



Journal of Recreation and Tourism Research

Journal home page: www.jrtr.org

ISSN:2148-5321

A RESEARCH ON DETERMINATION OF SATISFACTION LEVEL OF PEOPLE LIVING IN BALIKESIR PROVINCE FROM RECREATIONAL SERVICES OF MUNICIPAL'

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EXTENSIVE SUMMARY

Today, irregular urbanization, environmental pollution, social problems and monoton life that is caused by rapid population growth and developing technology form intense pressure on the people. On the other hand, the not effective use of leisure time which is resulting of technology-based production and prosperity increase causes people to get bored and depressed. All this reason have increased the demand for recreational activities and have rendered recreation areas become important. Recreation is considered as activity through which leisure may be experienced and enjoyed but it is also seen as a social institution, socially organised for social purposes. In this frame the municipalities in local institutes are known to be the closest sufficient institutes to help individuals and society to spend their leisure times.

The aim of this research is to determine recreation tendency and satisfaction levels of people residing in Balıkesir province from municipal recreation services. The population of the study is formed people living in Balıkesir city center. To collect data for the study, the survey technique was used and the questionnaire form was implemented to 700 person living in Balıkesir Municipality borders.

According to the results of the research that participants are moderately satisfied with the recreation services of the municipalities. The satisfaction levels mean of participants is found that for sporty recreation $\bar{X}= 3,51$, for ecorecreation $\bar{X}= 3,21$, for cultural artistic recreation $\bar{X}=2,43$, and for therapeutic recreation $\bar{X}=2,29$. Findings that obtained at the end of the research demonstrated that the participants' gender, age, marital status and profession have no effect on satisfaction levels. However education and income levels affecting their satisfaction level of the recreational services of municipaly. In this context, for the satisfaction level of cultural-artistic recreation and therapeutic recreation decreases as the level of education increases of the participants. Also in terms of cultural and artistic recreation, it was determined that those with higher income levels had lower satisfaction levels.

As a result; the participants reveal that the recreational zones of the municipality is not enough and the personal for those services are insufficient. It is advised that the local administrations should develop new programmes to service young, child, old and handicapped all members and expectations of the society. Also, special planning and management units that work in coordination with municipalities, users and public representatives, should be established to fulfill visitor's needs recreation areas. Approaches for satisfaction of user's requests and fulfillment of area-based special needs, should be adopted.