



Online Publication Date: 20 September, 2010

## ORIGINAL RESEARCH

### APPLICATION OF THE GAP TECHNIQUE IN MEASURING SERVICE QUALITY IN EGYPTIAN FEDERATION KARATE

Khalil Samira<sup>1</sup>, Eltanahi Nagla<sup>2</sup>

<sup>1</sup> Department of management , faculty of physical education Zagazig university, Egypt

<sup>2</sup> Department of combat sports, faculty of physical education Zagazig university, Egypt

Corresponding authors: Khalil Samira, Eltanahi Nagla, [dr.samirakhalil@yahoo.com](mailto:dr.samirakhalil@yahoo.com) ; [drtanahi@yahoo.com](mailto:drtanahi@yahoo.com)

#### Abstract

This study aims to measure the gap between the administration and the beneficiaries of the quality of the service in the federation and sport regions of Karate. The sample of this study was chosen randomly between the members of the board of directors of the Federation and regions, the coaches , referees and players registered in the Egyptian Federation of Karate whose numbers are (149). The sample of the study was classified into two beneficiary classes. The first beneficiary class is coaches and referees whose number are (70) persons and their administration is the members of the board of directors of the Federation and its regions whose number are (14) persons. The second class is the players whose number are (65) players and their administration is the members of the board of directors of the Federation and its regions the referees and coaches' number are (84) persons. This study used a questionnaire (SERVQUAL) to measure the quality of the service. Results pointed to a negative gap between the expectations of the beneficiaries of the excellent service level and the perceptions of the administrations of these expectations. These results refer to the weakness of administration ability in the Egyptian Federation of Karate to know the needs and desires of beneficiaries from (coaches-referees- players) of the quality level in the service provided to them. The existence of a relative gap between the perceptions of the beneficiaries of the service actually provided and the administration of the qualities of the service actually provided, therefore it refers to the decline the motive level of the administration of Egyptian Federation of Karate to provide the service to the beneficiaries in a form that conforms with what the administration already decided for the specifications. The existence of a negative gap between the expectations of the beneficiaries of the level of the excellent service and its perception of the actual performance of this service refers to the inability the administration of the Egyptian Federation of Karate to meet the expectations of the beneficiaries of the different elements of service quality, so the satisfaction of the beneficiaries decreases concerning these services. The existence of a negative gap between the perceptions of the administration of the prospects of the beneficiaries of the excellent service and the perceptions of the administration of the specifications of the service actually provided that refers to the reduction the ability of the administration in the Egyptian Federation of karate for the expectation's degree of the beneficiaries from coaches, referees and players of the quality and excellence forms in the service provided from it

**Key Words:** Gap, beneficiaries expectations, beneficiaries perception, Service quality.

#### Introduction

The concept of the service quality is a relatively recent one, This concept requires dealing with quality from an overall perspective and inside an integerrated program for as a continuous process aiming at the optimal using of the human and material resources for the organisation in private and the society in general added to

meeting the needs of the clients and the beneficiaries (Hocheng and Fong,2000; Billich and Neto,2000) There is a strong trend in the advanced societies

To consider the quality of the public service a basic right for all the citizens and further the countries believe in decided criteria for service that the public organizations seek to come to them because its competitive state is affected by these criteria (Elhenawy and El Said, 1998) The quality of the service is represented in achieving the wishes of the client so it goes around the comparison between what the beneficiaries wish of the service in expectation form and the perception of the level of the service provided that reflects the extent of the availability these expectations actually ( Dyasan and Kaye, 1999).

Quality is considered the responsibility of all and it should be long – term strategy basing on the perception of the administration of the clients and beneficiaries expectations and the perception of the clients and beneficiaries of the service. Setting a strategy based on a clear vision to overcome any gap in the performance and its aim is providing a service that satisfies all the clients needs in and out , through meeting their frank and deep expectation is very important. The contribution of the workers in speciation and analysing and solving the problems of the quality and providing suggestions for development through the working – teams, providing the human and material possibilities to make the continuous improving in the quality , creating organisational culture supports the commitment of all the individuals to quality and satisfaction of the client and the beneficiary through improving and developing all the parts of the work (Candidate, 2000; Morris, 2000 )

Parasurman,1988 decided five private dimensions of the service quality and called them (SERVQUAL) to measure the service quality .These dimensions are :

- 1- The tangible material aspects that involvesthe material facilities and the used equipment in producing the service and the external appearance of the workers in the service region.
- 2- Reliability is represented in the ability to perform the service according to the provided promises in away that helps to depend on them accurately without faults.
- 3- Responsiveness reflects the ability of the workers of the service organization to help the public and clients and providing the service rapidly
- 4- Assurance reflects the knowledge and experience of the workers in the service organization and its ability to win the trust of the public and clients.
- 5- Empathy reflects taking care of the public and clients and the personal interest of each individual

SERVQUAL does not focus only on the result of the service but it focuses also on the process of providing service and the reactional relationship between the service providers and the public(Vandamme and Leunis,1993)

The quality in the sports field can be achieved when the sports institutions and organizations do their duties towards their members and the society related to them with high effective way if they utilized their human and material resources efficiency. The human resources change the material resources into distinguished services (Badowy, 2001)

The sport Federations are special organisations with public utility and do not aim at material profit as shown in law-77/1975 and modified by the law 71/1987 ( Law,2002) ,but they aim at providing services to their members so as to develop them to the best .The member in these organisations is the input and the output in the organizational process (Badowy,2001).

The sport of Karate is one of the most recreational, competitive and popular sport for the Egyptians and this imposes on the Federation to adopt the quality conceptions that can provide the suitable climate for the administrative work that is reflected in its turn on the quality of the service provided to the beneficiaries to develop this sport and its flourishing .

There are some negative aspects related to the Federation and its regions and the most important of them are the complaints of coaches, referees and players about the decreasing of the service level and the prevailing of the unsatisfaction states , this matter led to conducting this study that aims to:

- 1-Measure the gap between the expectations of the beneficiaries of the excellent level and the perceptions of the administration of these expectations.
- 2-Measure the gap between the perceptions of the beneficiaries of the service actually provided and the administration perceptions of the specifications of the service actually provided.
- 3-Measure the gap between the expectations of the beneficiaries of the excellent service level and their perceptions of the actual performance of this service
- 4-Measure the gap between the perceptions of the administration of the beneficiaries of the excellent service and between the perceptions of the administration perceptions of the specifications of the service actually provided.

### **Material and methods**

The descriptive curriculum was used by utilising the survey studies fit for the suitability of the nature of the problem and to achieve the goals of the study . the subjects of the sample are 149 person who were chosen randomly The sample of this study is divided according to the nature and the purposes of the study is divided according to the nature and the purposes of the study into two types that are the sample of the administration and

the sample of beneficiaries who benefit from the services that provided by the Egyptian Federation of karate and its regions .

There are two classes in the frame of the goal of the study who are beneficiaries. The first class of the beneficiaries is the coaches and referees whose number are 70 persons and their administration is the members of the boards of directors of the Federation and its regions , their number are 14 persons. Second class of the beneficiaries is the players whose number amounts 65 players and their administration is the members of the boards of directors of the Federation and its regions and referees and coaches whose number amounts 84 persons SERVQUAL for measuring the service quality . SERVQUAL was used to measure the quality of the service that was compiled by (parasuman et al.,1988) it was translated into Arabic and coded in the Arab environment by (Edris ,1996) The form consisted of five dimensions : Tangibles , Reliability, responses, Assurance and Empathy. These dimensions include 22 phrases some of them can be canceled and others can be added according to the nature and the type of the service and its quality that can be measured and evaluated . The two researchers according to this prepared two forms of the questionnaire , each of them includes four questionnaires, two for the beneficiaries , in order to measure their perception of the excellent service , their perception of the actually provided service.

Two questionnaires are for the administration to measure the perceptions of the administration of the expectations of the beneficiaries from the excellent service and the perceptions of the administration of the specifications of the service actually provided . In the first form of the questionnaire there are 52 phrases and the beneficiaries are coaches and referees while the administration is represented in the board of directors of the Federation and its regions . The second form has 46 phrases and the beneficiaries are the players while the board of directors of the Federation and its regions and the coaches and the referees . A tri-estimation balance was estimated Yes 4 marks, to some extent 2 marks and No one mark only Then the difference between these forms is calculated to find the gaps. This questionnaire is based on a basic equation with two ends that are perceptions and expectations to measure important gaps related to the service organization and the beneficiaries from the service together.

The scientific dealing of the questionnaire forms of this study, The two researches used two methods to measure the validity of the questionnaire that are the validity of the judges and the validity of the inner consistency on an introductory sample outside of the basic sample of the study by applying the first form of the questionnaire on a sample of the beneficiaries amounted 27 of coaches and referees and also on a sample of the administration amounted 6 persons from the members of the board of directors of the Federation and its regions . the two researchers applied the second form of the questionnaire on a sample of the beneficiaries amounted 41 players and also on a sample of the administration are 21 persons from the members of the board of directors , regions, coaches and referees There were high correlative co-efficient between the phrases and the total marks of the dimensions and between the dimension and the total sum of the questionnaire of this study the reliability of the questionnaire was calculated by the methods of half partitions and Kronbach-alpha co-efficient. The Kronbach-alpha-efficient was high and that shows that the questionnaire are reliable

**The main study** : the final forms of this study questionnaires were applied on the sample of the main study

## Results

**Table(1)**

**Results of measuring the gap between the expectations of the beneficiaries (coaches and referees ) of the excellent service level and the perception of the administration , the members of the board of directors of the Federation and the regions of the prospects of the beneficiaries**

T	Mean difference	the expectations of the beneficiaries of the excellent service level (70) N=		the perception of the administration of the prospects of the beneficiaries(14) N=		Z	T	Mean difference	the expectations of the beneficiaries of the excellent service level (70) N=		the perception of the administration of the prospects of the beneficiaries(14) N=		Z	
		Std. deviation	Mean	Std. deviation	Mean				Std. deviation	Mean	Std. deviation	Mean		
0.588-	8.57-	0.50	2.44	0.50	2.36	28		19.43	Tangibles					
0.490	7.14	0.50	2.57	0.50	2.64	29	1.231-	0.19-	0.50	2.69	0.52	2.50	1	
0.490	7.14	0.50	2.57	0.50	2.64	30	*3.467	0.46	0.56	2.33	0.43	2.79	2	
	14.72	Responsiveness						1.871-	0.27-	0.49	2.63	0.50	2.36	3
0.667-	0.10-	0.50	2.53	0.51	2.43	31	1.871-	0.27-	0.49	2.63	0.50	2.36	4	
0.381	5.71	0.50	2.51	0.51	2.57	32	0.000	0.00	0.50	2.50	0.52	2.50	5	
0.098	1.42	0.49	2.63	0.50	2.64	33	*4.436	0.41	0.50	2.51	0.27	2.93	6	
0.763-	0.11-	0.50	2.54	0.51	2.43	34	1.284	0.14	0.46	2.71	0.36	2.86	7	
0.664-	0.10-	0.49	2.60	0.52	2.50	35	*5.841	1.01	0.94	1.63	0.50	2.64	8	
0.096	1.43	0.50	2.41	0.51	2.43	36	*6.582	0.39	0.49	2.61	0.00	3.00	9	
0.979	0.14	0.50	2.50	0.50	2.64	37	1.443-	0.47-	2.50	2.83	0.50	2.36	10	
0.381	5.71	0.50	2.51	0.51	2.57	38	0.473-	7.14-	0.50	2.57	0.52	2.50	11	
	7.66	Assurance						0.771-	0.11-	0.47	2.69	0.51	2.57	12
1.471	0.21	0.50	2.43	0.50	2.64	39	0.098	1.43	0.49	2.63	0.50	2.64	13	
1.339	0.17	0.49	2.61	0.43	2.79	40	0.477	7.14	0.50	2.50	0.51	2.57	14	
1.340-	0.20-	0.46	2.70	0.52	2.50	41		38.75	Reliability					
0.393	5.71	0.50	2.59	0.50	2.64	42	*2.386	0.27	0.50	2.59	0.36	2.86	15	

T	Mean difference	the expectations of the beneficiaries of the excellent service level (70) N=		the perception of the administration of the prospects of the beneficiaries(14) N=		Z	T	Mean difference	the expectations of the beneficiaries of the excellent service level (70) N=		the perception of the administration of the prospects of the beneficiaries(14) N=		Z	
		Std. deviation	Mean	Std. deviation	Mean				Std. deviation	Mean	Std. deviation	Mean		
*4.704	0.24	0.43	2.76	0.00	3.00	43	0.735-	0.33-	3.57	3.04	0.47	2.71	16	
*6.582	0.39	0.49	2.61	0.00	3.00	44	*2.755	0.31	0.50	2.54	0.36	2.86	17	
*7.406	0.44	0.50	2.56	0.00	3.00	45	0.497-	7.14-	0.46	2.71	0.50	2.64	18	
*2.164	0.30	0.50	2.41	0.47	2.71	46	0.869-	0.13-	0.46	2.70	0.51	2.57	19	
	9.79	Empathy						1.295	0.19	0.58	2.53	0.47	2.71	20
0.817-	0.11-	0.52	2.40	0.47	2.29	47	*3.379	0.39	0.050	2.47	0.36	2.86	21	
0.715-	0.10-	0.52	2.39	0.47	2.29	48	0.378	5.71	0.50	2.44	0.52	2.50	22	
1.148	0.17	0.49	2.40	0.51	2.57	49	*6.403-	0.59-	0.48	2.66	0.27	2.07	23	
*6.000	0.34	0.48	2.66	0.00	3.00	50	1.998	0.26	0.50	2.53	0.43	2.79	24	
*3.127	0.36	0.50	2.50	0.36	2.86	51	0.825	0.11	0.49	2.60	0.47	2.71	25	
0.955	0.14	0.50	2.43	0.51	2.57	52	0.928-	0.13-	0.50	2.41	0.47	2.29	26	
0.572	8.57	0.50	2.49	0.51	2.57	53	*2.482	0.34	0.49	2.37	0.47	2.71	27	

The value of T on the level of 0,05 = 2

From the table (1) we found statistically significant differences between the prospects of the beneficiaries (coaches and referees) of the excellent service level and the perceptions of the administration (members of the board of directors) of the Federation and regions of the prospects of the beneficiaries in the benefit of the prospects of the beneficiaries (coaches and referees) of the level of the excellent service in all the dimensions except in responsiveness and some phrases in some of the material tangibles dimension such as in the inner appearance of the Federation is attractive, the Federation provides the suitable qualifications for the beneficiaries, the Federation commits with holding all the championships in places having an electronic watch for refereeing, phrases in the dimension of reliability: the Federation activates the law of dividing coaches into classes, there is an administration for marketing the championships in the Federation and its regions, the administration meets the deeds of the beneficiaries, the members of the Federation are from the specialised in the game, the Federation shows the results of the training courses in marks express the required level. phrases in the dimension of assurance: there are regulations for contracts that maintain the rights of the beneficiaries, the Federation provides referees according to the importance of the championships, the Federation seeks to secure the future of the beneficiaries and the phrases in the dimension of the empathy that know the circumstances of the beneficiaries and the empathy with them, the administration cares about the suitability of the time of the beneficiaries

**Table (2)**

**Results of measuring the gab between the prospects of the beneficiaries (players) of the excellent service level and the perceptions of the administration ( members of broad of directors of the Federation regions, coaches and referees) of these prospects**

T	Mean difference	the perceptions of the administration of these prospects (84) N=		the prospects of the beneficiaries of the excellent service level (65) N=		T	Mean difference	the perceptions of the administration of these prospects (84) N=		the prospects of the beneficiaries of the excellent service level (65) N=				
		Std. deviation	Mean	Std. deviation	Mean			Std. deviation	Mean	Std. deviation	Mean			
*2.019	0.25	0.79	1.76	0.74	2.02	25		4.96	Tangibles					
*4.189	0.45	0.85	2.32	0.42	2.77	26	*3.982	0.43	0.84	2.26	0.47	2.69	1	
	1.96	Responsiveness						*3.728	0.40	0.80	2.15	0.50	2.55	2
1.801	0.24	0.83	1.77	0.80	2.02	27	*3.861	0.42	0.84	2.27	0.47	2.69	3	
*4.189	0.45	0.85	2.32	0.42	2.77	28	*2.518	0.32	0.84	1.99	0.71	2.30	4	
*2.045	0.27	0.86	1.94	0.78	2.22	29	*2.483	0.32	0.84	1.94	0.74	2.26	5	
*2.714	0.35	0.88	2.02	0.74	2.38	30	*3.982	0.43	0.84	2.26	0.47	2.69	6	
*2.287	0.28	0.77	1.76	0.74	2.05	31	*4.189	0.45	0.85	2.32	0.42	2.77	7	
*2.889	0.37	0.88	2.07	0.71	2.45	32	*4.189	0.45	0.85	2.32	0.42	2.77	8	
	3.28	Assurance						*4.189	0.45	0.85	2.32	0.42	2.77	9
*4.189	0.45	0.85	2.32	0.42	2.77	33	*3.307	0.39	0.86	2.23	0.58	2.62	10	
*4.189	0.45	0.85	2.32	0.42	2.77	34	*4.189	0.45	0.85	2.32	0.42	2.77	11	
*2.108	0.28	0.86	1.96	0.77	2.25	35	*4.189	0.45	0.85	2.32	0.42	2.76	12	
*2.254	0.30	0.85	1.92	0.76	2.22	36		5.14	Reliability					
*1.986	0.26	0.81	1.74	0.79	2.00	37	*4.189	0.45	0.85	2.32	0.42	2.77	13	
*4.189	0.45	0.85	2.32	0.42	2.77	38	*4.189	0.45	0.85	2.32	0.42	2.76	14	
2.193	0.29	0.85	1.89	0.77	2.18	39	*4.189	0.45	0.85	2.32	0.42	2.77	15	
*4.189	0.45	0.85	2.32	0.42	2.77	40	*3.569	0.41	0.84	2.19	0.55	2.60	16	
*2.692	0.35	0.86	2.00	0.74	2.35	41	*2.14	0.31	0.92	1.91	0.86	2.32	17	
	2	Empathy						*3.940	0.44	0.87	2.33	0.46	2.77	18
*2.331	0.33	0.90	1.93	0.83	2.26	42	*3.293	0.41	0.88	2.19	0.63	2.60	19	
*4.189	0.45	0.85	2.32	0.42	2.77	43	*2.289	0.28	0.80	1.87	0.71	2.15	20	
*2.307	0.32	0.90	1.99	0.79	2.31	44	*2.022	0.26	0.82	1.80	0.77	2.06	21	
*4.189	0.45	0.85	2.32	0.42	2.77	45	*4.100	0.44	0.85	2.30	0.44	2.74	22	
*4.189	0.45	0.85	2.32	0.42	2.77	46	1.740	0.20	0.71	1.60	0.71	1.80	23	
							*2.551	0.34	0.87	1.96	0.77	2.31	24	

The value of T on the level of 0,05 = 1.96

Table(2) shows statistically significant differences between the prospects of the beneficiaries (players) of the excellent service level and the prospects of the administration that represented in the members of the board of directors of the Federation and its region , coaches and referees of the prospects of the beneficiaries in favor of the prospects of the beneficiaries of the excellent service level in all the dimensions except some phrases in the reliability dimensions that , the Federation points out the results of the training courses in marks express the actual level of the players and phrases in the dimension of responsiveness that administration cares about solving the problems of the players

**Table (3)**  
**Results of measuring the gap between the perceptions of the beneficiaries ( coaches and referees )of the service actually provided and the perceptions of the administration( members of the board of directors ) of the Federation and the regions of the specifications of the service actually provided**

T	Mean difference	the perceptions of the administration of the specifications of the service actually provided(14)N=		the perceptions of the beneficiaries of the service actually provided (70) N=		T	Mean difference	the perceptions of the administration of the specifications of the service actually provided(14)N=		the perceptions of the beneficiaries of the service actually provided (70) N=				
		Std. deviation	Mean	Std. deviation	Mean			Std. deviation	Mean	Std. deviation	Mean			
*3.891-	0.54-	0.43	2.21	0.68	1.67	28								
1.637-	0.300-	0.63	1.64	0.59	1.34	29	0.792	0.19	0.80	1.79	0.80	1.97	1	
*8.060-	1.00-	0.43	2.21	0.41	1.21	30	*0.711-	0.10-	0.43	1.79	0.69	1.69	2	
	7.66	Responsiveness						0.321-	4.29-	0.36	1.86	0.77	1.81	3
*5.975-	0.94	0.50	2.36	0.71	1.41	31	1.743-	0.16-	0.00	2.00	0.75	1.84	4	
*8.061-	1.14-	0.50	2.36	0.41	1.21	32	*6.073-	0.46-	0.00	2.00	0.63	1.54	5	
*8.355-	0.91-	0.36	2.14	0.42	1.23	33	1.473-	0.11-	0.00	2.00	0.65	1.86	6	
*6.784-	1.01-	0.51	2.43	0.50	1.41	34	-	0.74-	0.00	2.00	0.44	1.26	7	
							*14.119							
*5.784-	0.96-	0.52	2.50	0.76	1.54	35	*5.706-	0.53-	0.27	1.93	0.49	1.40	8	
*7.764-	0.89-	0.36	2.14	0.50	1.26	36	*4.089-	0.51-	0.43	1.79	0.45	1.27	9	
*4.095-	0.67-	0.51	2.43	0.75	1.76	37	*2.637-	0.29-	0.27	1.93	0.68	1.64	10	
*7.408-	1.14-	0.52	2.50	0.57	1.36	38	0.617	8.57	0.36	1.86	0.83	1.94	11	
	21.27	Assurance						*5.588-	0.6143-	0.36	1.86	0.43	1.24	12
*8.189-	1.24-	0.47	2.71	0.72	1.47	39	0.769-	0.11-	0.47	1.71	0.67	1.60	13	
*4.990-	0.71-	0.47	2.29	0.58	1.57	40	*2.606-	0.27-	0.27	1.93	0.63	1.66	14	
-	0.79-	0.00	2.00	0.41	1.21	41		18.24	Reliability					
*15.906														
0.226-	4.29-	0.65	1.50	0.63	1.46	42	*5.298-	0.64-	0.43	1.79	0.35	1.14	15	
0.297-	4.29-	0.50	1.36	0.47	1.31	43	*5.641	0.39	0.00	1.00	0.57	1.39	16	
*4.044-	0.61-	0.53	1.86	0.43	1.24	44	1.023	8.57	0.27	1.07	0.37	1.16	17	
*3.217-	0.77-	0.88	2.00	0.42	1.23	45	1.988-	0.36-	0.65	1.57	0.41	1.21	18	
0.678	8.57	0.43	1.21	0.46	1.30	46	*2.319-	0.51-	0.80	1.79	0.48	1.27	19	
	3.02	Empathy						1.109	0.21	0.65	1.50	0.70	1.71	20
*3.835-	0.57-	0.47	2.07	0.65	1.50	47	0.076-	1.43-	0.50	1.64	0.71	1.63	21	
1.893-	0.33-	0.61	1.71	0.49	1.39	48	*0.092	1.43	0.50	1.64	0.68	1.66	22	
1.931-	0.40-	0.73	1.93	0.58	1.53	49	*5.860-	0.81-	0.47	2.29	0.50	1.47	23	
1.761-	0.31-	0.63	1.64	0.47	1.33	50	*2.524-	0.50-	0.36	2.14	1.45	1.64	24	
*3.007-	0.54-	0.62	1.93	0.62	1.39	51	*6.716-	0.89-	0.43	2.21	0.56	1.33	25	
*3.115-	0.51-	0.55	2.00	0.60	1.49	52	1.124	0.19	0.51	1.57	0.77	1.76	26	
*2.49-	0.36-	0.50	1.64	0.46	1.29	53	*2.753-	0.47-	0.55	2.00	0.72	1.53	27	

The value of T on the level of 0,05 =2

Table (3) shows statistically significant difference between the perceptions of the administration that represented in the members of the board of directors of the Egyptian Federation of karate and its regions of the specifications of the service actually provided and the perceptions of the beneficiaries that represented in (coaches and referees ) of the service actually provided for the favor of the perceptions of the administration of the specifications of the service actually provided in all the dimensions except some phrases in the dimension of tangibles, that are the exterior appearance of the Federation is attractive , the interior appearance of the Federation is attractive , the Federation provides a good and suitable building for its regions , the appearance of the workers in the Federations and regions is good , the Federation provides the suitable qualification for the beneficiaries , the budget is suitable for spreading the game , the Federation provides the technological ways in communication , and the phrases in the dimension of reliability, that are ;there is an administration for marketing the championships in the Federation and

its regions , the suitability of the time programs that set by the Federation to execute contests , the Federation announces the championships in fixed time and place , the administration meets the requirements of the beneficiaries , the required service is provided in the fixed time , the provided services are integrated from the Federation , there is co-ordination between the programmers of the local championships, the phrases in the dimension of assurance that are , the availability of efficiency and skill in the workers in the Federation , the existence of regulations concern contracts that maintain the rights of the beneficiaries , the Federation seeks to secure the future of the beneficiaries , the following phrases in the dimension of empathy that are , setting the interest of the beneficiaries on top of the interests and skillful of the administration , understanding the requirements of the beneficiaries accurately , evaluating the circumstances of the beneficiaries and empathy with them .

**Table (4)**  
**Results of measuring the gap between the perceptions of the beneficiaries (players ) of the actually provided service and the perceptions of the administration (members of the board of directors of the Egyptian Federation of karate and its regions and coaches and referees of the specifications of the service actually provided**

T	Mean difference	(84) N=		(65) N=		T	Mean difference	(84) N=		(65) N=		T	Mean difference	
		Std. deviation	Mean	Std. deviation	Mean			Std. deviation	Mean	Std. deviation	Mean			
*2.431-	0.30-	0.83	1.96	0.69	1.66	24								
1.776-	0.24-	0.85	2.17	0.82	1.92	25	*2.370-	26.-	0.69	1.80	0.64	1.54	1	
*3.765-	0.46-	0.88	1.75	0.61	1.29	26	*3.861-	0.48-	0.85	1.89	0.66	1.42	2	
	2.39	<b>Responsiveness</b>						*4.282-	0.49-	0.89	1.68	0.50	1.18	3
1.694-	0.25-	0.91	2.14	0.89	1.89	27	*4.630-	0.61-	0.84	2.22	0.76	1.62	4	
*4.091-	0.49-	0.87	1.79	0.61	1.29	28	*4.101-	0.56-	0.94	2.05	0.71	1.49	5	
*4.394-	0.48-	0.81	1.98	0.53	1.49	29	*4.761-	0.61-	0.88	2.02	0.68	1.42	6	
*2.226-	0.29-	0.82	2.02	0.71	1.74	30	*5.188-	0.58-	0.87	1.76	0.46	1.18	7	
*5.749-	0.61-	0.80	1.71	0.31	1.11	31	*3.765-	0.46-	0.88	1.75	0.61	1.29	8	
1.804-	0.27-	0.92	2.08	0.88	1.82	32	*4.427-	0.53-	0.85	1.82	0.61	1.29	9	
	2.98	<b>Assurance</b>						*3.457-	0.46-	0.86	1.96	0.75	1.51	10
*3.138-	0.39-	0.89	1.68	0.61	1.29	33	*3.658-	0.46-	0.88	1.74	0.61	1.29	11	
*3.138-	0.39-	0.89	1.68	0.61	1.29	34	*3.765-	0.46-	0.88	1.75	0.61	1.29	12	
1.561-	0.13-	0.50	2.56	0.50	2.43	35		4.81	<b>Reliability</b>					
*2.296-	0.30-	0.84	1.99	0.73	1.69	36	*3.658-	0.46-	0.88	1.74	0.61	1.29	13	
*2.443-	0.31-	0.83	1.95	0.69	1.65	37	*3.872-	0.47-	0.87	1.76	0.61	1.29	14	
*3.138-	0.39-	0.89	1.68	0.61	1.29	38	*3.138-	0.39-	0.89	1.68	0.61	1.29	15	
*2.178-	0.31-	0.88	2.03	0.86	1.72	39	1.712-	0.23-	0.81	2.23	0.79	2.00	16	
*3.553-	0.43-	0.88	0.73	0.61	1.29	40	*2.603-	0.34-	0.89	1.83	0.71	1.49	17	
*2.625-	0.33-	0.87	1.86	0.69	1.52	41	*2.235-	0.31-	0.89	1.95	0.78	1.65	18	
	2.29	<b>Empathy</b>						1.794-	0.26-	0.91	2.10	0.88	1.83	19
*2.670-	0.40-	0.92	2.01	0.88	1.62	42	1.857-	0.27-	0.92	2.06	0.87	1.78	20	
*3.138-	0.39-	0.89	1.68	0.61	1.29	43	*2.759-	0.33-	0.84	1.86	0.64	1.52	21	
*5.473-	0.60-	0.84	1.99	0.49	1.38	44	*3.658-	0.45-	0.88	1.74	0.61	1.29	22	
*3.138-	0.39-	0.89	1.68	0.61	1.29	45	*2.256-	0.30-	0.86	1.98	0.75	1.68	23	
*4.340-	0.51-	0.87	1.77	0.57	1.26	46								

1.96 The value of T on the level of 0,05 =

Table (4) shows the existence of statistically significant differences between the perceptions of the administration that represented in the members of the board of directors of the Egyptian Federation of karate and its regions(coaches and referees ) of the specifications of the actually provided service and the perceptions of the beneficiaries that represented in players of the service actually provided for the favour of the perceptions of the administration of the specifications the service actually provided in all the dimensions save some phrases in the dimension of reliability that are , the Federation announces the championships in fixed time and place , the members of the Federation are specialised in the game , the workers in the Federation are distinguished with efficiency and accuracy , the Federation provides enough opportunities for tacking and competition for the players phrases in the dimension of responsiveness that are , the administration cares about solving the problems of the players , the spontaneous solution of any problems in the championships. A phrase in the dimension of the assurance that is there is a suitable place for the public .

**Table(5)**

**Results of measuring the gap between the expectations of the beneficiaries (coaches and referees) of the excellent service level and their perceptions of the actually provided service**

T	Mean difference	their perception of the actual performance of this service (70) N=		the prospects of the beneficiaries of the level of excellent service(70) N=			T	Mean difference	their perception of the actual performance of this service (70) N=		the prospects of the beneficiaries of the level of excellent service(70) N=			
		Std. deviation	Mean	Std. deviation	Mean				Std. deviation	Mean	Std. deviation	Mean		
*7.107	0.80	0.68	1.67	0.50	2.47	28		14.76	Tangibles					
*14.292	1.26	0.59	1.34	0.49	2.60	29	*7.556	0.77	0.80	1.97	0.44	2.74	1	
*19.947	1.44	0.41	1.21	0.48	2.66	30	*7.711	0.77	0.69	1.70	0.50	2.47	2	
	9.23	Responsiveness						*9.348	0.83	0.77	1.81	0.48	2.64	3
*11.584	1.13	0.71	1.41	0.50	2.54	31	*8.252	0.79	0.75	1.84	0.49	2.63	4	
*16.059	1.34	0.41	1.21	0.50	2.56	32	*9.638	1.00	0.63	1.54	0.50	2.54	5	
*19.202	1.44	0.42	1.23	0.47	2.67	33	*7.019	0.77	0.65	1.89	0.48	2.66	6	
*14.358	1.13	0.50	1.41	0.50	2.54	34	*20.846	1.51	0.44	1.26	0.42	2.77	7	
*10.414	1.06	0.76	1.54	0.49	2.60	35	*25.436	1.53	0.49	1.40	0.26	2.93	8	
*14.405	1.17	0.50	1.26	0.50	2.43	36	*21.121	1.47	0.45	1.27	0.44	2.74	9	
*7.183	0.79	0.75	1.76	0.50	2.54	37	*3.536	1.14	0.68	1.64	2.50	2.79	10	
*12.571	1.17	0.57	1.36	0.50	2.53	38	*7.097	0.69	0.83	1.94	0.49	2.63	11	
	10.23	Assurance						*20.453	1.49	0.43	1.24	0.45	2.73	12
*9.686	0.94	0.72	1.47	0.50	2.41	39	*12.008	1.09	0.67	1.60	0.47	2.69	13	
*11.897	1.14	0.58	1.57	0.46	2.71	40	*9.865	0.91	0.64	1.66	0.50	2.57	14	
*22.704	1.51	0.41	1.21	0.45	2.73	41		18.98	Reliability					
*11.639	1.14	0.63	1.46	0.49	2.60	42	*19.785	1.54	0.35	1.14	0.47	2.69	15	
*20.002	1.56	0.47	1.31	0.34	2.87	43	*4.021	1.69	0.57	1.39	3.54	3.07	16	
*17.843	1.49	0.43	1.24	0.45	2.73	44	*23.841	1.51	0.37	1.16	0.47	2.67	17	
*18.921	1.41	0.42	1.22	0.48	2.64	45	*20.495	1.54	0.41	1.21	0.43	2.76	18	
*12.273	1.04	0.53	1.47	0.50	2.51	46	*19.057	1.43	0.48	1.27	0.46	2.70	19	
	7.72	Empathy						*10.381	0.93	0.70	1.71	0.48	2.64	20
*9.107	0.94	0.65	1.50	0.50	2.44	47	*9.481	0.94	0.71	1.63	0.50	2.57	21	
*11.011	1.01	0.49	1.39	0.49	2.40	48	*7.804	0.81	0.68	1.66	0.50	2.47	22	
*11.414	0.89	0.58	1.53	0.50	2.41	49	*16.023	1.14	0.50	1.47	0.49	2.61	23	
*19.202	1.44	0.47	1.33	0.42	2.77	50	*5.329	1.01	1.45	1.64	0.48	2.66	24	
*11.507	1.21	0.62	1.39	0.49	2.60	51	*15.810	1.37	0.56	1.33	0.46	2.70	25	
*10.449	0.96	0.60	1.49	0.50	2.47	52	*5.820	0.63	0.77	1.76	0.50	2.39	26	
*14.759	1.27	0.46	1.28	0.50	2.56	53	*8.774	0.94	0.72	1.53	0.50	2.47	27	

The value of T on the level of 0,05 =2

Table(5) shows statistically significant differences between the prospects of the beneficiaries (coaches and referees) of the excellent service level and their perceptions of the actually provided service for the favor the expectations of the beneficiaries of the excellent service level in all the quality of the service represented in the tangibles , reliability , responsiveness, assurance and empathy.

**Table (6)**

**Results of measuring the gap between the prospects of the beneficiaries (players ) of the level of excellent service and their perception of the actual performance of this service**

T	Mean difference	their perception of the actual performance of this service (65) N=		the prospects of the beneficiaries of the level of excellent service(65) N=			T	Mean difference	their perception of the actual performance of this service (65) N=		the prospects of the beneficiaries of the level of excellent service(65) N=			
		Std. deviation	Mean	Std. deviation	Mean				ε	Mean	Std. deviation	Mean		
0.597	9.23	0.82	1.92	0.74	2.02	25		15.14	Tangibles					
*2.756	1.09	3.12	1.68	0.42	2.77	26	*13.062	1.15	0.64	1.54	0.47	2.69	1	
	3.65	Responsiveness						*11.950	1.14	0.66	1.42	0.50	2.55	2
0.618-	0.23-	2.88	2.25	0.80	2.02	27	*14.300	1.51	0.71	2.31	0.50	1.18	3	
*11.887	1.48	0.61	1.29	0.42	2.77	28	*5.343	0.69	0.76	1.62	0.71	2.31	4	
*5.784	0.72	0.53	1.49	0.78	2.22	29	*5.708	0.77	0.71	1.49	0.73	2.26	5	
*4.635	0.65	0.71	1.74	0.74	2.38	30	*14.788	1.28	0.68	1.42	0.47	2.69	6	
*8.256	0.94	0.31	2.11	0.74	2.05	31	*15.446	1.58	0.46	1.18	0.42	2.77	7	
*4.216	0.63	0.88	1.82	0.71	2.45	32	*11.887	1.48	0.60	1.29	0.42	2.77	8	
	8.23	Assurance						*11.887	1.48	0.61	1.28	0.41	2.76	9
*11.887	1.48	0.61	1.29	0.42	2.77	33	*7.975	1.11	0.75	1.51	0.58	2.62	10	

*11.887	1.47	0.61	1.29	0.45	2.76	34	*11.887	1.47	0.61	1.29	0.42	2.77	11
1.540-	0.18-	0.50	2.43	0.77	2.34	35	*11.887	1.48	0.61	1.29	0.42	2.77	12
*5.074	0.52	0.73	1.69	0.76	2.22	36		21.11	Reliability				
*2.674	0.35	0.69	1.64	0.79	2.00	37	*11.887	1.48	0.60	1.28	0.42	2.76	13
*12.485	1.47	0.60	1.29	0.42	2.77	38	*11.887	1.48	0.61	1.29	0.42	2.77	14
*3.776	0.46	0.86	1.72	0.77	2.18	39	*11.887	1.47	0.60	1.28	0.41	2.76	15
*11.887	1.47	0.74	2.35	0.42	2.76	40	*5.099	0.60	0.79	2.00	0.55	2.60	16
*6.539	0.83	0.69	1.52	0.74	2.35	41	*6.981	0.74	0.71	1.49	0.86	2.23	17
	6.03	Empathy					*10.796	1.12	0.78	1.64	0.46	2.77	18
*4.032	0.65	0.88	1.62	0.83	2.26	42	*5.708	0.77	0.88	1.83	0.63	2.60	19
*11.887	1.48	0.61	1.29	0.42	2.77	43	*2.200	0.37	1.78	1.78	0.71	2.15	20
*10.119	0.92	0.49	1.38	0.79	2.31	44	*3.879	0.54	0.64	1.52	0.77	2.06	21
*11.887	1.47	0.60	1.29	0.42	2.77	45	*12.035	1.45	0.60	1.29	0.44	2.74	22
*12.742	1.51	0.57	1.26	0.42	2.77	46	*0.851	0.12	0.75	1.68	0.71	1.80	23
							*4.279	0.65	0.69	1.66	0.77	2.30	24

The value of T on the level of 0,05 =2

Table (6) shows statistically significant differences between the prospects of the beneficiaries (players ) of the level of excellent service and their perception of the actual performance of this service in all the dimensions except some phrases in the dimension of reliability that are ; the Federation points out the results of the training courses in marks express the actual level of the players , the Federation provides enough opportunities for tacking and competition for the players, there is also a phrase in the dimension of responsiveness that is ; the administration cares about solving the problems of the players ; and there is also a phrase in the dimension of assurance that is ; the availability of a suitable place for the public

**Table (7)**

**Results of measuring the gap between the perceptions of the administration( members of the board of the Federation and regions ) of the prospects of the beneficiaries of the excellent service and their perceptions of the service actually provided**

T	Mean difference	their perceptions of the service actually provided (14) N=		the perceptions of the administration of the prospects of the beneficiaries of the excellent Service (14) N=		T	Mean difference	their perceptions of the service actually provided (14) N=		the perceptions of the administration of the prospects of the beneficiaries of the excellent Service (14) N=			
		Std. deviation	Mean	Std. deviation	Mean			Std. deviation	Mean	Std. deviation	Mean		
1.794	0.36	0.53	1.86	0.43	2.21	28	5.87	Tangibles					
*3.122	0.86	0.63	1.64	0.52	2.50	29	1.883	0.43	0.80	1.79	0.58	2.21	1
1.883	0.43	0.43	1.79	0.43	2.21	30	1.000	0.29	0.43	1.79	0.73	2.07	2
	6.44	Responsiveness					*2.687	0.36	0.47	1.93	0.47	2.29	3
*2.280	0.57	0.58	1.79	0.50	2.36	31	*2.687	0.36	0.00	2.00	0.50	2.36	4
*2.687	0.36	0.00	2.00	0.50	2.36	32	*2.280	0.29	0.00	2.00	0.47	2.29	5
*2.280	0.29	0.36	2.14	0.51	2.43	33	1.883	0.21	0.00	2.00	0.43	2.21	6
0.832-	1.93-	8.53	4.35	0.51	2.43	34	*4.163	0.57	0.00	2.00	0.51	2.57	7
*3.606	0.50	0.55	2.00	0.52	2.500	35	*2.110-	0.36-	0.27	1.93	0.51	1.57	8
1.883	0.21	0.36	2.14	0.50	2.36	36	*2.511	0.57	0.43	1.79	0.50	2.36	9
0.907-	2.29-	9.30	4.71	0.51	2.43	37	*3.798	0.64	0.27	1.93	0.51	2.57	10
*2.280	0.29	0.43	2.21	0.52	2.50	38	*2.110	0.36	0.36	1.86	0.43	2.21	11
	7.07	Assurance					*2.463	0.50	0.36	1.86	0.50	2.36	12
*2.280	0.29	0.51	2.43	0.47	2.71	39	*2.857	0.64	0.47	1.71	0.50	2.36	13
*2.280	0.28	0.00	2.00	0.47	2.29	40	*2.280	0.29	0.27	1.93	0.43	2.21	14
*2.687	0.36	0.00	2.00	0.50	2.36	41		10.76	Reliability				
*5.491	1.07	0.65	1.50	0.51	2.57	42	*2.511	0.57	0.43	1.79	0.50	2.36	15
*4.372	1.07	0.50	1.35	0.51	2.43	43	*10.690	1.54	0.00	1.00	0.52	2.54	16
0796.-	2.43-	11.28	4.86	0.51	2.43	44	*8.000	1.14	0.27	1.07	0.43	2.21	17
*2.511	0.57	0.88	2.00	0.51	2.57	45	*3.379	0.86	0.65	1.57	0.51	2.43	18
*9.539	1.00	0.43	1.21	0.43	2.21	46	*3.015	0.79	0.80	1.79	0.51	2.57	19
	3.29	Empathy					*2.590	0.64	0.65	1.50	0.77	2.14	20
*2.687	0.36	0.47	1.71	0.47	2.07	47	*2.924	0.71	0.63	1.64	0.50	2.36	21
*2.188	0.50	0.61	1.71	0.58	2.21	48	*2.687	0.71	0.50	1.64	0.50	2.36	22
*2.280	0.57	0.73	1.93	0.51	2.50	49	2.121	0.43	0.66	1.86	0.47	2.29	23
*3.015	0.79	0.63	1.64	0.63	1.64	50	2.110	0.36	0.58	1.79	0.36	2.14	24
1.883	0.43	0.62	1.93	0.50	2.36	51	1.749	0.29	0.62	1.93	0.43	2.21	25
0.322-	0.07-	0.55	2.00	0.47	1.93	52	*3.122	0.86	0.51	1.57	0.51	2.43	26
*2.511	0.57	0.50	1.64	0.43	2.21	53	1.385	0.21	0.55	2.00	0.43	2.21	27

The value of T on the level of 0,05 =2.16



Table (7) shows statistically significantly differences between the perceptions of the administration of the prospects of the beneficiaries of the excellent service and their perceptions of the service actually provided for the favour of the perceptions of the administration of the prospects of the beneficiaries of the excellent service in all dimensions save some phrases in the dimension of tangibles that are ; the external appearance of the Federation is attractive , the exterior appearance of the Federation is attractive , the interior appearance of the Federation is attractive , the Federation provides the suitable qualification for the beneficiaries, phrases in the dimension of reliability that are ; the members of the Federation are form the specialised in the game , the workers of the Federation are distinguished with efficiency and accuracy.I trust in the workers in the Federation and its regions , the Federation points out the results of the training courses in marks express the required level, there is co-ordination between the various committees of the Federation ; the refereeing hours allowed by the Federation are suitable to achieve accuracy and objectivity, phrases in the dimension of responsiveness that are ; the administration of the Federation cares about complaints raised to it from its regions, there are periodical meetings between the Federation and the committees, the administration responds spontaneously to reply the enquiries ; a phrase in the dimension of assurance that is the Federation provides referees distinguished with objectivity ,phrases in the dimension of empathy that are the interest of the administration in the suitability of the service time for the beneficiaries , the administration cares about the continuous improving and developing of the service and its method of providing it.

**Table (8)**  
**Results of measuring the gap between the perceptions of the administration( members of the board of the Federation and regions, referees and coaches ) of the prospects of the beneficiaries of the excellent service and their perceptions of the service actually provided**

T	Mean difference	The perceptions of the service actually provided (84) N=		the perceptions of the administration of the prospects of the beneficiaries of the excellent service (84) N=		T	Mean difference	The perceptions of the service actually provided (84) N=		the perceptions of the administration of the prospects of the beneficiaries of the excellent Service (84) N=				
		Std. deviation	Mean	Std. deviation	Mean			Std. deviation	Mean	Std. deviation	Mean			
0.000	0.00	0.79	1.76	0.83	1.96	24	4.95	Tangibles						
-	0.30-	0.80	2.06	0.79	1.76	25	*4.888	0.46	0.70	1.80	0.84	2.26	1	
*3.156	0.57	0.88	1.75	0.85	2.32	26	1.657	0.26	0.85	1.89	0.80	2.15	2	
	5.47	Responsiveness						*3.261	0.60	0.89	1.68	0.84	2.27	3
0.856-	0.12-	0.85	2.02	0.77	1.90	27	1.547-	0.24-	0.84	2.22	0.84	1.99	4	
*2.996	0.54	0.87	1.79	0.85	2.32	28	0.656-	0.11-	0.94	2.04	0.84	1.94	5	
0.214-	0.04-	0.81	1.98	0.86	1.94	29	1.469	0.24	0.88	2.02	0.84	2.26	6	
0.000	0.00	0.82	2.02	0.88	2.02	30	*3.103	0.56	0.87	1.76	0.85	2.32	7	
0.305	4.76	0.90	1.71	0.77	1.76	31	*3.156	0.57	0.88	1.75	0.85	2.32	8	
0.073-	0.01-	0.92	2.08	0.88	2.07	32	*2.834	0.50	0.85	1.82	0.85	2.32	9	
	3.34	Assurance						1.515	0.26	0.86	1.96	0.86	2.22	10
*3.470	0.64	0.89	1.68	0.85	2.32	33	*3.209	0.58	0.88	1.73	0.85	2.32	11	
*3.470	0.64	0.89	1.68	0.85	2.32	34	*3.156	0.57	0.88	1.75	0.85	2.32	12	
-	0.26-	0.89	2.38	0.75	2.12	35		21.86	Reliability					
*2.573														
0.512-	0.07-	0.84	1.99	0.85	1.92	36	*3.209	0.58	0.88	1.74	0.85	2.32	13	
1.470-	0.21-	0.83	1.95	0.81	1.74	37	*3.103	0.56	0.87	1.76	0.85	2.32	14	
*3.514	0.64	0.89	1.68	0.85	2.32	38	*3.470	0.64	0.89	1.68	0.85	2.32	15	
0.948-	0.14-	0.88	2.03	0.85	1.89	39	0.232-	0.03-	0.81	2.23	0.84	2.19	16	
*3.261	0.60	0.88	1.72	0.85	2.32	40	0.543	8.3	0.89	1.83	0.92	1.92	17	
0.893	0.14	0.87	1.86	0.86	2.00	41	*2.262	0.38	0.89	1.95	0.87	2.33	18	
	1.91	Empathy						0.566	9.5	0.91	2.09	0.88	2.19	19
0.507-	0.08-	0.92	2.01	0.90	1.93	42	1.133-	0.19-	0.92	2.05	0.80	1.87	20	
*3.470	0.64	0.89	1.68	0.85	2.32	43	0.378-	0.05-	0.83	1.85	0.82	1.80	21	
0.000	0.00	0.84	1.99	0.90	1.99	44	*3.131	0.60	0.88	1.74	0.85	2.30	22	
*3.470	0.64	0.89	1.68	0.85	2.32	45	1.341-	0.16-	0.79	1.87	0.69	1.70	23	
*3.050	0.55	0.87	1.77	0.85	2.32	46								

The value of T on the level of 0,05 =2

Table (8) shows statistically significantly differences between the perceptions of the administration of the prospects of the beneficiaries of the excellent service and their perceptions of the service actually provided for the favor of the perceptions of the administration of the prospects of the beneficiaries of the excellent service in all the phrases of the dimensions as phrases in the dimension of tangibles that are ; the external appearance of the regions is attractive , Federation provides a good suitable building for its regions , Federation is committed to hold all the championships in places having an electronic watch for refereeing , Federation provides and the regions out door camps for players , Federation provides suitable material incentives for players , all the local

championships are held in a suitable place having the required preparations, there is a prepared reception place to provide service for players, phrases in the dimension of reliability that are; coaches are classified into classes suitable for the player levels in the training, there is an administration to market the championships in the Federation and its regions, the time programs that set by the Federation are suitable to execute the contests, the required service is provided by the Federation are integrated, Federation provides enough opportunities for dealing and competition for the players, refereeing hours allowed by the Federation are suitable to achieve the accuracy and objectivity, phrases in the dimension of responsiveness that are; the Federation provides training courses in various levels for the players. phrases in the dimension of assurance that are; there is a medical unit for the first aids in the championships, there are police men to maintain security in all local and formal championships, there is a suitable place for the public, the doctor takes part in setting the training program for the players, phrases in the dimension of empathy that are; setting the interest of the players on top of the interests of the administration, evaluating the circumstances of the players and sympathising with them, the interest of the administration in the suitability of the championships times for the studying conditions of the players

### **Discussion**

Results in the tables (1-2) show that there is a negative gap between the expectations of the beneficiaries of the level of the excellent service and the perceptions of the administration of these prospects and which refers to the inability of the administration of the Egyptian Federation of karate and its regions to understand the wishes and needs of the beneficiaries from the services provided. This result agrees with the studies of (Nazeh, 2004; Helal, 2004; Nabe Elalkamy, 1997) that pointed out that the board of directors do not know all the problems of the members and it also agrees with the results of the study of (Jao-Chuanm, 2008) that showed that the client always expects the highest level of service. The two researchers show that the dimension of reliability is having the widest gap for the coaches and referees and players. This shows the non-commitment of providing service in a good way leads to the feeling of depression. This accords with what pointed out by Elalkamy (1997) who stated that the activities and services provided by the youth centers should be integrated. It also agrees with the study of (Farghly, 1998) that the non-existence of training courses to prepare supervisors affects negatively on the efficiency of performance. The gap of tangibles came in the second place for all coaches, referees and players this shows that this dimension represents a great value for all persons and agrees with the study of (Shemees, 1996) that showed that there is a big lack in the number of the regions of the Egyptian Federation of judo and the non-existence of enough material incentives and the shortage of the material resources are important obstacles. This also accords with the results of the study of (Farghly, 1996) that showed that the non-existence of specialised to maintain security and to prevent any one from coming near judges during refereeing. In the gap of the dimension of assurance, it was found that all the phrases are very effective without exception. All the phrases united to make a gap in the dimension of empathy. All the phrases affected also in making a gap in the dimension of responsiveness except the questionnaire of coaches and referees where there are no statistically significant differences between the prospects the beneficiaries of the excellent service level and the perceptions of the administration of the prospects of coaches and referees in this dimension, thus, the administration does not feel shortage and providing all the service as they ought to be done.

Results of the tables (3,4) can be explained that there is a negative gap between the perceptions of the beneficiaries of the service actually provided and the perceptions of the administration of the specifications of the service actually provided. Although the perception of the administration of the Egyptian Federation of karate of the specifications of the service, yet there is a obvious decrease in the level of providing the service. This can be due to the difference in the perceptions of the two groups (beneficiaries and administration) and to the difference of the demographic traits between them. The results of the study of (liu-yi-Chin, 2008) showed that the quality of the service depends on the age, income education and culture of the client.

The results in the tables (5,6) can be explained that there is a negative gap between the prospects of the beneficiaries of the level of the excellent service and their perception of the service actually provided that shows that the prospects of the beneficiaries of the excellent features in the service provided by the Egyptian Federation of karate sure pass the level of providing service that they actually obtain. This is due to the inability of the administration of the Egyptian Federation of karate and its regions for meeting the expected requirements of the beneficiaries to achieve the quality of the service that the beneficiaries obtain, this agrees with the results of (Nazeh, 2004; Helal, 2004) This result may be due to the non-existence material and moral support from the part of the members of the board of directors of the Federation because of their internal conflicts. This agrees with what (Al Alkamy, 1997) referred as the board of directors do not follow works so they are useless and this affects its efficacy and this disagrees with the study of (Nugent, 2002) that showed that the service providers have to follow and control the service quality in their organizations and trying to meeting the client requirements.

Results in tables (7-8) can be explained that there is a negative gap between the perceptions of the administration of the prospects of the beneficiaries of the excellent service and their perceptions of the service actually provided and this shows that there is a reduction in the efficacy of the administration of the Federation and its inability to translate its perceptions of the beneficiaries prospects into actual specifications and this leads to

the non- satisfaction of the beneficiaries of the provided service with the possibility of annoyance and complaint and forming bad impressions about the Federation .These results agrees with the study of Abed Almaksoud ,(2006);Nazeh (2004)and Helal (2004) that the knowledge of the leader of the need of the members of continuous improvement in the provided services is an important and required matter .This result goes back to the existence shortage in the available material financing and this accords with the results of the studies of Fouad (1996)and Shemees (1996) that the non- suitability of the financial funds in the Federation and their plans and the non-payment of the financial funds in the due time affects in all Federations.

### Conclusion

The results of the first gap between the expectation of beneficiaries of the level of the excellent of service and the perceptions of the administration of these prospects showed that there is a negative gap that refers to the inability of the administration in the Egyptian Federation of Karate to understand the wishes and needs of the beneficiaries (coaches-referees- players) of the quality level in the service provided to them. The results of the second gap between the perceptions of beneficiaries of the service actually provided and the perceptions of the administration of the specifications of the service actually provided showed the existence of a negative gap that shows the decline of the motive level of the administration of Egyptian Federation of Karate to provide the service to the beneficiaries in a form comforts with what the administration previously decided for these specifications. The results of the third gap between the perceptions of beneficiaries of the level of the excellent service and their perceptions of the actual performance of this service showed the existence of a negative gap that refers to the inability of the administration of Egyptian Federation of Karate in seeking to meet the prospects of the beneficiaries the various elements of the service quality and thus the beneficiaries satisfaction of these services declines. The results of the fourth gap between the perceptions of the administration of the beneficiaries prosecutions of excellent service and the perceptions of the administration of the specifications of the service actually provided showed the existence of a negative gap that shows the decline of the ability of the administration of Egyptian Federation of karate to translate the prospects of the beneficiaries (coaches-referees-players) of aspects of quality and excellence into actual specifications in the service provided from it.

### References

- A., Parasurman, Valarie A., Zeithaml and Leonard L., Berry (1988) SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality, Vol. 64, No. 1, p.12-40
- Abed Al maksoud, A. (2006) determinates of choosing the administrative leaderships of hokey and its regions in the light of applying the administration of the comprehensive quality , M.D thesis, Faculty of sport education , zagazig university , p.66-71(In Arabic)
- Abed Alleghany ,Y. (1998) Appreciation of sport activities in the Faculties of specific education in A.R.E , M.D thesis , Faculty of sport education , Tanta university, Egypt,P.105(In Arabic)
- Badowy, E. (2001) Encyclopedia of organization and administration in the sport and physical education , Dar Elfekr Alaraby ,p.89 (In Arabic)
- Bilich, F., and Neto,A.A. (2000 ) Total Quality Management Quality Macro Function Model For Banks , Total Quality Management ,Vol. 11.No.1,P.5-15.
- Candido, C.J.F. and Moris,D.S. (2000) Charting Service Quality Gaps ,Total Quality Management , Vol.11,Nos.415&6, p. 463-p. 472.
- Edris , T.(1996) Measuring the service quality by using the gap scale among the perceptions and the prospects , A methodological study to apply on the health service in Kuwait , Arab Journal of the administrative science ,Vol. 4 , Kuwait, p.29-30
- Elalkamy, N.(1997) An introduction in the administrative policies in youth centers , the book center for publishing ,Egypt , p.77-80 (In Arabic)
- Elhenawy , M. , El Said, I. (1998) contemporary administrative issues, Aldar Elgameaia for publishing and distribution , Egypt , p.141 (In Arabic)
- Farghly, M.(1996) The work problems in the field of judging, the scientific journal of physical and sport education , Faculty of sport education , Helwan university, Egypt, No.27, p.111 (In Arabic)
- Fouad, D. (1996) comparison of the administrative work factors of the sport federations of self defense in A.R.E , M.D thesis, Faculty of sport education , Helwan university, Egypt, p.97 (In Arabic)
- Helal ,M.(2004) Measuring the service quality in the central sport establishments in the education ministry ,PhD thesis, Faculty of sport education , Helwan university, Egypt , p.113-117 (In Arabic)
- Ho,D.C.,Cheng,E.W.and Fong,P.S. (2000) Integration of Value Analysis and Total Quality Management ;the way Ahead in the Next Millennium ,Total Quality Management Building quality in to service ,SAM., Vol.11,No.2, 179-186
- Kaye,M.,and Dyason,M., (1999) Customer Value-Driven Strategies, Total Quality Management ,Vol.10 ,No 4&5, p594-p601.law of the private organizations of youth and sports (2002) , The center of information and documentation , p. 154 (In Arabic)

