the quality in a sport organization consists basically of two parts: (Zeithaml, 1993; García, 2000; Club Gestión de la Calidad, 2001; Gericó, 2003; Gámez, 2003a-b; Senlle, 2004; Dorado, 2005).

- 1.- Definition of the processes of benefit of sport services, as well as the responsibilities and personnel's functions.
- 2.- The management of the resources available for the correct accomplishment of these processes: the economic resources, the materials (sport facilities including) and human resources.

The “*Challenge*” of this project is to develop an Assistant Program that has a set of tools that allow the Integral Management of the Knowledge for the Sport Facilities (ASISGE).

Objectives

The main objective of this investigation is the accomplishment of a computer science tool that facilitates an integral management of a sport facility under the parameters of quality, security and economy. There is no doubt of the present difficulties the sport managers' encounter when managing the sport facilities. For this, we intend to facilitate a work tool that helps the daily management of all the facilities of the country.

Methods

The methodology design consists of eight phases where set out a series of tasks, that follow one another in developing the 3 groups: IBV-DEC-ITIO.

* Phase 1, definition of a management model (M.M.), consists in detail the elements that take part in the management (profile of the manager, types of facilities, equipment, profile of client, etc.). This M.M. will be conducted by with taking part of a panel of experts and professionals of the different scopes related to the sport facilities that will define the most important specifications and indicators for the development of this instrument. After this first step in collecting information surveys and interviews will be utilized. (Ongoing). With all the information about this matter and with technique SATY and diagrams EASTMAN and KODAC, aspects will be prioritized and strategies of performance will be established based on the data gathered.

* Phase 2, a revision of the legislation and the Spanish norm and an analysis of risks will be conducted.

* Phase 3, will become the design of the attending system with the data of the previous phases.

* Phase 4, the developed work will be linked under the parameters of the systems of quality ISO and EFQM.

* Phase 5, is the development of the attending system, the programs and the applications will be proven.

* Phase 6, there will be made a selection of different types of facilities to carry out an experience pilot to verify and to validate the adjustment of the assistant program.

* Phase 7, there will be different strategies carrying out the process of communication and dissemination of the project.

* Phase 8, once the program is established in the sport facilities, there will be different organs in charge to support the correct operation of the program.

Results

Once these specifications are identified a computer science system will be generated that allows to verify and to assure the developed tool, adapting it to the necessities of the sector and the demands of the users of facilities based on each type of facility. This work will be designed according to the quality parameters that are defined in the present systems of management of quality (Norms ISO and Model EFQM).

The experimental work will begin with an experience pilot in a total of ten sport facilities selected within all the national territory. Later, the tool will be validated and verified making the adjustments necessary to later distribute them to all the people interested and worried by the management of sport facilities. For this, a strategic plan of communication will be made during the whole process making sure that all the agents who take part are perfectly informed of each one of the phases that are carried out through a WEB page.

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