



# Sport management

## Organizational Management

# Role of the Sport Management

- Management is the art of getting other people to do all the work (Anon).
- Specific task of manager will be to take general management functions and perform them in sports setting.
- The really skillfull manager will know when each applies and will use that process appropriately.


# Skill of a Sport Manager

Sport management is all about managing :

- The Workplace
- The people
- The day to day operations
- The facility
- The activity
- The development process
- Partnership working.

# General Management Approaches

- The classical approach : content , there is core knowledge that manager should possess including planning, organizing and controlling.
- The behavioral approach: the role of individual within the management process and identifies their needs, want and desire.
- Management Science: relates to operational problems and methods of solving these.

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- The systems approach: based on designing a precise of management made up of a variety of parts which must be brought together to function as a whole to meet the organization's objectives.
  - The contingency approach. Assumption that there is no single best way to manage.

# Total Quality Management (TQM)

- Is designed to produce increased performance through more efficient operation.
- TQM has been enshrined in the management standards BS5750, ISO9000 and ISO9001.
- Quality management System always be focused on the customer and the key issue is the satisfaction of customer needs .

# Overall Aims of Total Quality management System

- An increase in customer satisfaction
- A reduction in costs
- An increase in market presence
- Reduction in accidents and staff absence
- Increased efficiency, productivity and profit
- Improve services at all levels
- Increased participation and success at all levels.
- Long term stability and successful operation of the sporting management.


# Process Characterized by 7 “p”

- Positive commitment
- Planning
- Participation
- Process control
- Problem identification
- Problem elimination
- Performance



# Fundamental Principles of Quality Management

- Needs to clear definition of quality agreed and understood by everyone in the organization.
- Needs to be a clear organizational structure which allows for the management and delivery of quality standard.
- The aim of quality organization and management is to remove all errors from the organization performance.

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- Needs to be some measurement quality
  - Needs to be a total understanding
  - Managers must understand that significant staff training and involvement will be essential to ensure that there is effective understanding and delivery of quality principles and systems.

# Sport management

- is study and practice involved in relation to all people, activities, organization, and businesses involved in producing, facilitating, promoting or organizing any product that is sport, fitness, recreation, sport product van be goods, services, people, places or ideas

# Sport management jobs and careers by Isaacs 1964

- Fall into one of two categories :
  1. executive offices, ruling bodies of sport
  2. administrative bodies of competitive athletics teams.
- Careers and opportunities in sports management : sport trading card, sports art, sports merchandising, sports reporter, sports TV, sports books, sports promoters, sporting goods, sports accountant, sports themed restaurant, sports agent, sports journalism, sports photographer, sports radio, sports concessions, sports statistics organization, sports lawyers, sports recreation and leisure.