

Design of Quality Function Deployment Model of the refereeing Iranian Football with Health Approach of Human Resource

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Abstract

Introduction: The purpose of this research was to investigate and analyze the gap between the expected quality and perceived quality of the services provided the referees the Iranian Football with Health Approach of Human Resource using.

Methods: The statistical population of this research is all referees, and CEOs clubs of Premier League football teams in 2016 and members of the Board of Directors of the Football Federation were a total of 133 people. The research sample by using the sampling of the total number of people. The in order to collect data, from the questionnaire made by the researcher to determine the expansion of the performance of the quality of football refereeing with an emphasis on the health of human resources used. this questionnaire, were performed according to the SERVQUAL method in two aspects: expected quality and perceived quality. The face validity of the questionnaire was confirmed by experts. Also, its reliability was calculated using Cronbach's alpha test and composite reliability. Structural equation modeling and PLS software were used to analyze the data and check the fit of the model.

Results: That a significant and negative gap in all identified needs and Components Health of human resources. Also, the results showed that managerial, human and financial resources had the highest priority.

Conclusion: According to the results of the research, management has a more intervention and persuasive role than other factors. The reason for this problem can be the conscious effect of management.

Keywords: Health, Human Resource, Quality House, Service

Introduction

Sport is an important and influential category in today's human society (1). Sports are an integral part of the culture of the nations of the world, which has titles and headlines for most newspapers and television programs, and has provided millions of dollars to its founders. The deep impact of exercise on international interests and beliefs is not overlooked by anyone (2). Soccer has become the most popular and engaging sport in most countries of the world in recent years, and is no longer just a sport, but a social

phenomenon. Football has become a high-income industry in many countries, due to the widespread audience and the presence of sponsors and big contracts and the bulk of football's role in social life (3). Football is composed of important elements such as athletes, instructors, spectators, fans, judges, etc., apart from their managerial structure, which is now subject to arbitrary discussions as well as other departments, requiring education and experience. Refereeing is one of the most controversial discussions in the Iranian and world sports circles that faces many obstacles and

problems (4). Researchers in management science have identified manpower as the most valuable capital of each organization, and it is more difficult to find skilled and trained human resources and maintain them more than the past (5). The referee is also an important part of the human resources of every sport, especially football, and should be supported by scientific methods to attract, promote, maintain and maintain it. Today, improving the health of human resources is more than the legal requirements for health and safety and includes any action to increase their health. Maintaining the health, safety and well-being of people is one of the important measures in maintaining human resources. In general, not taking the maintenance of human resources seriously can have many harmful consequences. Ensuring the welfare of referees is one of the important duties of the Football Federation to provide the best conditions for referees to judge. The aim of referees' welfare scheme is to ensure a better standard of living for referees, which leads to increasing their efficiency and also helps in maintaining human resources. Maintaining and improving human relations is another necessary measure to maintain human resources. In fact, this leads to a significant increase in the work efficiency of the human force. In developing countries, the maintenance of human resources is very important. Because human resources are the most important resources of the organization and productivity is significantly dependent on the physical and mental efforts of management and human resources. It is important to mention that not only economic factors affect the relationship between the federation and referees, but also psychological factors. Therefore, in addition to salary, self-satisfaction, feeling of importance and other working conditions also play an

important role in influencing and increasing the quality of arbitration in the country. It is also important not to ignore emotions. Therefore, "human relations" is the key to maximum productivity for the football federation and the referees' committee of this federation, as well as referees as human resources of the referees' committee, and its improvement is the main goal of human resource management. Maximum welfare for referees does not only mean salary increases; Rather, it means developing and increasing the quality of referees' judgments, which has a great impact on the performance of clubs and is also one of the important duties of the federation and the referees' committee. In the following, we state what factors affect human relations. Today, the field of research and the science of sport has progressed so far that the neglect and neglect of science in practice cause inefficiency and backwardness of the world of the day. The judgment and judgment of various sports is no exception. It can no longer be claimed that only problems can be solved by gaining experience. The experience is then worthwhile to have a firm connection with applied sciences, and these two acts as two complementary components (6). A referee in the football field is not solely responsible for directing the referee team, but his decisions can influence the behavior and actions of all players, coaches, spectators, and tournament players and clubs (7). The standard of arbitration is increasing worldwide (8). The process of professionalism in the field of football arbitration is accelerating and speeding up every day. Italy, Germany, England, South Korea and Japan have come to the conclusion that in order to achieve higher levels of football, they should also increase their level of arbitration, which will lead to an increase in the quality of their matches

at the club level (9). The judging of football in Iran also needs to grow and expand to keep up with the world's judgments. referees who judge at high levels of football are both the base of athletes at the championship level. referee is expected to act as a fair and impartial judge (10). A person who wants to judge at this level must have vision, knowledge, personality, experience and leadership on the one hand, and appropriate physical fitness on the other. They must fully understand and control the laws and regulations, and, moreover, they are psychologically very strong (4). referees' football in Iran and the world faces many obstacles and problems. Abdi (2007) concluded that the lack of membership of the Iranian Refereeing Committee and the Iranian Football Federation in AFC and FIFA, as well as the weakness of the organization and the status of Iranian refereeing, has led, in spite of merit, less than the international referees of Iran in important competitions such as World Cup. Also, in Iran, the fees paid to judges are negligible. Judges live up to their main occupation, which excludes them from focus and attention to arbitration (4). Bryan (2004) stated that the proper remuneration of judges makes it possible to practice and train without any concern and to provide the welfare of their lives (11). The development and development of football referees in our country is also of great importance. The Football Federation has to promote the development of arbitration for the satisfaction of the fans and the attraction of the tournament, and educators, knowledgeable, skilled, fair, poorly brave and brave for the future of football in the country. To give because every level of football progresses and the game progresses, the judiciary and the law material are more attractive to spectators and players (12). According to Sproz Blatter, "Soccer has a more sophisticated

shape and dimensions. Every day, we are witnessing innovation in the technical, tactical, physical and emotional sectors of the field. Judgment is also on the path to these developments. This essential part should be accelerated even further in the direction of its upward movement, because of the upward trend in arbitration, which makes progress in other parts more objective and tangible. Indeed, as long as football does not move to the fullest, free from the mistakes of judgment, we cannot clearly see the progress of football (13). Therefore, the development of football arbitration can make this important. Because soccer sport is one of the most important factors in providing health and vitality of society, judging as one of the main components of football can achieve the goals of the 20-year vision of the country and the prospects of Iranian football (1404 horizons) be effective. The researcher is trying to draw attention to the importan, Considering the importance of refereeing and also paying attention to the health of referees as one of the important and influential elements of football in the development and quality of Iranian football, by examining and analyzing the gap between the expected quality and the perceived quality of referees' health and by identifying health needs physical, mental and psychological health of judges, has sought to provide solutions to solve the health gap of this group.

Methods

The current research was applied in terms of purpose and descriptive-survey in terms of nature which was conducted as a field study. The purpose of this research was to investigate and analyze the gap between the expected quality and perceived quality of the

services provided the referees the Iranian Football with Health Approach of Human Resource using. The statistical population of this research is all the referees who participated in the pre-season of the Premier League in 2016, who were in charge of refereeing matches in the 17th Premier League matches (105 people), CEOs of Premier League football clubs (16 people), and members of the Board of Directors of the Football Federation (12 people) were a total of 133 people. 133 people were selected as the research sample by using the sampling of the total number of people, in order to collect data. The in order to collect data in this research, from the questionnaire made by the researcher to determine the expansion of the performance of the quality of football refereeing with an emphasis on the health of human resources, the items of which were interviewed by veterans and the elite refereeing experts, managers and coaches using the Delphi technique were determined and used. The said questionnaire is a 5-point Likert scale and questions have been asked for each of the variables in the conceptual model. After conducting qualitative interviews with a non-structured and focused group, 143 requirements were identified as the requirements of customers. After being classified as a five-item the health of human resources questionnaire, financial resources, material resources, management resources, and information and communication technology were performed according to the SERVQUAL method in two aspects: expected quality and perceived

quality. in five main components, quality of human resources (number of 5 questions), quality of financial resources (number of 5 questions), quality of material (physical) resources (number of 5 questions), quality of management resources (number of 6 questions) and quality of information and communication technology (number of 3 questions) performance of referee quality (number of 2 questions)) was grouped. The validity of the questionnaire was controlled by 6 sports management professors and 4 referees who had experience in the Premier League, and according to them, the questionnaires have the desired face validity. Divergent validity and composite reliability and Cronbach's alpha of the questionnaire were also calculated. SPSS24 software was used to analyze the data in order to perform descriptive statistics, and after examining the data distribution using Smirnov's Kalmograph test and examining its results that the data distribution was abnormal, for confirmatory factor analysis and testing of the research hypotheses and model fit. Conceptually, structural equation modeling has been used using PLS 3 Smart software.

Results

The research findings were examined and analyzed in two descriptive and inferential sections. In the descriptive part, some demographic characteristics of the research subjects are shown. In presented in the table and Figure (1), the frequency and percentage of age, marital status, education, field of study and Side of the research

samples are given separately. Of the 133 referees, CEOs of Premier League football clubs and members of the Board of Directors of the Football Federation age range of 1.50% is less than 30 years, 6.77% is between 31-35%, 25.56%, between 36-40 years, 42.11%, between 41-45 years and 24.06% are older than 45 years of age. Marital status of 19.55% Single and 80.45% married. was Field of Study 24.06 Physical Education and 75.94 Non-physical education. Of the 133 referees, CEOs of Premier League football clubs and members of the Board of Directors of the Football Federation, was Sid 105 People referee, 16 People CEOs of Premier League football clubs and 12 People members of the Board.

Validity of the measurement model:

To measure the fit of the measurement model; Index reliability, convergent validity and divergent validity were used. Reliability index for measuring internal reliability includes three measures of factor loading coefficients, Cronbach's alpha and composite reliability. Factor loadings are calculated by calculating the correlation value of the indicators of a structure with that structure, and its appropriate value is equal to or greater than 0.4. The measures whose factor loadings were less than 0.4 were removed from the research model, and further, the analysis of the research was done based on the approved questions. Convergent validity has been evaluated using average variance extracted (AVE). In order to check the divergent validity of the measurement model, two correlation validity matrices of the latent variable and Fronel and Locker criteria were used. In this research, it is clear that the correlation of each structure with itself is higher than the correlation of that structure with other structures. As a result, the divergent validity of the model is confirmed. Also, all

variables had a Cronbach's alpha value above 0.70 and a combined reliability above 0.80, which indicates that the model has good reliability (both in terms of Cronbach's alpha and in terms of composite reliability) (Table 2).

Structural model fit:

Using the criteria of significant coefficient (T-values), determination coefficient (R^2) and predictive power coefficient (Q^2), the fit of the structural model was evaluated. The relationships between the research components and also the items with each of their factors were greater than 1.96 and significant, which indicates the correct prediction of the relationships of the research model. In this study, the R^2 value of all research variables was higher than 0.33 and in the range of 0.67 or greater, and this means that the structural model of the research has a strong fit. In order to fit the overall model (both measurement and structural model parts), the GOF criterion was used. The values obtained by the GOF formula are equal to 0.547, so the overall fit of the model is confirmed as "very strong".

Research hypothesis test:

According to Table 3, it is clear that all 5 components of the quality of management resources (0.415), the quality of information and communication technology (0.293), the quality of human resources (0.270), and the quality of material resources (0.130) respectively and the quality of financial resources (0.117) have a significant role in explaining the performance of judges' health quality.

Discussion:

The purpose of this research was to investigate and analyze the gap between the expected quality and the perceived quality of the services provided to Iranian football referees with the approach of

Table 1. Statistical description of the sample

Variable	Domain	Abundance	Frequency
Age	Less than 30 years	2	1/50
	31 to 35 years	9	6/77
	36 to 40 years	34	25/56
	41 to 45 years	56	42/11
	Above 45 years	32	24/06
marital status	Single	26	19/55
	Married	107	80/45
Field of Study	Physical Education	32	24/06
	Non-physical education	101	75/94
Grade	Associate and Painter	5	4/42
	Bachelor	58	51/33
	Masters	43	38/05
	Ph.D.	7	6/19
Sid	Referee	105	78/95
	CEO of the club	16	12/03
	Member of the Federation Board	12	9/02

Table 2. Composite reliability, mean extracted variance and Cronbach's alpha of research variables

Research variables	Cronbach's alpha (α)	Composite Reliability	Average Variance Extracted	R ²	Q ²
The performance of the quality of Referees	0.937	0.942	0.589	0.998	0.361
Quality of information and communication technology	0.932	0.947	0.748	exogenous	0.486
The quality of human resources	0.830	0.871	0.536	exogenous	0.297
Quality of material resources	0.720	0.834	0.629	exogenous	0.352
Quality of financial resources	0.769	0.866	0.684	exogenous	0.383
Quality management	0.872	0.894	0.550	exogenous	0.429

Table 3. Values of direct path coefficient and t-statistic related to research variables

Relationships	Path coefficient	T statistic	P	The result of the hypothesis
Information and communication technology quality -> health quality performance of referees	0.293	21.532	0.001	confirmation
Human resource quality -> health quality performance of referees	0.270	26.426	0.001	confirmation
The quality of material resources -> the performance of the health quality of referees	0.130	18.348	0.001	confirmation
The quality of financial resources -> the performance of the quality of health of referees	0.117	15.424	0.001	confirmation
Quality of management resources -> Health quality performance of referees	0.415	25.210	0.001	confirmation

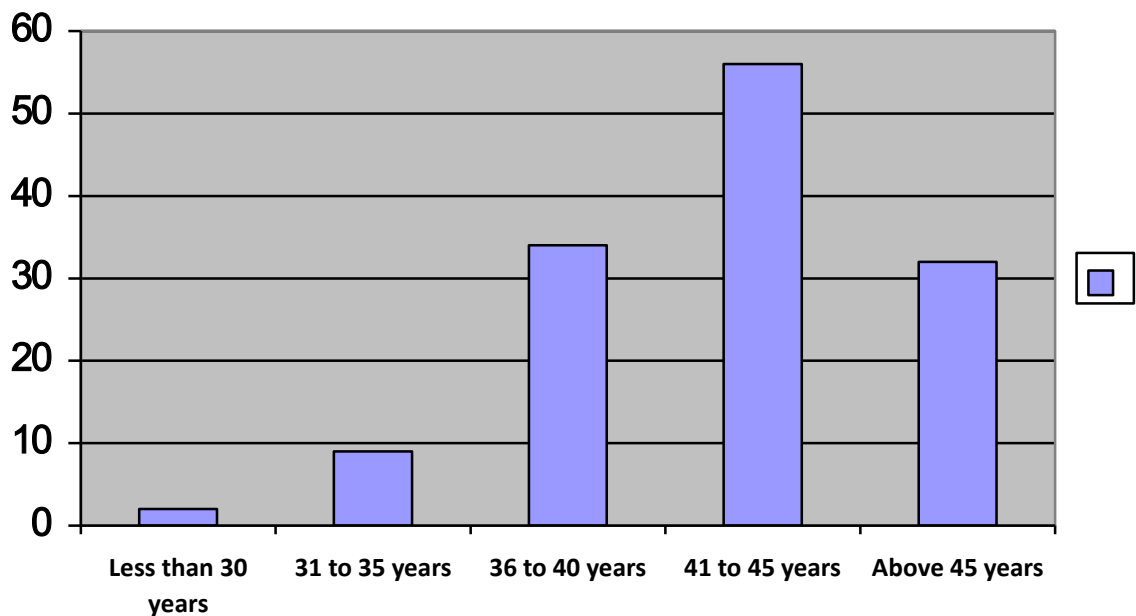


Figure 1. Statistical description of sample age

human resource health. The results showed that the variable effect of the quality of human resources and attention to the referees' health was significant on the refereeing quality of Iranian football. According to this finding, it can be said that expert and healthy human capital (football referees) play an essential role in the functioning of the football federation. Therefore, it can be suggested to the officials of the referees' committee of the football federation to have plans to improve the physical and mental health of the referees on a continuous basis in order to develop and improve the performance of the referees. This finding confirms the research results of Akbari Yazid et al. (2014; 17). The results showed that the variable of financial resources had a significant effect on the health of judges. This finding emphasizes that if the financial conditions of referees are provided, referees can focus more on their health and can improve their quality of refereeing, and as a result, the performance of Iranian

football referees will improve. Therefore, it can be said that the implementation of programs and the achievement of goals require financing, and the financial issue is always one of the main problems in the development of sports in the country. Due to the professionalization of football, financial resources must reach sustainable development, and for this, it is necessary to provide these resources from various sectors such as the government budget and public institutions, financial sponsors, insurances and public assistance. Although financing does not guarantee the success and proper performance of referees, its lack of weakness causes the fundamental weakness and record of other dimensions and sectors. According to the findings of the present research, it can be said that the arbitration department should pay special attention to the financial issues related to the arbitrators and their insurance coverage. The results showed that the quality of material resources has a significant effect on the quality of Iranian

football refereeing. According to this finding, it can be said that various material factors can improve the refereeing quality of the referees of the premier football league. There are two approaches in this field. Some researchers believe that the performance of human resources is not directly dependent on the existence of equipment and facilities, but the lack of performance is influenced by specialized factors. On the other hand, most researchers are of the opinion that career and professional development depends on the existence of necessary facilities and places and different types of facilities should be provided for them. According to the opinion of the experts responding to this research, it seems that the second approach is dominant and it is necessary to improve the facilities of refereeing and improve its infrastructure, especially in the field of maintaining the health of referees, in order to improve the performance quality of referees. One of the things that can be mentioned in order to improve material resources is the use of hospitals and clinics that have a contract with the football federation to provide services to referees. This finding was in line with the research results of Akbari Yazidi et al. (2014; 19). The effect of the quality of information technology resources on the quality of Iranian football refereeing was significant. According to this finding, it can be said that the use of communication and information technologies to measure referees' health before, during and after training and matches can improve the quality of football refereeing in Iran. On the other hand, it can be said that due to the nature of sports and its competitive features, the existence of knowledge-based systems and technological aspects play a decisive role in measuring the health of referees; Therefore, according to this finding, it can be said that improving the

health of referees can be improved through the use of new technologies. This research, like any research, was not without limitations. Although the findings of this research help to know the factors that shape the health quality of human resources and football referees, in the future, by conducting special research, the dimensions of use in this research can be studied specifically and in qualitative research.

Conclusion:

The results of the research in general, and according to the results of the research, it can be said that managerial, technological, human, material and financial resources had the highest priority in the health quality of Iranian football referees, in order of effect. These findings show that management has a more interventionist and persuasive role than other factors. The reason for this problem can be the conscious effect of management. Usually, the effects of existing processes in topics such as arbitration are hidden and indirect, but the effects of management are more informed and will have a clearer confirmation in the desired statistical population. On the other hand, the existence of basic and basic weaknesses in the structure and management of football and the refereeing department has probably caused the people participating in the research to pay more attention to it. Finally, it can be said that the existing experiences have shown that a federation with extensive facilities and great capabilities alone cannot increase the quality of referees' health in sports competitions.

Ethical issues:

Not applicable.

Authors' contributions:

All authors equally contributed to the writing and revision of this paper.

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