

The quality of recreational sports services in villages youth centers in some governorates of Upper Egypt

*Dr. Ayman Abd Aleem Mohamed Abd Aleem¹

*Dr. Mahmoud Fawzy Mohamed Hamdallah²

Introduction and research problem:

Muhammad Al-Hamamy (1997) believes that the idea of establishing clubs and youth centers is one of the important projects that aim to benefit from the youth and youth's energy, develop their abilities, invest free time among members of all ages, and develop a patriotic sense by participating in various recreational activities . **(10: 210)**

Tariq Kamal (2013) mentions that youth centers provide their services to young people in the form of programs and activities and work to confront youth problems with the aim of bringing about a change in youth attitudes by providing them with many skills, developing their talents to face problems in order to create a strong, righteous citizen who is able to face problems and positively participate in the development of his country . **(5:30)**

Blass (2013) also points out the importance of promoting recreational sports services, due to the increasing competition among the peoples of the earth to gain a head start in the era of globalization and integrative economy, where capitals move in search of an environment of high quality recreational, which produces higher skilled and productive workers and

thus guarantees higher returns for investors, and without trying to read the future demand for the practice of recreational activities , the practitioner will not be able to resist the competing forces in the same field and seek to develop his recreational institutions to advance the practice of those activities . **(19: 1045)**

Nabil Ibrahim (2014) mentions that recreation services in free time include activities that are carried out away from work activity. As for its functions, it is represented in restoring the individual's vitality and activity again, getting rid of the routine of work, and bringing pleasure to himself, this is for the individual. As for the community, it helps the individual to communicate and interact with others, and thus develops the spirit of belonging to the group, which leads to an increase in interdependence between members of the community . **(16:224)**

* Administration and Recreation, Faculty of Physical Education, Sohag University
Lecturer, Department of Sports

Delegated Recreation Teacher, Faculty of Physical Education for Boys, Al-Azhar University.

*Lecturer, Department of Management Sports and Recreation, Faculty of Physical Education, Sohag University.¹

* Delegated Recreation Lecturer, Faculty of Physical Education for Boys, Al-Azhar University. ²

Muhammad Khamis (2006)

also mentions that recreational service is related to use free time in an ideal way of components, means, goals, activities that seek to obtain adequate services to give an individual an opportunity to develop capabilities and to make an effective contribution to the progress of society in all respects . (12:12)

Fattouh Reda (2018)

also points out that sports recreation has become a necessity, as it occupied an important place in caring for individuals and advancing them to a better level. Thus, recreational services today have become one of the criteria for the progress of contemporary societies as an influential force in shaping the personality of the individual. Therefore, the state is interested in expanding the establishment of various recreational institutions . (7:3)

In this regard, **Jingru Yang, et al (2022)** mentions that service quality occupied a great position and importance for service providers and beneficiaries, which increased the awareness of service institutions of the importance and role of applying the concept of total quality management to ensure beneficiary satisfaction and loyalty. This will only come with the interest of these institutions by adopting the means of information and communication technology and training human competencies to use these means and make optimal use of them . (20: 79)

Kotler defined service as “any activity, achievement, or benefit that

one party provides to another party that is essentially intangible and does not result in any ownership” . (21:475)

Recreational sports services vary to suit all interests, and the individual may choose an activity that he usually practices and seeks for it in various ways and may become a hobby for him, and he may choose more than one activity, and he may choose activities to practice whenever he has the opportunity to do so, and recreational interests are multiple due to the diversity of areas of recreation and activities every field . (13:57)

The beginning of the second half of the twentieth century witnessed a noticeable increase in interest in this issue by many specialists such as sociologists, psychologists and education, and those interested in the youth sector, to the extent that led to the emergence of the so-called youth culture as a distinct subculture, which indicates the existence of thought, values, and trends Customs, clothing, and music specific to young people, distinguishing them from all other groups (15:31)

The Egyptian state, with all its institutions, is currently tending to the youth and the development of villages and hamlets in various Egyptian cities and governorates, through the Presidential Institution launching a "Decent Life Initiative", which aims to pay attention to the quality of services and care in all areas and life activities of citizens in the villages most in need.

The problem of the research lies in the scarcity of studies that have focused on dealing with recreational

sports services in youth institutions in Upper Egypt, to the knowledge of the two researchers, especially village youth centers. The researchers believe that to improve the quality of recreational services in youth centers in villages and cities, it is necessary to study the current reality to find out the components of these centers and to identify potential opportunities and threats related to recreational sports services to avoid them in the future and to benefit from that study in developing recreational sports services in youth centers.

In this regard, the two researchers reviewed the scientific studies that dealt with services and recreational activities in youth centers within the limits of their knowledge, such as the study of *Hisham Rabie (2015 AD)*, *Amr Hilali (2020 AD)*, *Omar Badr (2021 AD)*, *Hasna Jamal (2022)*, *Jingru Yang, et al (2022)* and the researchers found that there is a dearth of studies that dealt with the quality of recreational services in youth centers in general and the governorates of Upper Egypt in particular.

Search objective:

The research aims to measure the quality of recreational sports services in villages youth centers in some governorates of Upper Egypt, by identifying:

- Concrete aspects of recreational sports services in villages youth centers in some Upper Egypt governorates.
- Confidence and reliability in recreational sports services in villages

youth centers in some Upper Egypt governorates.

- Responding to recreational sports services in villages youth centers in some governorates of Upper Egypt.
- The guarantee of recreational sports services in villages youth centers in some Upper Egypt governorates.
- Sympathy for sports recreational services in villages youth centers in some Upper Egypt governorates.

Search questions:

- 1- What is the level of the perceptible aspects of recreational and sports services in villages youth centers in some Upper Egypt governorates?
- 2- What is the level of trust and reliability in recreational sports services in villages youth centers in some Upper Egypt governorates?
- 3- What is the level of response to recreational sports services in villages youth centers in some Upper Egypt governorates?
- 4- What is the level of guarantee for recreational sports services in villages youth centers in some Upper Egypt governorates?
- 5- What is the level of sympathy for recreational sports services in village youth centers in some Upper Egypt governorates?

Search terms:

Quality of recreational sports services:

It is the suitability of the recreational sports service provided to the young in youth centers to their expectations and its continuous improvement (procedural definition).

Search procedures:**Research Methodology:**

The two researchers used the descriptive survey method, with its steps and procedures, for its suitability to achieve the research objectives.

Research sample and community:

The research community was randomly selected from the beneficiaries of recreational sports services from (21) youth centers from the centers the youth of villages in the governorates of (Qena - Sohag - Minya), which number is (768). The basic sample of the research was (716) beneficiaries, and the exploratory sample (52) beneficiaries from outside the basic sample.

Data collection tools:

In collecting the research data, the two researchers relied on the following:

A measure of the quality of recreational sports services in villages youth centers in some Upper Egypt governorates (prepared by the researchers).

Steps to build a scale of the quality of recreational sports services in villages youth centers in some Upper Egypt governorates:**1- Determining the main dimensions of the scale:**

The two researchers reviewed many studies and references that dealt with the quality of recreational services, as well as studies and research related to Arab and foreign countries, such as the study of Kerr.s (2003), Hisham Rabie (2015), Fattouh Reda (2018), Amr Hilali (2020), Omar Badr (2021), Hasna Jamal (2022), and (5) dimensions of the scale were responsiveness, assurance, and empathy).

2- Determining the dimensions and expressions of the scale and the proposed estimate scale:

The dimensions and expressions of the proposed scale, which were reached by reviewing the scientific references and studies related to the subject of the research, were presented to a group of (11) experts and specialists in the fields of sports management and recreation, with not less than (10) years experience, in order to express their opinion on The extent to which these dimensions of the scale fit the subject of the research, as well as the extent of clarity in understanding each phrase, and excluding or modifying the phrases according to what they see fit, and table (2) illustrates this.

Table (1)

Experts' opinions about the appropriateness of the dimensions of the scale (n = 11)

N	Dimensions	Number of phrases	percentage	The number of excluded phrases	The final number of phrases
١	Tangible aspects	٢٨	%٤٦.٨	٢	٢٦
٢	Trust and reliability	٨	%١٣.٣	١	٧

٣	Response	٨	%١٣.٣	١	٧
٤	Security	٨	%١٣.٣	١	٧
٥	Sympathy	٨	%١٣.٣	-	٨
Total		٦٠	%١٠٠	٥	٥٥

The results were as follows:

- Experts agree (100%) on the appropriateness of the proposed five dimensions.

Experts' approval (100%) on the adequacy of the dimensions. -

- The researchers agreed with the percentage of agreement (70%) of the experts' opinions to accept the statement. (5) statements were excluded from the five dimensions because they did not reach the acceptable test to the degree of expert approval.

- The researchers used the triple scale to correct the scale (agree, to some extent, disagree) according to the following:

Agree (three marks) - to some extent (two marks) - disagree (one mark).

The exploratory survey:

The two researchers conducted an exploratory study on a sample of (52) beneficiaries of recreational sports services in villages youth centers in some governorates of Upper Egypt, from within the research community and from outside the basic sample, during the period from 1/3/2021 until 18/3/2021.

Scientific treatments of the quality scale of recreational sports services in villages youth centers in some Upper Egypt governorates:

First, honesty:

The validity was calculated using the internal consistency validity of the scale, by calculating the correlation coefficient between the degree of each phrase and the dimension to which it belongs, and calculating the correlation coefficient between the degree of each phrase and the total score of the scale, as well as calculating the correlation coefficient between the degree of each dimension and the total score of the scale, and the results came as follows:

- The correlation coefficients between the degree of each statement and the dimension to which it belongs ranged between (0.51: 0.86), which are statistically significant correlation coefficients.

-The correlation coefficients between the degree of each statement and the total score of the scale ranged between (0.62: 0.89), which are statistically significant correlation coefficients.

-The correlation coefficients between the degree of each dimension and the total score of the scale ranged between (0.82: 0.93), which are statistically significant correlation coefficients.

- It is clear from the above that all correlation coefficients are statistically significant, indicating that the scale has an acceptable degree of validity.

Second, stability:

To calculate the stability, the researchers used Cronbach's alpha coefficient for the dimensions and the total score of the scale, and this method depends on the homogeneity of the scale scores used, and the results came as follows:

- Cronbach's alpha values for the dimensions of the recreational sports services quality scale in villages' youth centers in some Upper Egypt governorates ranged between (0.89: 0.94).

- The value of Cronbach's alpha coefficient for the total score of the scale was (0.95).

- These results indicate that the scale has an acceptable degree of stability.

Research implementation steps:

1- Basic Study

After reassuring the validity and stability transactions and ensuring the validity of the scale for application to the research sample, the researchers applied the scale to the research

sample, which numbered (716) beneficiaries, during the period from 3/26/2021 to 5/15/2021).

Data collection and tabulation:

The results were collected after completing the application of the tests, organizing, scheduling and statistically processing them.

Statistical manipulations:

Percentage - Pearson correlation coefficient - Cronbach's alpha coefficient - arithmetic mean - standard deviation - frequencies - T.test - order.

Presentation, interpretation and discussion of the results:

The two researchers will present, interpret and discuss the results that have been reached in answering the first question: What is the level of the tangible aspects of recreational sports services in the youth centers of villages in some Upper Egypt governorates?

Table (3)

The estimated degree, percentage, and order of the responses of the research sample to the first dimension (tangible aspects) (n = 716)

N	Tangible aspects	dimension (tangible aspects) (n = 716)					
		Response			Statistical Indications		
		Agree	Slightly	Disagree	Estimated degree	percentage	Ranking
١	The external appearance of the youth center is characterized by beauty and taste.	٢١٠	٣٠١	٢٠٥	١٤٣٧	٦٦.٩٠	١٤
٢	The interior design of the youth center is characterized by modernity.	٢٠٤	٢٨٠	٢٣٢	١٤٠٤	٦٥.٣٦	١٥

٣	The sports recreation specialist at the youth center appears properly	٤٥٥	٢٥٥	٦	١٨٨١	٨٧.٥٧	٤
٤	There is a specific place for sports recreation specialists to contact them.	٢٤٥	٥٣	٤١٨	١٢٥٩	٥٨.٦١	٢٢
٥	The youth center provides the necessary services (toilets - locker rooms - hygiene).	٣٨٥	١٠٤	٢٢٧	١٥٩٠	٧٤.٠٢	١٠
٦	The youth center has playgrounds, tools and sports equipment	٢٧٥	١٧٥	٢٦٦	١٤٤١	٦٧.٠٩	١٣
٧	The devices and tools available are suitable for the number of participants in recreational sports activities.	٢٤٥	١٧٥	٢٩٦	١٣٨١	٦٤.٢٩	١٧
٨	The youth center provides first aid in emergency situations.	٢٤٤	١٦٠	٣١٢	١٣٦٤	٦٣.٥٠	١٨
٩	Hardware and tools are constantly updated.	٢٨٧	٢٠٣	٢٢٦	١٤٩٣	٦٩.٥١	١١
١٠	The condition of halls and sports stadiums is valid.	٣٠٥	١٢٢	٢٨٩	١٤٤٨	٦٧.٤١	١٢
١١	The Youth Center allows participation in various recreational sports activities, including football.	٥١٤	١٩٠	١٢	١٩٣٤	٩٠.٠٤	٣
١٢	Volleyball	٢٤٥	١٥٥	٣١٦	١٣٦١	٦٣.٣٦	١٩
١٣	Handball	٤١٦	١٤٣	١٥٧	١٦٩١	٧٨.٧٢	٧
١٤	Basketball	٣٩٦	١٠١	٢١٩	١٦٠٩	٧٤.٩١	٩
١٥	Debates (Kung Fu - Taekwondo - Boxing - Karate - Wrestling)	٤٨٦	١٥٤	٧٦	١٨٤٢	٨٥.٧٥	٥
١٦	Table Tennis	٥٥٢	١١٤	٥٠	١٩٣٤	٩٠.٠٤	٢
١٧	Athletics	٤٧٣	١٤٣	١٠٠	١٨٠٥	٨٤.٠٣	٦
١٨	Swimming	٣١٢	٦٢	٣٤٢	١٤٠٢	٦٥.٢٧	١٦
١٩	Squash	٢٢	٣٤	٦٦٠	٧٩٤	٣٦.٩٦	٢٥
٢٠	fitness exercises	٣٧٦	١٨٦	١٥٤	١٦٥٤	٧٧.٠٠	٨
٢١	Gymnastics	١٨٩	٢٠٣	٣٢٤	١٢٩٧	٦٠.٣٨	٢١
٢٢	speed ball	٢٤٥	١٠٦	٣٦٥	١٣١٢	٦١.٠٨	٢٠
٢٣	The flying Feather	١٨٧	١٣٦	٣٩٣	١٢٢٦	٥٧.٠٨	٢٣
٢٤	Hockey	٢٨	٣٩	٦٤٩	٨١١	٣٧.٧٦	٢٤
٢٥	Running	٥٧٦	١٢٧	١٣	١٩٩٥	٩٢.٨٨	١
٢٦	Walking	٥٦٨	١٢٥	٢٣	١٩٧٧	٩٢.٠٤	٢
Tangible aspects as a whole		٨٤٤٠	٣٨٤٦	٦٣٣٠	٣٩٣٤٢	٧٣.٢٦	high level

It is clear from Table (3), which shows the estimated degree, percentage, and arrangement of the responses of the research sample to the first dimension (tangible aspects) amounted to (73.26%), which is a high percentage, which indicates the acceptance of the beneficiaries of recreational sports services in some villages youth centers in some governorates of Upper Egypt.

The response of the beneficiaries to the paragraphs of this dimension was as follows: Agree (8440), Slightly (3846), disagree (6330).

The activity (**running**) came first with a percentage of (92.88), and came in the second place the activity (walking) with a percentage of (92.04), and came in the third place a paragraph (**the youth center allows participation in various recreational sports activities, including football**) With a percentage of (90.04), and in the fourth place came the paragraph (**the sports recreation specialist at the youth center appears appropriately**) with a percentage of (87.57), and in the last place came the activity (squash) with a percentage of (36.96).

The two researchers attribute the beneficiaries' acceptance of most

of the paragraphs of the first dimension to the interest of the Ministry of Youth and Sports at the present time in developing youth centers in villages and cities, and starting the implementation of a decent life initiative, which includes raising the efficiency of youth centers in the villages most in need. However, there are many villages in Upper Egypt that lack this interest and need to Comprehensive development of the recreational activities and services provided to the beneficiaries who frequent those centers.

These results agree with the results of the study of **Omar Badr (2021), Hasna Jamal (2022), JingruYang, et al (2022).**

Thus, the first question has been answered, which states: What is the level of tangible aspects of recreational sports services in village youth centers in some Upper Egypt governorates?

The answer to the second question, which states what is the level of confidence and reliability in recreational sports services in youth centers in some governorates of Upper Egypt?

Table (4)

The estimated degree, percentage, and order of the responses of the research sample to the second dimension (confidence and reliability) (n = 716)

م	Trust and reliability	dimension (confidence and reliability) (n = 716)					
		Response			Statistical Indications		
		Agree	Slightly	Disagree	estimated degree	percentage	Ranking
١	The dates of recreational services are announced clearly	٢٧٤	٨٦	٣٥٦	١٣٥٠	٦٢,٨٥	٦

	and known to those who frequent youth centers.						
٢	The quality of the provision of recreational services is taken into account to the fullest.	٢٤٣	١٢٥	٣٤٨	١٣٢٧	٦١,٧٨	٧
٣	The recreational service is committed on the agreed dates.	٣١٤	٥٩	٣٤٣	١٤٠٣	٦٥,٣٢	٤
٤	Recreational service providers are professional and efficient.	٤١٣	١١١	١٩٢	١٦٥٣	٧٦,٩٦	١
٥	Flexibility in the dates of recreational services is available to suit all beneficiaries.	٢٩٧	١١٨	٣٠١	١٤٢٨	٦٦,٤٨	٣
٦	A page for the Youth Center is available on social media to announce recreational services.	٢٧٨	١٢٢	٣١٦	١٣٩٤	٦٤,٩٠	٥
٧	The management of the youth center has effective leaders.	٢٩٩	١١٩	٢٩٨	١٤٣٣	٦٦,٧١	٢
Trust and reliability as a whole		٢١١٨	٧٤٠	٢١٥٤	٩٩٨٨	٦٦,٤٣	Medium level

It is evident from Table (4), which shows the estimated degree, percentage, and arrangement of the research sample's responses to the second dimension (confidence and reliability) amounted to (66.43%), which is a medium percentage, which indicates the fluctuation in the opinions of the beneficiaries of the research sample about the level of confidence and reliability of the recreational services that are provided to them.

The response of the beneficiaries to the paragraphs of this dimension was as follows: agree (2118), slightly (740), disagree (2154).

The phrase (providers of recreational services are distinguished by their professionalism and efficiency)

came first with a percentage of (76.96), and came in the second place a phrase (the management of the Youth Center has effective leaders) with a percentage of (66.71), and came in the third place a phrase (there is flexibility in The dates of recreational services to suit all beneficiaries) with a percentage of (66.48), and in the fourth rank came a phrase (obligation to provide recreational services on the agreed dates) with a percentage of (65.32), and in the last order came a phrase (the quality of providing recreational services is taken into account on fullest) with a percentage of (61.78).

The two researchers refer to the aforementioned results to the fact that youth centers in the villages of Upper Egypt still need more development and attention, and this

development must include capabilities, material to maximize the ability of youth centers in the villages of Upper Egypt to achieve their goals, meet the needs of the beneficiaries, and keep pace with the contemporary development in terms of It is related to the quality of recreational sports services.

These results agree with the study of **Amr Hilali (2020)**, also agreed with the study of **Omar Badr (2021)**, which supported the need to pay attention to raising the efficiency of private youth centers Recreational

sports services to improve their level and achieve competition in the light of contemporary global experiences.

Thus, the second question has been answered, which states: What is the level of trust and reliability in recreational sports services in villages youth centers in some Upper Egypt governorates?

The answer to the third question, which states what is the level of response to recreational sports services in youth centers in some governorates of Upper Egypt

Table (5) Estimated degree, percentage, and order of the responses of the research sample to the third dimension (response) (n = 716)

	Response	The dimension (response) (n = 716)					
		response			Statistical Indications		
		agree	slightly	disagree	Estimated degree	Percentage	Ranking
١	The management of the youth center takes into account the speedy resolution of complaints regarding recreational services.	١٧٩	٦٨	٤٦٩	١١٤٢	٥٣.١٧	٧
٢	The management of the youth center is concerned with overcoming obstacles in front of the beneficiaries.	٢١٤	١٣٧	٣٦٥	١٢٨١	٥٩.٦٤	٣
٣	The management of the youth center works to improve and develop recreational services.	٢٤٧	١٠٧	٣٦٢	١٣١٧	٦١.٣١	٢
٤	There is an appropriate mechanism for receiving complaints and suggestions from beneficiaries.	١٨٦	١١٣	٤١٧	١٢٠١	٥٥.٩١	٣
٥	There is an appropriate mechanism to provide recreational services commensurate with the number of beneficiaries.	٢٠٧	١١٨	٣٩١	١٢٤٨	٥٨.١٠	٤
٦	The beneficiaries are contacted periodically to obtain their	١٨٦	٨٧	٤٤٣	١١٧٥	٥٤.٧٠	٦

	opinion on the recreational services.						
Y	The recreational services offered by the youth center are diverse.	٢٤٥	١١٢	٣٥٩	١٣١٨	٦١.٣٦	١
	Response as a whole	١٤٦٤	٧٤٢	٢٨٠٦	٨٦٨٢	٥٧.٧٤	low level

It is clear from Table (5), which shows the estimated degree, percentage, and arrangement of the responses of the research sample to the third dimension (response) amounted to (57.74%), which is a low percentage, which indicates that the level of response for beneficiaries of recreational sports services in villages youth centers in some governorates of Upper Egypt is weak.

The response of the beneficiaries to the paragraphs of this dimension was as follows: Agree (1464), slightly (742), disagree (2806).

The phrase (recreational services provided by the youth center is diverse) came first with a percentage of (61.36), and came in the second place a phrase (the management of the youth center works to improve and develop recreational services) with a percentage of (61.31), and it came in third place phrase (there is an appropriate mechanism for receiving complaints and suggestions from beneficiaries) with a percentage of (55.91), and in the fourth rank came the phrase (there is an appropriate mechanism for providing recreational services commensurate with the number of beneficiaries) with a percentage of (58.10), and in the last order came a phrase (take into account the administration The Youth Center has a speedy resolution of complaints

regarding recreational services, with a percentage of (53.17).

The two researchers attribute the low responses of the research sample on the response dimension to the lack of awareness of the management of youth centers in the villages in some governorates of Egypt of the importance of periodic follow-up to the beneficiaries' problems.

This results agree with the study of **Ibrahim Nazih (2004 AD)**, which found the weak ability of the administration in youth centers to understand the needs and desires of the beneficiaries of recreational services.

In this regard, **Muhammad Al-Hamamy and Aida Abdel-Aziz (2009)** explain that youth centers are among the institutions that carry out many recreational services. Thus, it is necessary to pay attention to their problems and listen to their opinions in order to develop the recreational sports services it provides to them.

Thus, the third question has been answered, which states: What is the level of response to recreational sports services in villages' youth centers in some Upper Egypt governorates?

The answer to the fourth question, which states what is the level of guarantee for recreational sports services in youth centers in some governorates of Upper Egypt?

Table (6)
Estimated degree, percentage, and arrangement of the responses of the research sample to the fourth dimension (guarantee) (n = 716)

N	Guarantee	The dimension (guarantee)					
		Response			Statistical Indications		
		agree	slightly	disagree	Estimated degree	percentage	Ranking
١	There are emergency exits at the youth center.	٢١٤	٦٧	٤٣٥	١٢١١	٥٦,٣٨	٧
٢	Safety and security factors are taken into account when performing recreational services.	٣٠٤	٦٧	٣٤٥	١٣٩١	٦٤,٧٦	٦
٣	Integrity and transparency are achieved when providing recreational services.	٣١٨	٢١٤	١٨٤	١٥٦٦	٧٢,٩١	٣
٤	The Youth Center contributes to serving the surrounding community.	٣٦٦	١٨٩	١٦١	١٦٣٧	٧٦,٢١	١
٥	The Youth Center provides adequate guarantees and facilities to meet the needs of the beneficiaries.	٣٧١	١٧٦	١٦٩	١٦٣٤	٧٦,٠٧	٢
٦	Safety and security factors are taken into account in the devices and tools of the youth center.	٣١٥	٥٥	٣٤٦	١٤٠١	٦٥,٢٢	٥
٧	The devices and tools available at the Youth Center comply with international quality standards.	٢٥٨	٢٧٩	١٧٩	١٥١١	٧٠,٣٤	٤
Guarantee as a whole		٢١٤٦	١٠٤٧	١٨١٩	١٠٣٥١	٦٨,٨٤	Medium level

It is clear from Table (6), which shows the estimated degree, percentage, and arrangement of the responses of the research sample to the fourth dimension (guarantee) amounted to (68.84%), which is a medium percentage, which indicates that the level of guarantee for recreational sports services in villages youth centers in some governorates of Upper Egypt is acceptable.

The response of the beneficiaries to the paragraphs of this dimension was as follows: Agree

(2146), slightly (1047), Disagree (1819).

The phrase (the youth center contributes to serving the surrounding community) came first with a percentage of (76.21), and came in the second place a phrase (the youth center provides sufficient guarantees and facilities to meet the needs of the beneficiaries) with a percentage of (76.07), and it came in the third place phrase (Integrity and transparency are achieved when providing recreational services) with a percentage of (72.91),

and in the fourth place came the phrase (Devices and tools available at the Youth Center are in accordance with international quality standards) with a percentage of (70.34), and in the last place came a phrase (Exits are available Emergencies in the youth center) with a percentage of (56.38).

The two researchers refer those results of the fourth dimension (the guarantee of recreational sports services in youth centers in some governorates of Upper Egypt) to the weak ability of youth centers in the villages of Upper Egypt to take into account the factors of security and safety, and the lack of continuous updating of devices and tools that conform to international standards.

Jingru Yang, et al (2022) recommended that attention should be paid to raising the efficiency of recreational institutions to benefit from directing the energies of young people to recreational services that will benefit

them and avoid the negative effects resulting from participating in destructive activities that harm the individual and society.

These results are consistent with the findings of the study of **Zarko Markus (2019), Omar Badr (2021 AD)** that the capacity of Egyptian youth centers needs more attention in terms of material and human capabilities if these centers want to keep pace with development and benefit from global experiences in this regard.

Thus, the fourth question has been answered, which states: What is the level of security for recreational sports services in villages youth centers in some Upper Egypt governorates?

The answer to the fifth question, which states what is the level of sympathy for recreational sports services in youth centers in some governorates of Upper Egypt?

Table (7)

The estimated degree, percentage, and order of the responses of the research sample to the second dimension (sympathy) (n = 716)

N	Sympathy	The dimension (sympathy) (n = 716)					
		Response			Statistical Indications		
		Agree	slightly	disagree	estimated degree	Percentage	Ranking
١	The sports specialists at the Youth Center understand the needs of the beneficiaries of recreational services.	٢٤٦	١٥٣	٣١٧	١٣٦١	٦٣,٣٦	٨
٢	Recreational services are provided on dates that suit the beneficiaries.	٣٤٨	١٤٤	٢٢٤	١٥٥٦	٧٢,٤٤	٤
٣	The Youth Center places the interests of the beneficiaries of recreational services at the forefront of its priorities.	٣١٨	١٩٦	٢٠٢	١٥٤٨	٧٢,٠٧	٥

٤	Those in charge of recreational services are characterized by sophistication in dealing.	٤١٨	١٤٦	١٥٢	١٦٩٨	٧٩,٠٥	٢
٥	Providers of recreational services take into account the customs, traditions and culture of the community.	٥١٨	١٨٩	٩	١٩٤١	٩٠,٣٦	١
٦	The wishes and opinions of the beneficiaries of recreational services are respected.	٢٧٩	١٩٨	٢٣٩	١٤٧٢	٦٨,٥٣	٦
٧	Each of the beneficiaries feels respected when dealing with the youth center workers.	٣٠٤	١٤٢	٢٧٠	١٤٦٦	٦٨,٢٥	٧
٨	Sports specialists deal with problems and crises professionally.	٤١٨	١٤٣	١٥٥	١٦٩٥	٧٨,٩١	٣
Sympathy as a whole		٢٨٤٩	١٣١١	١٥٦٨	١٢٧٣٧	٧٤,١٢	High level

It is clear from Table (7), which shows the estimated degree, percentage, and arrangement of the responses of the research sample to the fourth dimension (sympathy) amounted to (74.12%), which is a high percentage, which indicates that the level of sympathy for recreational sports services in villages youth centers in some governorates of Upper Egypt is acceptable.

The response of the beneficiaries to the paragraphs of this dimension was as follows: Agree (2849), Slightly (1311), disagree (1568).

The phrase (providers of recreational services take into account the customs, traditions and culture of the community) came first with a percentage of (90.36), and came in the second place the phrase (Those in charge of recreational services are characterized by sophistication in dealing) with a percentage of (79.05), and came in the third place the phrase (Sports specialists deal with problems and crises professionally) with a percentage of (78.91), and in the fourth

rank came the phrase (taking into account the provision of recreational services on dates commensurate with the beneficiaries) with a percentage of (72.44), and in the last place came the phrase (Each of the beneficiaries feels respected when dealing with the youth center workers) with a percentage of (68.25).

The two researchers attribute the high response rate on the sympathy dimension of recreational sports services in youth centers in some governorates of Upper Egypt to the youth centers taking into account the values, traditions and culture of the community, which all educational institutions such as youth centers emphasize, and to the trust of the beneficiaries of recreational sports services in villages youth centers in Upper Egypt governorates in the role What these centers contribute to the development of society, in addition to the ability of sports specialists, with their leadership qualities and ingredients that make them a source of confidence among the beneficiaries.

In this regard, **Zarko Markus** (2019) concludes that the quality of recreational services contributes significantly to restoring the intention of visiting recreational institutions and thus contributes to the development of society and gaining the confidence of its visitors from all segments of society.

This is consistent with the findings of the studies of **Walid Abdel Razek and others** (2014), Amr Hilali (2020 AD), **Omar Badr** (2021 AD), **Hasna Gamal** (2022).

Thus, the fifth question has been answered, which states: What is the level of sympathy for recreational sports services in villages' youth centers in some Upper Egypt governorates?

Conclusion:

Based on the results of the research the two researchers conclude the following:

- 1- The necessity of paying attention to providing a specific place for sports recreation specialists to communicate with them and to facilitate the implementation of recreational sports services for the beneficiaries.
- 2- Paying attention to the provision of health requirements and safety and security factors when implementing recreational services.
- 3- Providing first aid in emergency situations in youth centers .
- 4- Updating devices and tools in line with international quality standards.
- 5- The necessity of establishing squash courts and gymnastics training halls.

6- Taking into account the quality of providing recreational services to the fullest.

7-The administration of the Youth Center shall take into account the speed of deciding on complaints regarding recreational services.

8- The necessity of providing emergency exits at the youth center.

Recommendations:

1-Using the scale of the quality of recreational sports services in question to identify the reality and measure the quality of recreational sports services in youth institutions in the Arab Republic of Egypt.

2- Develop an urgent strategic plan for the development of village youth centers in the governorates of Upper Egypt.

3- Creating and establishing new youth centers in the most needy villages and hamlet.

4- Introducing new recreational sports activities and services in line with international standards.

5- Organizing several training courses to qualify specialists, workers and managers and raise their efficiency to provide a distinguished recreational service.

6- Benefiting from the activities of the Egyptian Federation for Sports for All by integrating recreational sports services with plans for recreational sports services in youth centers through a short-term strategic plan.

7- Reviewing sports legislation and laws and facilitating them for investors

wishing to enter into partnerships with clubs and youth centers developed in the Arab Republic of Egypt.

8- Encouraging the establishment of private sports clubs.

9- Providing the developed youth centers and popular squares with the necessary tools to improve recreational sports services.

10- Expansion of the establishment of open stadiums.

11- Maintaining the current sports facilities in the villages' youth centers and raising their efficiency.

12- Involving the private sector in the management and operation of youth centers in villages youth centers in Upper Egypt.

13- Conducting more studies aimed at identifying the quality of recreational sports services in other recreational institutions and centers.

List of references

First : Arabic references :

1- Ibrahim Nazih Muhammad (2004): **Application of the gap method in measuring service quality in youth centers**, unpublished Ph.D. thesis, Faculty of Physical Education for Boys, Helwan University.

2- Islam Fathi Ibrahim (2021): **The quality of recreational sports services in hotels and tourist villages in the Red Sea Governorate**, unpublished master's thesis, Faculty of Physical Education, Mansoura University.

3- Amr Mohamed Hilali (2020): **The quality of recreational sports services in Damietta Governorate clubs**,

Scientific Journal of Physical Education and Sports Science, published research, p. 88, part 5, Faculty of Physical Education for Lenin, Helwan University.

4- Hasnaa Gamal Kamel (2022): **Analytical study of leisure and recreation of women practicing recreational activities in clubs and youth centers in some governorates of northern Upper Egypt**, "a comparative study", an unpublished PhD thesis, Faculty of Physical Education, Minia University.

5- Tarek Kamal Mohamed (2013): **Youth Psychology (Youth Social and Economic Development)**, 3rd Edition, University Youth Foundation, Cairo.

6- Omar Badr Mohamed (2021): **A model for the advancement of recreational sports activities in the Arab Republic of Egypt in the light of some international experiences**, unpublished PhD thesis, Faculty of Physical Education, Minia University.

7- Fattouh Reda Aboul Fotouh (2018): **The quality of recreational services and its relationship to life satisfaction among young people in the new urban communities**, unpublished Ph.D. thesis, Faculty of Physical Education, Mansoura University.

8- Fred Kurtel (2009): **Marketing of Services**, first edition, Dar Al-Kunuz Al-Ma`rifa Al-Ilmiya, Amman.

9- Kamal Abdel-Rahman Darwish, Mohamed Mohamed El-Hamamy (2007): **A modern vision for recreation and leisure**, 3rd Edition, Al-Kitab Center for Publishing, Cairo.

10- Muhammad Muhammad al-Hamamy (1997): **Sports for all, philosophy and application**, Cairo, Al-Kitab Center for Publishing.

11- Muhammad Muhammad Al-Hamamy, Aida Abdel-Aziz Mustafa (2009): **Recreation between theory and practice**, 6th edition, Al-Kitab Center for Publishing, Cairo.

12- Muhammad Muhammad Khamis (2006 AD): **Extent of Satisfaction with Water Recreational Services in South Sinai Governorate**, unpublished Ph.D thesis, Faculty of Physical Education, Mansoura University.

13- Mahmoud Ismail Tolba (2009): **The Psychology of Recreation and Leisure**, Al-Kitab Center for Publishing, Cairo.

14- Medhat Ahmed Abu Al-Nasr, Yasmine Medhat Mohamed (2019): **Sustainable development (its concept - its dimensions - its indicators)**, Dar Al-Kutub, Cairo.

15- Mustafa Abdel-Aziz Al-Bandari (2021 AD): **The Role of Women and Youth in Community Service**, Al-Asriya Library, Cairo.

4.

16- 16. Nabil Ibrahim Ahmed (2014 AD): **Models and Theories in Community Service**, Zahraa Al Sharq Library, Cairo.

17- Walid Ahmed Abdel Razek, Yahya Mohamed Al-Jayoushi, Bassem Mohamed Tohamy (2014): **A proposed model for managing sports development centers in the light of economic management in the Arab Republic of Egypt**, published research,

Assiut Journal of Physical Education Sciences and Arts, April.

18- Yasmine Abdel Nabi Muhammad (2021): **The level of recreational services culture and its relationship to some variables among the sports activity specialist in Dakahlia Governorate**, published research, p. 23, The Scientific Journal of Physical Education and Sports Sciences, Mansoura.

Second : English references :

1. Blass, E. (2003). **Researching the future: method or madness?** Futures, 35, 1041-1054.

2. Jingru Yang Ran Guo DiLi Xiaoli Wang Fangzheng (2022): **iInterval-thresholding effect of cooling and recreational services of urban parks in metropolises**, Sustainable Cities and Society, Volume 79, April 2022, 103684

3. Philip kotler et Bernard Dubois, **Marketing management**, 12 édition (Person éducation, paris 2006) p475

4. Zarko Markus Djurdjica Perovic Sanja Pekovic Stevo Popovic (2019): **Assessing Tourist Revisit Intention through the Sports and Recreational Services Offered**, Business Systems Research | Vol. 10 No. 2 |2019

Third, a list of information network references:

5. <http://www.publications.zu.edu.eg/Pages/PubShow.aspx?ID=٣٧٧٣٠&pubID=١٨>