# The impact of social interactions on organisational performance in sports: A case study of Ambon City's sports organisations

by Anonymous Anonymous

**Submission date:** 13-Nov-2023 09:43AM (UTC+0700)

**Submission ID:** 2193225355 **File name:** 13\_OK.pdf (454.58K)

Word count: 8271 Character count: 47008





### The impact of social interactions on organisational performance in sports: A case study of Ambon City's sports organisations

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Received: 09 May 2023; Accepted 24 October 2023; Published 13 November 2023 Ed 2023; 8(3): 423-435

#### **ABSTRACT**

Studying the impact of social interactions on sports organisations' performance in Ambon City remains a relatively unexplored area. This research aims to address this gap by investigating the influence of social interactions among administrators, coaches, and athletes on sports organisations' performance. Additionally, it explores the disparity in performance levels between individual and team sports. The study focused on sport administrators in Ambon City affiliated with the Indonesian National Sports Committee (KONI). Fifteen participants were selected through purposive sampling, comprising administrators, coaches, and athletes from various sports branches, including athletics, taekwondo, boxing, water skiing, and football. Findings suggest that sports organisation management in Ambon City has not yet achieved optimal levels of effectiveness and facilitation, affecting the dynamics of group sports in particular. Team sports display a higher dependency on teamwork and board roles, notably the coach's role. Despite suboptimal management, athletes retain the freedom to determine their paths to success or achievement. However, an imbalance exists between expectations and obligations in social relationships, except for the coach-athlete relationship. In summary, this study sheds light on the role of social interactions in sports organisations' performance and highlights the differences between individual and team sports in Ambon City. These insights may serve as a foundation for more effective management strategies to enhance sports organisations' performance in the future.

**Keywords:** Social interaction; organisational performance; culture; sports organisations



https://doi.org/10.25299/sportarea.2023.vo18(3).12802





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How to Cite: Fenanlampir, A., Budiatin, Y., & Hasbullah, B. (2023). The impact of social interactions on organisational performance in sports: A case study of Ambon City's sports organisations. Journal Sport Area, 8(3), 423-435. https://doi.org/10.25299/sportarea.2023.vol8(3).12802

Authors' Contribution: a – Study Design; b – Data Collection; c – Statistical Analysis; d – Manuscript Preparation; e – Funds Collection

#### INTRODUCTION

Sports management is not only focused on physical factors. However, it is a human problem as a whole body and soul unit, especially the social environment, so collaboration from various scientific disciplines is needed (Clutterbuck et al., 2020). Therefore, to obtain integrated and unified training theories and methods

in order to achieve peak performance, it is necessary to contribute approaches from some scientific and technological disciplines such as physiology, biomechanics, anatomy, statistics, tests and measurements, sports medicine, psychology, motion science, education, nutrition, history, and sociology (Afthinos et al., 2022).

Sport, an integral part of people's culture, plays an essential role in cultural ideology (Hekmati et al., 2020). The culture of the Maluku people is very different from other cultures in Indonesia. The Moluccans, on average, have a physical activity that has been passed down since the time of their ancestors several hundred years ago. Therefore, Moluccancs are superior in individual sports to team sports. Maluku's leading sports include Boxing, Athlets, Rowing, Karate, Muay Thai, Kickboxing, and Taekwondo (Fenanlampir, 2020). This cultural situation provides a systematic view of the everyday logic of people's social life. It is a dynamic of social change that is quite extraordinary. It shows the sociological relevance of sport (Smith et al., 2019). Sport as a human creation develops in the broader context with specific ideas or contents related to the human body and human nature from interpersonal relationships, the background of human potential, and realized efforts (Vaughan et al., 2019).

Sport develops in a particular cultural climate and results frog socially conditioned value orientation and behavioral patterns (Czupich, 2020). This fact can raise many pressing questions about the importance of sport in one's life and its role in the socialization and formation of an individual's lifestyle or direction in life. There is an increasing demand for an informed assessment of the balanced individual and collaborative relationship between recreation and sport (Bates et al., 2021). It has been recognized that participation in sporting events can foster social capital among participants through building trust, reciprocity, and networks, which can further contribute to the well-being of individuals and society (Zhou & Kaplanidou, 2018; Zhou et al., 2021). At a glance at the origins of the sport, its history is very closely related to the use of physical violence. In Greece, sport is defined as competition and the tendency to compete individually or collectively. This activity is primarily held in cities in Greece, which is also one of the socio-cultural civilizations in the world (Schwery & Cade, 2009). Sport is a physical activity that connects the bonds of social life between people to become one, especially in ethnically diverse groups, socio-economically and other social stakeholders (Lewańczyk et al., 2023). Conflict in sport represent a situation in which two or more parties have different goals or interests concerning others. Thus, it gems to impose their views or even a solution to a particular problem. Conflict is not always negative but is a difference of opinion and may arise at any level of the organization. Conflict in modern society is mainly seen as a normal and inevitable phenomenon. However, some organizations still regard it as a negative phenomenon (Mašić et al., 2021).

Sport is a social phenomenon in social interaction between the community, sports organizations, and athletes (Vale & Fernandes, 2018). The dynamics of sports can be realized by permanent and sustainable social interactions (Filho et al., 2015; Raffalt et al., 2021). Therefore, the role of the sociology of sport is vital to analyze and combine the surface of various social forces that help achieve the goals of sports coaching (Thiel, 2018; Gibbons et al., 2019). Sports achievements are faced with a very complex action because the achievements achieved result from accumulating various aspects of effort (Gröpel et al., 2016; Ingrell et al., 2020; Zuber et al., 2020). Business aspects support sports achievements (Steinmann et al., 2020; Kokun et al., 2021). The business aspect involves a reciprocal relationship between administrators in the form of supervisors, coaches, and athletes (Hebard et al., 2021). Producing optimal sports performance requires comprehensive coordination between coaches, athletes, and administrators (Saputra et al., 2019).

Previous research has revealed the positive impact of physical exercise on social interactions, increased self-confidence, and support for pro-social behaviour (Di Bartolomeo & Papa, 2019). Conversely, other studies have considered how family and social media influence athletes and exercise-active individuals in terms of their activities, social interactions, and communication (Gusdernawati & Widiyanto, 2021). However, after looking at Ambon City, Indonesia, there is a knowledge gap that demands urgent filling. To date, no research has comprehensively uncovered the impact of social interactions on the performance of sport organisations in this particular and diverse region. Recent findings from more global research suggest that social interaction factors such as self-examination, adaptability to group members, sense of group

belonging, and online social interaction networks have a significant impact on influencing the performance of sport organisations (Sauer & Ed, 2017; Yang et al., 2022).

This research, with a focus on Ambon City, has a strong urgency to fill the knowledge gap that still exists. In a context where public interest and investment in sport is growing rapidly in the city (Umarella et al., 2020), a better understanding of how these social interaction factors play a role can help develop more effective and sustainable strategies for sport organisations. This study also differs from previous research in that it attempts to explain why individual sports tend to achieve higher levels of achievement than team sports. Thus, the purpose of this study is to understand how social interactions between administrators, coaches, and athletes occur and how this can strengthen and improve the performance of sports organisations in Ambon City. In addition, this research also aims to uncover the reasons why individual sports tend to achieve higher levels of achievement than team sports, providing a deeper insight into the social dynamics in the world of sports. As such, this research will make a significant contribution to stakeholders in sport and can be used as a basis for developing more effective strategies to achieve maximum performance in sport in Ambon City.

#### A. Sport Organization as A Process of Socio-Cultural Interaction

Social interactions occur in the social structure of sports organizations closely related to technical capabilities in the world of sports (Riatti & Thiel, 2022; Simpson et al., 2023). The central point of the problem involves three main elements, namely the board in the form of supervisors, coaches, and athletes (Yusoff & Muhamad, 2018). In the context of sporting achievements, technical capabilities will determine sports organization (Hoye et al., 2020). However, it appears that the interaction process between the three main elements is still weak. Experts generally distinguish three types of social interaction, namely cooperation, competition, and they can even take the form of conflict or dispute (Castañer & Oliveira, 2020). A dispute within a sports organization may find a resolution (O'Leary, 2021). The settlement will only be accepted temporarily. The interaction starts with cooperation, which becomes a competition and culminates into a dispute to finally arrive at accommodation (Mašić et al., 2021).

In general, it can be said that conflicts within sports organizations are more prominent. At the same time, cooperation and competition in the form of competition are relatively weak (Morgan & Wilk, 2021). Cooperation can be aggressive if the group experiences disappointment in the long term due to feeling dissatisfied because its basic desires cannot be fulfilled (Seippel et al., 2018). It will cause conflict. It is an interaction pattern with a solid and prominent influence in sports organizations. It gives rise to an elemental power that is at odds with management. One brings each other closer, and the other distances or separates. Cooperation and opposition are two fundamental characteristics found in the social process in sports organizations (Boix-Fayos et al., 2023). Conflict is influenced by the social and cultural context in which it is composed individual characteristics, personality, age, and gender (Wachsmuth et al., 2017).

Therefore, in addition to a strong centripetal tendency, this pattern of cooperation can be manifested in organizational management (Nørreklit & Trenca, 2021). There seems to be an equally centrifugal solid tendency manifested in the pattern of disputes. This situation can be referred to as dualism (McClanahan, 2020). There are opposites from the maximum of unity and harmony at the end of the social interaction scale in management in which cooperation is the ideal form. Conflict or dispute is the most potent form of social interaction (Olademo et al., 2021). Both poles are firmly rooted in the management of sports organizations. However, the management has a life force. It continues to grow, and it must be concluded that cooperation is the most robust pole of influence and will overcome disputes or conflicts (Qiu & Freel, 2020). Conflicts or disputes that occur in the management body between the administrators, coaches, and athletes can be appeased with the term accommodation made by the management to defuse a conflict to achieve stability. With the accommodation made by the management, it will produce a synthesis between the two opinions and produce a new pattern (Smith & Arthur, 2021). Sports organizations have socio-cultural relationships with social capital that have an impact on sociopolitics. The implication is social trust and political interests (Daykin et al., 2021).

#### B. Sports Social Capital

Trust between humans in sports has three components: coaches, athletes, and sports administrators who have social relationships between two or more people (Kao et al., 2018). Sports organizations are included in this relationship. Coaches and athletes believe in the management that oversees them for their interests because people in the organization act to help achieve goals with all power and effort to achieve maximum performance (Mujika et al., 2018). The expectations contained in the relationship, if realized, do not harm one or both parties through social interaction (Canales-Lacruz & Rovira, 2021). The following is the interaction of the three pillars that enables that relationship and hope to materialize. Hope refers to something that will still happen in the future, both in the short and long term (Zhang et al., 2020).

One of the conditions that show trust between the three main pillars is the management and the coach. It seems to be reflected in the trust of the management in the coach who trains at the club. The club has a small board that has been formed to self-manage its activities. The management consists of several members who perform their duties following their respective fields (Bobato Tozetto et al., 2019). The management will always coordinate and monitor the activities carried out at the club, regarding training programs, for example, the development of athletes' achievements and others. Achievement requires a process of interaction, trust, and networks that occur between administrators, coaches, and athletes (Tamminen et al., 2021). Between the three, there is a bond that cannot stand alone. If one knot breaks, the whole web cannot function until the knot is repaired again. In sports management, if one of the three elements called technical capabilities does not function, the activities within the organization will not run smoothly (Costa et al., 2020). Coaches and athletes are very dependent on the existence of management. At the same time, administrators cannot work alone without having clubs consisting of coaches and athletes. Likewise, the coach cannot walk alone without the athlete (Kirkland & Cowley, 2023). Also, the athlete will not do the exercise alone without someone giving the exercise. There is work between nodes through the media of social relations into one collaboration (Wang & Hu, 2017; Gosai et al., 2023). This study aimed to find out how social interactions between administrators, coaches, and athletes strengthen and improve organizational performance and why individual sports have a more superior level of achievement than team sports.

#### METHOD

This research used a qualitative approach with a case study strategy, namely an approach that sees the object of research as an entire life cycle of individuals, ground and the environment. Qualitative studies aim to build scientific knowledge in the form of understanding and discovery so that the process of extracting research data in the field is carried out correctly and inductively (Aspers & Corte, 2019). It was done to identify and limit the problems studied, especially in in-depth interviews, and the researcher's status was the main instrument. Meanwhile, the data is subjective because it involves the perceptions and beliefs of researchers and subjects. The research data were in statements of words, narratives, and relevant documents.

Data were analyzed in terms of individual responses descriptively. Furthermore, the data was identified according to categories to sort and organize the data. In this case study research method, various data sources were reviewed with various data collection instruments ranging from in-depth interviews, participant observation, documentation, and various instruments used, thereby making the data comprehensively complete. Interviews were conducted with several key informants, namely administrators, coaches and athletes. The interview instrument indicators are Cooperation, Accommodation, Trust and Network which are focused on the management. The coach consists of characteristics, cooperation, norms and cases besides that athletes are focused on indicators of trust and networks.

It is intended to obtain representative data so that it is hoped that the concepts of methods and analysis can be obtained holistically to maintain the wholeness of the object. Integrity is empirical actualization of data, the role of objectivity of researchers in treating informants of the two organization members, data analysis carried out through the stages of reducing data, exploring data, and determining research data. The population of this research is the sport management under the National Sports Committee (KONI) of Ambon City. Research participants were administrators, coaches, and athletes as organizational members of the Athletics Committee, Taekwondo Branch Manager, Boxing Branch Manager, Water Ski Branch Manager,

and Football Branch Manager. The 15 participants were selected by purposive sampling. The purposive sampling steps were 1) Determine the research problem. 2) Determine the type of information needed, 3) Define the characteristics that informants should or should not have. 4) Find your informants based on the specified qualities. 5) Keep in mind the importance of reliability and competence in assessing potential informants. 6) Use proper data collection techniques. 7) In analyzing the data and interpreting the results (Palinkas et al., 2015). The research instrument was an interview sheet with 25 questions related to the problems studied for administrators, coaches, and athletes. This suestion has been validated by 3 experts from sports and sociology from the State University of Surabaya (Prof. Drs. H. Toho Cholik Mutohir, M.A., Ph.D.) and Pattimura University (Prof. Dr. Tony D. Pariela, M.A & Prof. Dr. Mus Huliselan, DEA). Data Collection Techniques were done by observation, interviews, and documentation studies. From the data obtained, data verification was carried out. The relevant data was taken, and irrelevant data was discarded. Then, it was analyzed using qualitative methods to describe social interactions in sports organizations. The data analysis technique used in this study is qualitative data analysis in the form of data reduction, data display, drawing, and verifying conclusions.

#### RESULTS AND DISCUSSION

Social interaction occurs in any social structure, including sports organizations. Social interaction is closely related to technical capabilities. In sports, the central point of the problem involves three main elements, namely administrators (supervisors), coaches, and athletes (Izquierdo & Anguera, 2021). In the context of achievement sports, this technical capability is very decisive. There are two types of sports social interaction: cooperation and competition. It can even take the form of conflict or dispute (Dolan & Connolly, 2016). According to the explanations of several City Sports Administrators (WG/Boxing Trainer and AY/Rowing Coach):

"The process of interaction often occurs before the management is formed. The closeness of the relationship between fellow candidates for management can be seen through contact and communication. Providing information to each other via cell phone and sometimes at certain meeting places and outside of official management meetings. It is mainly done before the formation of the management. This relationship will tend to interact more intensively if competition approaches, for example, the City Sports Week or the Maluku Sports Week. This condition occurs in almost all sports, which means that meetings are often held when a championship event is needed. The management hopes that the relationship between fellow administrators will be further improved. The meetings that are starting to be less active are reactivated".

In meetings it was held by the management, the issues discussed were usually more related to the preparation of the team and its training program and the team's preparation regarding the appointment of coaches and athletes. The meeting was attended by most of the functionaries, between 5 and 15 people. The division heads also attended the meeting if the chairperson was not present. Usually, someone who represented the coach was invited because the coach was also the administrator. Functionaries came from various elements of society, ranging from former athletes, sports teachers, bureaucrats, business people, journalists, academics, and others. Decision-making at the meeting was carried out through deliberation and consensus. Athletes did not participate in the meeting, so the coach conveyed the information on the meeting results because the athletes were under the club's management. However, there had also been a gathering held by the management during the championship preparation.

Management within the City sports administrators was divided into various divisions according to the organization's needs. Each field worked according to the main tasks and functions or job descriptions. Suppose an invitation to a meeting or training outside the organization was delivered to the respective division. If there were problems in these divisions, they would be discussed in a joint meeting with the management. Several City sports administrators in each division had carried out their duties until the end of their term of office, where the management had not yet been appointed.

The more prominent collaboration was between coaches and athletes in the club. The cooperation between coaches and athletes occured at least three times a week. It could even reach eleven times in one week if they are preparing for the championship. This collaboration was in a mutual giving and receiving

training process, namely between trainer and trainee. In giving the exercise, the trainer provided instructions accompanied by examples so that the athlete would be able to understand and comprehend the meaning of the training process. Cooperation on a large scale could be seen in the implementation of competitions between regencies/cities if Ambon City was the organizer. On such occasions, a committee was formed to handle the preparations. It also often happened before the championship to face other Regency teams. Teams consisted of contingent heads, officials, administrators, head coaches, assistant coaches, and athletes who would compete against other groups/districts (i.e., out-groups). All cooperative social interactions had a standard function, namely binding group members more closely and facilitating efforts to meet individual or group needs, strengthening the organization with a pleasant climate to maintain harmonious and more integrated relationships. Cooperation is always a social interaction that has a strong influence on sports (Tait & Brunson, 2021).

Cooperation can be aggressive if the groups experience disappointment in the long term due to feeling dissatisfied because their basic desires cannot be fulfilled. Thus, it will lead to conflict. This conflict is a pattern of interaction with a substantial and prominent influence in sports organizations on the City. It gives rise to an essential power that is opposed to management. One brings one another closer, and the other distances or separates. Cooperation and opposition are two primary characteristics found in the social process in sports organizations (Fernandez-Rio & Casey, 2021). According to the explanations of several City Sports Administrators (Water Ski Branch Manager and Football Branch Manager).

"Each of the City sports administrators of the five sports has specific divisions. Disagreements are reasonable in sports management as long as it is within the corridor of sports rules. Disputes will be seen more clearly when a team formation event occurs. It also occurs in the determination of athletes or coaches to participate in a championship event. These conflicts occur among administrators, administrators and coaches, coaches, and athletes. Disputes between coaches and administrators are in the context of unfairness in determining coaches to accompany athletes, and comparing 3 or 5 athletes feels neglected. There is an assumption that it is common for the coaches to be considered closer to the management. The coaches can be nominated by name to accompany the athletes from the City to the Provincial level. Disputes also appear to occur when the management provides training or upgrading opportunities that are not evenly distributed to the coaches".

The problem of coaches in assisting athletes becomes a subject of controversy that never gets old from time to time at the City, Provincial, and even National levels. An athlete said that the coaches were chosen based on the most athletes. Some coaches did not have qualified athletes for competition, but the city administrators considered that they could train. Therefore, they were included in one team to train. Disputes also occurred in connection with the issue of mentoring athletes. Another thing that could lead to disputes was when the team was formed without involving the management, such as achievement development or technical commissions. Suppose there was a championship in team formation. It was determined in a meeting, but the daily chairman had the most crucial role and responsibility.

On average, the administrators are sports practitioners and academics who work voluntarily and have a fighting spirit and soul. However, a process is not under the correct organizational procedures in the mission they are fighting for, frustrations will occur, and solutions must be found. Administrative rules must be enforced, and the organization's wheels must be carried out properly so that all parties in the management can accept the harmony of organizational performance. Each field must be mobilized and function. However, suppose there is still an imbalance in the organization, as far as the study is concerned. In that case, it is clear from one field to another that there are inseparable links. In terms of coaching to achieve achievement, it is indispensable that all parties in the management can work together well.

In addition to disputes among the administrators, there are also disputes between the coaches and the administrators. The management is not directly involved in achieving achievements, but there are suggestions and opinions. It cannot be denied that it has indeed happened, although some think that the more competent in determining the team is the coach. Therefore, they ignore the involvement of the management in determining the team. For instance, the athlete is replaced if the substitute athlete always wins in a match, has superior quality, and has brilliant results. It can also be appointed directly without going through a

selection in determining the team for reasons of limited time and funds. However, some administrators are uncomfortable because it is not through proper procedures. A reality like this will affect sports performance in Maluku, especially athletes who train in clubs/squats because athletes practice every day to participate in a championship event. Competition only exists in a relatively weak form. Several forms of social interaction that often lead to division can be classified as contradictions.

Another form of rivalry is competition, namely the management of matches between clubs or gyms. According to observations, in the period during 2008, there has been no championship held by the City Sports Management in the four sports. Boxing has participated in the Mayor's Cup championship. Also, previously, a bi-monthly championship between gyms was held in Ambon City. The last one was the Marine Cup championship in Cilandak. Until now, these activities in the form of competitions have not played a significant role in the life of the sports management organization in Ambon City. However, it can be predicted that the more often these activities are carried out, the more they can affect organizational patterns. If the frequency of interaction among organization members increases, the degree of relationship with each other will also increase. It will grow a sense of mutual love and mutual liking.

So, apart from the solid centripetal tendency manifested in such a pattern of cooperation in the City Management organization, there is an equally centrifugal solid tendency manifested in the pattern of disputes. There are opposites from the maximum of unity and harmony at the end of the social interaction scale in management. Cooperation is the ideal form, to the other end where the degree of unity and harmony is minimal. Conflict or disagreement is the most potent form of social interaction. Both poles are firmly rooted in the management of sports organizations. However, because the management has a life force and continues to grow, cooperation is the most robust pole of influence and will overcome disputes or conflicts.

Differences of opinion often occur in the sports management body. The Chairman and Secretary have a vital role in making decisions that all other members approve. Efforts to accommodate have been made by several City sports administrators, which involve people who were initially conflicted to make adjustments to each other to overcome tensions. The purpose of accommodation is also to reduce conflicts between individuals due to differences in understanding. The accommodation made by the management will produce a synthesis between the two opinions to produce a new pattern. Accommodation as a process will not always be entirely successful. Besides creating stability in the management, the seeds of conflict may still be left behind, which the previous accommodation efforts have missed. However, other managements do not try to accommodate a dispute. For example, there is a split between fellow administrators, coaches, and even athletes in determining the team. Frequently, it does not disappear or does not subside until the next activity in the management. In the absence of problem-solving efforts, conflicts can arise within the management body.

Sport serves as a metaphor for conflict precisely because it develops from battles to mock battles. It include sports that seem to move further away from these notions of conflict and competition (Zheng et al., 2019). The conflict referred to in this study is more directed at the form of competition between corporate groups carried out by irresponsible members. Unscrupulous members triggered the conflict. Meanwhile, the source of conflict is often carried out by community groups from members of each organization which is priblerately created as a personal problem. Cases of violent conflict going on so far have left deep concerns, especially for the general public. The conflicts often lead to acts of violence to involve the masses. Even a significant loss is felt by various parties, including those not involved in the conflict who are also the targets of mass tantrums (D'agati, 2018). Such conditions are considered natural and seem to have become a culture for them (Tran, 2017). It is considered a culture because this case occurs repeatedly. It indicates the existence of particular community groups that intentionally create conflict, even though it is against the organization's goals. Empirically, the actualization of violent conflict is seen as a social phenomenon to express itself in aggressive behavior. This behavior is a process of learning skills, traits, values, attitudes, norms, and knowledge associated with roles in sports (Wachsmuth et al., 2020). Given the complexity and breadth of the problems studied in the sociology of sport, the researcher limits the problems focused on the study of leadership in organizations that are still vulnerable to conflicts between members.

The role of sports organizations concerning government varies. Sports organizations are responsible for the management of sports and their activities within their jurisdiction and for acting as the entity responsible for making decisions on disputes and enforcing them (Loranca-Valle et al., 2021). The various aspects of organizational sport about governance make it a unique and complex issue for many sports within government bodies. They cannot be directly compared with organizations outside the sports sector. On the other hand, sports governance has also been described as the structures and processes used by organizations to develop strategic goals and ensure that they are in the organization's best interest (Ranaweera et al., 2022). Conflict management strategies are behavioral methods used to resolve conflicts. Conflict management is essential for the effective functioning of organizations and human personal, cultural, and social development (Robertson & Constandt, 2021).

#### CONCLUSION

This researcs opens a window to some important findings about sports organisations in Ambon City that operate under the Indonesian National Sports Committee (KONI). In team sports, the main challenges that arise are the lack of administrative support as well as conflicts with a strong local culture. On the other hand, individual sports rely heavily on intensive interaction between coaches and athletes. However, suboptimal management often results in internal problems and reduced cohesiveness within the organisation. An imbalance in expectations of roles and obligations often triggers conflict. Therefore, in an effort to improve the performance of sports organisations, it is important to develop leadership that supports innovation and teamwork while still reinforcing local cultural values. Fraternal relationships and teamwork have also proven to be key factors for achieving desired goals. While this research provides valuable insights, we also need to recognise some limitations. Firstly, this study has a limited scope for the sporting environment in Ambon City, so the results may not be directly applicable to different sporting contexts. Secondly, data collection through interviews and observations has the potential for bias, although steps have been taken to minimise its impact.

For future research, recommendations could involve further exploration of other factors that influence team members' perceptions, such as match time played, salary, and bonuses for achievement. In addition, future research could delve deeper into team members' perceptions of transformational leadership and team cohesion. It is also important to conduct comparative research among sports organisations in different regions of Indonesia to understand the different contexts that may influence the dynamics of sports organisations. Integrate more effective management approaches in sports organisations and consider better training and coaching to address internal issues. Furthermore, building trust and strong norms can be key, and sports organisations should consider appropriate reward and recognition systems for team members who excel and contribute positively. As such, this research can serve as a basis for further improvements in the management and performance of sport organisations, as well as offer a more in-depth look at how to achieve optimal results in the competitive world of sport.

#### **ACKNOWLEDGEMENTS**

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This research is part of the Research Grant of the Faculty of Teacher Training and Education, Universitas Pattimura, Indonesia. Decree No. 502/UN13.1.3/SK/2022.

#### CONFLICT OF INTEREST

The authors declare no conflict of interest.

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