

Study and comparison of risk management status in the public and private pools of Mazandaran province

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ABSTRACT

The purpose of this study was to compare the risk management in public and private pools in Mazandaran province. The method of research was applied one and descriptive. The statistical populations of this research were included managers of Mazandaran pools. Two questionnaires were used to collect the data. The first one was related to objective variables and other one related to risk management. Six risk management indexes were used to examine risks in the pools of Mazandaran. The results indicated that there was no significant difference in the status of the 6 risk management indices in public and private pools. "Staff condition" was in the highest rate (based on Likert scale) and was in great status. This result indicates that pools managers observe the instructional and supervisory standards for staff selection. Participants' forms status was in the lowest mean.

Key words: risk management, public pool, private pool, risk management indexes

INTRODUCTION

Sociology and psychology experts know the sport as social and cultural phenomenon which has non breaking link to the set of institutions and social structures. Considering that the sport is a social phenomenon and a social phenomenon can be influenced by risk factors and provides problems for the country and society, therefore; the sport society also does not far away from the difficulties and dangers that threaten it and may eventually create a crisis for the dynamic society [5]. For many years, the risk management has been considered in the industry. However, it took years to be considered by sport managers. The study of the records of sport before the 1960s revealed limited information concerning sport management. Issues related to safety, legal obligations and responsibilities were discussed, but there was not so much attention to the special problems of the sports industry [13]. The analysis of the most accidents shows that most of them have occurred because the risk management did not perform in accordance with the relevant regulations and the regulations themselves also have not been effective and appropriate of the related elements to the principle of the risk. Organizations that are operating beyond a limited way and face potential risk factors based on the law, may be able to improve the management and a good performance through this way prevent the occurrence of the risk and have the ability to cope with many of the events. Effective risk managements spend most of their time in preventing damage and minimize the actual damage and the litigation that may affect their organization. Today, sport is raised as a big business and industry in the professional and recreational level. Among them water sports is one of the most popular sports activities among individuals. Removing all the injuries and accidents in sports installation is impossible, but the main key to deal with them is to decrease the risk exposure, reduce the number of predictable injuries and reduce the severity of accidents. Most athletic activities usually involve some level of risk, even when reasonable preventions come into force on. So, it is necessary that sport administrators in athletic environment should identify potential risks and carry out appropriate measures for their control. Achieving this through the risk management process is possible. The risk

management process can be used as part of the management system in leisure and sport. This process can identify risk factors that may lead to damage and injury and estimate and evaluate levels of risk activities. Risk management program shows the commitment to an organization for equipment and installations safe and healthy. Physical education and sporting installations that include structures and poorly designed program may lead to problems for managers programs in their installations. Poor design of installations may be limiting the maintenance and monitoring programs such facilities and more importantly, it increases the risk conditions of exposure of participants. Recreational installations control, Physical education and sports are one of the most important duties of the managements of installations. Risk is part of the essence of sport and physical activity is not possible without risk. In Iran water-related events, especially swimming have the great importance among other recreational activities and sports. During the summer, thousands of people spend their holidays and leisure time in pools, aqueous centres, beach and lake. Drowning accidents and injuries of participants in recent years, especially during the summer in the pools has become one of the major concerns and implementation of the risk management has particular importance. For example, according to the Public Relations of Legal Medicine Organization within 82 years, 1515 people in 83 years, a total of 1413 people in the first half of 2005, 1,008 people in Iran have lost their lives due to drowning (Mazandaran, Khuzestan, Giulan and Tehran, 204, 152,112 and 81 had the highest death toll due to drowning). Managing complexity and management of aqueous installations and equipment has increased in recent years. Therefore, it is expected that managers of pools compile and implement new strategies of risk management for risks reduction. Doosti (2009) in the study of risk management in the Iranian Football stadium came to conclusion that there are no standard guidelines for the risk management in the stadium, there is not guidelines for the authorities' operations and competitions management. There is no Individual as a risk manager in the stadiums. Izadi (2008) in the study of risk management practices in the public and private pools" to the study of risk management practices in the public and private pools in Tehran following results were obtained: there is no meaningful difference between (identify hazards and control risks) and the type of management of pools, there is significant difference between risk assessment and the type of management of pools. Styles (2002) in the check of the development of risk management offers and tips for the university recreational facilities concluded that great facilities with large number of users were high with most events. Results showed that the lack of the application of risk management program has creating events. Lhotsky (2006) the football stadiums in the analysis of risk management of came to conclusion that more than 70 percent of the football stadiums apply risk management practices which was the result of the major effect of terrorist attacks on September 11, 2001 on the risk management in the U.S. Professional educations that stadium managers had seen in the field of risk management were another reason to do proper risk management practices. Classes and seminars that stadium managers attended whether in universities and at professional conferences taught managers they have a legal duty to customers in Immunity. In this study also little relationship between personal characteristics and risk management operations were observed. Zazerin et al. (2001) the first priority was the safety of football clubs in the Australian Football League are noticed the study of safety policies that 100 percent of football clubs have a first aid experts. They also announced lack of the necessary financial resources, lack of knowledge of managers and staff safety and inadequate structure for the football stadiums of the most important causes of lack of implementation of safety policy in the Australian of football League. Finch et al. (2000) in the safety actions study in sporting clubs of Australia Hume City achieved the following results: 52 percent of sport clubs had written policies and objectives of regarding health and welfare of its participants (athletes and spectators.) 36% of these clubs were followed of the Australian Sports Medicine Association guidelines regarding tackling infectious diseases. 44 percent of these clubs reported that they always use first aid and medical experts during athletic competitions. Hsiao (2005) in the risk management study in aqueous center concluded that few aquatic centers have had risk management plans. Pool managers have to have more knowledge of risk management and sports law and provide a safer and better environment for all participants. Basic concepts of risk management and risk management practices must be introduced to the pool managers and to grow risk management system and using them. Results of this study help to the pool managers in the recipe policies related to swimming pool, thus, managers will avoid of routine mistakes that lead to litigation and finally the concept of risk management are used in swimming pools. Difficulty and problem that currently exist in the country sport and threaten it is little attention to the distressed elements and the cross-sectional surface practices in this regard and observed that the country's sport does not have science plan, systematic and comprehensive risk management for sports' events.

MATERIALS AND METHODS

The aim of the present study is descriptive method. The statistical population comprised of all managers of public and private pools Mazandaran province that now according to the Physical Education Organization their number is 40. For the measurement of risk management status in Mazandaran province pools a questionnaire was utilized. The questionnaire included 34 questions that measure the general status of risk management in the pools of Mazandaran province. The validity of the mentioned questionnaire with the content validity method was done with the idea of 12 members of the faculty of Physical Education and Sports Science in the sports management trend and its reliability through a study of an advisor on 15 pool managers on Mazandaran province and its reliability coefficient was

calculated 89%. For accuracy and better cooperation filling the questionnaire in presence in all the investigated pools preceded with the necessary guidance. The questionnaire was arranged based on a five-level Likert scale such that the option to "Never", a score of 1, the option "rarely", score 2, select "Sometimes", point 3, the "common" four score and "Always" was given 5 points. Based on the scoring questionnaire, a higher score of 4 for risk management pool is a desired level, 4-3 scores an intermediate level and score below level 3 in this study is a critical level. In the present study, Obtained data using descriptive statistics and inferential statistical were analysed. Descriptive statistics were used for presenting and organizing data collected as frequency, percentage, mean and central index calculation in the form of plotted tables and graphs. For Comparison of the status of risk management in public and private pools were used statistical tests of Kolmogorov-Smirnov and T independent, the Mann-Whitney U test.

RESULTS

Table 1. Distribution of population based on the type pool management

Type of Pool	Frequency	percentage
private	28	70
public	12	30

Based on Table 1, management of 70 percent of swimming pools of Mazandaran province of private and 30 percent was public management.

In order to check the status of risk management in Mazandaran province pools were used of and of the six indicators. These indicators include inspection of facilities and equipments, maintenance of facilities and equipment, medical considerations, participants' forms (Testimonial, form for customer alarms, etc.), teaching participants (use of facilities, safety, etc.) and staff status (teachers and savers).

Table 2. Desirable level (based on the Likert scale) for each index in the public and private pools

Indicators of Risk Management	Type of management of pools	desirable	intermediate	Critical
Inspection of facilities and equipment	Public	66.66	33.33	0
	Private	78.57	17.85	3.57
Maintenance of facilities and equipment	Public	83.33	8.33	8.33
	Private	67.85	25	7.14
Medical considerations	Public	58.33	33.33	8.33
Participants' forms	Private	46.42	39.29	14.28
	Public	0	58.33	41.66
Teaching of participants	Private	7.14	21.42	71.42
	Public	66.66	16.16	16.66
Staff status	Private	53.57	35.71	10.71
	Public	100	0	0
	Private	96.42	3.57	0

As you see in the Table 2 of the Risk management, on public pools, in the inspection index of facilities and equipment, 66.66 percent of managers in the desired level and 33.33 percent were at moderate level. In the maintenance index of facilities and equipment, 83.33 percent of managers in the desired level, 8.33 percent in the intermediate level and 8.33 percent of managers were at the critical level, in the related index of medical considerations, 58.33 percent of managers at the desired level, 33.33 percent In the intermediate level and 8.33 percent of managers were at a critical level. In the index related to participants' forms 58.33 percent in average level and 41.66 percent of managers were at the critical level. In the index related to the teaching of participants 66.66 percent of managers at the desired level, 16.66 percent in the average level and 16.66 percent of managers were at the critical level. In the index related to the staff status 100 percent of the managers were at the desired level. In the private pools, in the inspection index of facilities and equipment, 78.57 percent of managers at the desired level and 17.58 percent in the average level and 3.57 percent of the managers were at the critical level. In the maintenance index of facilities and equipment, 67.85 percent of the managers at the desired level, 25 percent in the average level and 7.14 percent of the managers were at the critical level. In the index related to medical considerations, 46.42 percent of managers at the desired level, 39.28 percent in the average level and 14.28 percent of the managers were at the critical level. In the index related to participants' forms 7.14 percent of the managers at the desired level, 21.42 percent in the average level and 71.42 percent were at the critical level. In the index related to the teaching of participants 53.57 percent of the managers at the desired level, 35.71 percent in the average level and 10.71 percent were at the critical level. In the index related to the staff status 96.42 percent of the managers at the desired level and 3.57 percent were on the intermediate level.

Table 3. Comparison of the risk management status and its dimensions in the public and private swimming pools

Risk Management and Indicators	Type of management of pools	mean	Df	t	Sig
Risk Management status	Public	4.0196	38	0.219	0.855
	Private	3.9884			
Inspection of facilities and equipment	Public	4.2024	38	-1.546	0.478
	Private	4.4694			
Maintenance of facilities and equipment	Public	4.4333	38	0.699	0.622
	Private	4.2929			
Participants' forms status	Public	3.0833	38	1.669	0.117
	Private	2.6071			
Participants' teaching status	Public	4.000	38	0.308	0.930
	Private	3.9143			
Medical considerations	Public	3.8250	38	-0.049	0.367

As you can see In the Table 3, significant difference does not exist in the risk management and private pools. The significant difference did not observe in the Inspection of facilities and equipment, facilities and equipment maintenance, considerations of medical (emergency) status and the teaching of participants between public and private pools.

Table 4. Comparison of staff status (human resources) in public and private swimming pools

Dimension	Type of management of pool	mean	Df	Z	Sig
Staff status (Human resources)	public	18.25	38	-0.949	0.343
	private	21.46			

In addition, as it is shown in Table 4 with regards to the Mann-Whitney U test, a significant difference was not observed between the status of employees (human resources) in the private and public pools.

DISCUSSION AND CONCLUSION

According to the information obtained from the study, the inspection index of facilities and equipment, in private pools, 78.57 percent of the managers at the desirable level and 17.85 percent on the average level, and 3/57 % of the managers were at the critical level that in comparison with the government in public pools 66.66 percent of the managers at the desirable level and 33.33 percent were on the average, does not have significant difference. In the maintenance index of facilities and equipment in public swimming pools 83.33 percent of the managers at the desirable level, 8.33 percent on the average, and 8.33 percent of the managers were at the critical level in comparison with private pools that 67.85 percent of the managers at the desirable level, 25 percent on the average, and 7.14 percent of the managers were at the critical level does not have significant difference. In the medicine considerations index in public pools, 58.33 percent managers at the desirable level, 33.33 percent on the average level, and 8.33 percent managers were at the critical level that in compared with the private pools that 46.42 percent of the managers at the desired level, 39.28 percent on the average level, and 14.28 percent of the managers were at the critical level, does not have significant difference. In the index of the participants' forms in public pools, 58.33 % of the managers at the intermediate level and 41.66 percent of the managers were at the critical level that in comparison with private pools, 7.14 percent of the managers at the desired level, 21.42 % on the average level, and 71.42 percent were at the critical levels, does not have significant difference. In the index of participants' teaching, in the public pools, 66.66 percent of the managers at the desired level, 16.66 percent on the average level, and 16.66 percent of the managers were at the critical level that in comparison with private pools, 53.57 percent the managers at the desirable level, 35.71 percent on the average level, and 10.71 percent were at the critical level, does not have significant difference. In the staff status index, in the public pools 100 percent of the managers were at the desired level. Compared with the private pools that 96.42 percent of the managers at the desired level and 3.57 percent were at the intermediate level, does not have significant difference. Both the public and private pools related to (savers tasks in the pool, according to the rules and regulations of Lifeguard), (cleaning of all areas of the pool) had the highest scores in the Likert scale and in the addition to these cases in public pools (observing educational standards and regulatory), (reports of injury or damage to the Manager), (prohibiting the use of customers before repair facilities) and the private pools (hazardous conditions regularly reviewed by staff), (check equipment at the start by the staff), (sufficient staff to monitor customers at the beginning of each timeslot) is the highest score that are in agreement with the study of Hsiao (2005, 2009). Both in public and private pool the cases related to (the use of testimonial to participants), (report from your medical history before using the pool), (the use of a doctor or medical assistant), (testimonial, acceptance conditions and forms prepared by the legal community) are at the critical level, in addition to these common cases in public pools (checklist) and the private pools (using the warning form to participants) are also at the critical condition that are in agreement with the study of Hsiao (2005, 2009). Among the

indicators related to risk management in the public pools as well as the private pools of staff status was with the highest score (based on the Likert scale) and was in the extremely desirable status, indicating that managers of the pool were followed teaching standards and supervisory for selecting staff, managers select their staff (coaches and savers) based on standards and the staff are doing their duties in accordance with the provisions that are not in agreement with the study of Hsiao (2005, 2009). Management in the pool is more sensitive than other of sports venues and lack of any of these indicators may put irreparable damages to participants or to the pool managers and staff. The study concluded that most of managers do not use risk management operations principally and according to a predetermined regular schedule are in agreement with the study of Styles (2002), Hsiao (2005), Hsiao (2007), and Hsiao (2009). Zazerin et al (2001), Finch et al (2000), Izadi (2008) and Doosti (2008) and are not in agreement with the study of Lhotsky (2006). Most of the respondents of public and private pools stated that there are not written checklists for the inspection facilities and equipment that are in agreement with the study of Hsiao (2005), Hsiao (2009) and Doosti (2008) and are not in agreement with the study of Lhotsky (2006). Based on the research findings, a small percentage of the pool managers had a regular and predetermined risk management that in this area measures such as teaching and holding seminars in risk management field in the sport for pool managers is one of the effective strategies. The results indicated that risk management performance in public pools in most indicators was better than private pools. Managers in the private pools due to the customers' attract nature and profitability must increase the quality of management and services and apply additional safety measures in their pools. The pool Manager is responsible for the care of all individuals, including athletes, staff and others in the pool area in relation to all places, appliances, and the pool equipment. Therefore, there are bugs and flaws that even if they are minor cannot be ignored if the accident is predictable. Risk management is a complex process, especially in the aquatic centers, but the main message is to predict, assess and control risk factor. Risk management in the sport is going to act in various fields ranging from hardware and software in such a manner as to predict the potential factors that could lead to accidents predicting strategies and controlling it so that providing calm and enjoyable environment for all participants, including staff, athletes, spectators, and other persons. Managers of sport pools need to utilize local and international experiments and guidelines issued by the International Federation and national sports and other accredited sports organizations in addition to the general education and culture, and attracting public participation in performing regularities and safety using integrated and cohesive of the security agencies, medical care emergency and manage the potential risks of sports pools and prevent the occurrence of accidents.

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