

The Impact of Safety Facilities on Student Satisfaction in Sports Venues of Universities in Shanxi Province

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Abstract: With the increasing frequency of use of sports venues in universities and the improvement of safety facilities, it has become a key factor in ensuring students' physical health and improving satisfaction. This article explores the current situation of safety facilities in sports venues of universities in Shanxi Province, and their impact on student satisfaction. It analyzes the positive effect of a sense of security on student satisfaction, as well as the negative impact of insufficient facilities on students' psychology and behavior. Based on the actual situation, specific measures have been proposed to enhance the implementation effect of safety facilities, improve hardware facilities, strengthen management and training, enhance student participation and feedback mechanisms, and improve psychological support systems. Through the optimization of these measures, it is expected to improve students' overall satisfaction with sports venues, promote their active participation and physical and mental health.

Keywords: University sports venues, Safety facilities, Student satisfaction, Influence.

1. Introduction

As important venues for student sports activities, the safety of university sports venues directly affects students' physical and mental health as well as their enthusiasm for sports participation. In recent years, with the diversification of sports events and the increasing frequency of venue usage, the issue of safety facilities in sports venues has gradually received widespread attention. Students' awareness and evaluation of safety facilities, as well as the level of improvement in venue management, directly affect their sports experience and satisfaction. Therefore, how to improve safety facilities and enhance students' sense of security has become an important issue in university sports management. This article will focus on this topic in combination with the actual situation of universities in Shanxi Province.

2. The Current Situation of Safety Facilities in University Sports Venues

2.1. Currently, the Safety Facilities Configuration of Sports Venues in Universities in Shanxi Province

With the increasing popularity of sports activities in universities, the safety issues of sports venues have attracted more attention from all sectors of society. At present, sports venues in universities in Shanxi Province attach great importance to structural safety, and most of them have considered the safety of infrastructure such as ground, walls, and stairs during construction. For example, the ground in the sports arena is often made of anti slip materials to prevent accidents caused by falls during exercise. The design of stairs and walkways also strictly complies with safety regulations to ensure the safety of personnel entering and exiting. Most university sports venues are equipped with conventional emergency equipment such as first aid kits and fire extinguishers, and have clearly marked emergency evacuation routes. However, the configuration of these

equipment meets basic safety needs. Most universities have installed surveillance cameras, especially at entrances, exits, and important areas, which not only help maintain order in the venue but also detect and prevent potential safety hazards in a timely manner.

2.2. Implementation Effect of Safety Facilities

Although there is a certain foundation in the configuration of safety facilities in sports venues of universities in Shanxi Province, there are still significant differences in students' understanding and evaluation of existing safety facilities, and the actual effects of some facilities have not met expectations. Through questionnaire surveys and interviews with students, it can be found that they generally have a certain understanding of the safety facilities in sports venues, but there are still many problems and shortcomings in practical use. Firstly, most students are aware of the basic safety facilities in sports venues, such as first aid kits, fire extinguishers, fire hydrants, etc., and can identify their locations to some extent. Especially in some newly built or renovated venues, the facilities are well-equipped, and students generally believe that these devices can provide effective assistance in emergency situations. However, problems also arise. Some students have reported that although the facilities are fully equipped, the drugs and supplies in the first aid kit have not been updated on time, and the fire extinguishers have also expired, which means that the actual use value of the facilities is somewhat restricted. Secondly, there is a certain gap in the implementation effect of the monitoring system. Many students believe that the monitoring facilities inside sports venues can effectively enhance their sense of security, especially in crowded areas such as changing rooms and sports fields. However, some students mentioned that the coverage of the monitoring system is not comprehensive, especially in remote areas of the venue, where there are "blind spots". Although there are safety inspectors in the venue, students generally report that the frequency of inspections is not high, and some areas are not even regularly inspected, resulting in some potential safety hazards being overlooked [1]. Thirdly, the most

prominent deficiency is the establishment and management of emergency evacuation routes. Some students have reported that in emergency situations, the evacuation routes of some venues are not clear, the signs are not obvious, and items are often piled up around the routes, which hinders rapid evacuation. Especially during large-scale sports events or events, the passages inside the venue often appear unusually narrow due to overcrowding, greatly reducing the actual effectiveness of safety facilities. Overall, although the existing safety facilities have to some extent ensured the basic safety of students, there are still problems such as aging facilities, insufficient coverage, and lax management in actual use, which affect students' awareness and trust in safety facilities and reduce their actual effectiveness. Improvement is urgently needed.

3. The Impact of Safety Facilities on Student Satisfaction in University Sports Venues

3.1. The Relationship Between Sense of Security and Student Satisfaction

In university sports venues, a sense of security has a significant impact on students' participation in sports, psychological comfort, and overall satisfaction. Students' sense of security is not only derived from external facility configuration, but also closely related to factors such as venue management and emergency response mechanisms. It can be said that there is a direct relationship between a sense of security and student satisfaction, and the level of completeness of safety facilities directly affects students' evaluation and user experience of the venue. On the one hand, students generally have a higher demand and expectation for a sense of security in sports venues. As a venue that integrates sports activities, leisure and entertainment, and social interaction, the safety of sports venues is crucial for students. Most students are very concerned about whether there are sufficient safety measures when entering sports venues, especially whether there are complete safety facilities to prevent accidental injuries during high-intensity exercise. Students expect sports venues to provide sufficient first aid facilities, clear evacuation routes, and adequate safety patrols. Students also have high expectations for the modernization of equipment in the venue, especially in large-scale sports events and activities. The application of intelligent monitoring systems and automatic alarm systems can better enhance students' sense of security and trust. On the other hand, the negative impact of the lack or inadequacy of safety facilities on student satisfaction cannot be ignored. Research has shown that when the safety facilities in sports venues are not fully equipped or have hidden dangers, students' sense of security is significantly reduced, which directly affects their overall evaluation of the venue. Some students have reported that some safety facilities in the venue have not been maintained and updated for a long time, such as expired items in first aid kits, aging fire-fighting facilities, and even blind spots in monitoring equipment, which can cause students to feel uneasy. If students encounter safety accidents in the venue and lack effective emergency measures and timely rescue, it will further exacerbate their dissatisfaction and affect their trust and satisfaction with the venue. The safety management system of some venues is not sound enough, with insufficient inspection personnel, and even improper

handling of safety accidents, which can greatly reduce the overall satisfaction of students [2].

3.2. Student Psychological and Behavioral Responses

Safety facilities not only directly affect students' physical safety, but also have a profound impact on their psychological reactions and behavioral patterns. Students' enthusiasm for sports participation, trust in venues, and sports behavior are greatly influenced by safety facilities, especially when safety measures are in place, students' sense of participation and satisfaction will be significantly improved. Research has shown that students often evaluate the safety of venues when choosing whether to participate in sports activities. If students feel that the safety facilities in the venue are complete and effectively guaranteed, they will have more confidence to participate in various sports projects. Comprehensive safety facilities can provide students with sufficient sense of security, eliminate potential fears and anxieties during exercise, and thereby stimulate their interest and enthusiasm for sports. For example, the completeness of emergency equipment, anti slip flooring in venues, and good lighting facilities will make students feel that they can receive timely rescue and protection even during intense exercise, thereby enhancing their willingness to participate. On the contrary, inadequate safety facilities can lead to psychological concerns among students and affect their frequency of participation in sports. Once a safety accident occurs, students' psychological reactions will undergo significant changes, which in turn will affect their trust in the venue. Safety accidents, especially personal injury incidents, can create a sense of fear among students and raise doubts about the safety guarantee system of the venue. After experiencing an accident, students often feel a decrease in trust in the venue, especially in cases where the accident is not handled in a timely manner or emergency response is inadequate. They may develop a lack of trust in the safety of the venue and even avoid using it again. Some students experience anxiety, fear, and other emotions, which can lead to excessive concern about safety issues in their future participation in sports, seriously affecting their exercise behavior.

4. Strengthening Measures for Safety Facilities of Sports Venues in Universities in Shanxi Province

4.1. Further Improve Hardware Facilities

In order to further enhance the security level of sports venues in universities in Shanxi Province and ensure the personal safety of students during sports activities, it is necessary to start with hardware facilities and take practical and feasible measures to strengthen them. Improving hardware facilities can enhance the safety of venues, increase students' sense of security, and ultimately increase their enthusiasm for participation and overall satisfaction. Specific measures include: firstly, regularly inspecting and maintaining the safety equipment of sports venues. Many safety facilities may experience wear, aging, or malfunction during long-term use. If not inspected and maintained in a timely manner, their effectiveness will be greatly reduced. For example, the anti slip performance of the ground in sports venues is one of the key factors in ensuring sports safety. As the frequency of use increases, the ground will wear out or

become more slippery due to moisture, which can easily cause athletes to fall. Therefore, schools should regularly inspect the ground of venues, promptly repair any problems found, and carry out anti slip treatment according to seasonal changes. The lighting equipment of the venue should also be regularly inspected to ensure sufficient lighting and no flickering, in order to prevent accidents caused by poor lighting during nighttime sports. In addition, the smoothness of emergency exits and evacuation routes is equally crucial. Due to the occasional occurrence of emergencies in sports activities, timely evacuation and effective escape route design can effectively prevent the expansion of injuries. Universities should regularly check the width, clarity, and smoothness of these passages to ensure that students can evacuate quickly and safely in emergency situations. Secondly, introduce advanced security technologies. The application of intelligent technology can effectively compensate for the shortcomings of manual management and enhance the security and prevention capabilities of venues. The intelligent monitoring system can comprehensively and real-time monitor various areas within the venue, especially some hidden corners and densely populated areas. With the help of an efficient monitoring system, on-site information can be quickly obtained in the event of an emergency, providing a basis for emergency response. Intelligent monitoring can also be linked with the venue's safety management system, automatically alerting when safety hazards occur and promptly notifying management personnel to take necessary measures to reduce the possibility of accidents. The introduction of an automatic alarm system can ensure that in the event of a fire or other emergency, the system will quickly issue an alarm and activate emergency plans, ensuring the safe evacuation of personnel and reminding management personnel to take corresponding emergency measures [3].

4.2. Strengthen Safety Management and Training

Strengthening safety management and training is an important part of enhancing the safety guarantee system of university sports venues. A sound safety management system, regular safety awareness training, and a comprehensive emergency plan and drill system can effectively enhance the safety prevention capabilities of sports venues and minimize safety risks. Specific measures include: firstly, the improvement and implementation of safety management system. A sound safety management system can provide clear direction and operational standards for the safety assurance of university sports venues. Universities should develop detailed safety management systems based on the actual situation of venues, covering the configuration of safety facilities, frequency of daily inspections, identification and rectification of safety hazards, emergency response procedures, and other related content. The key to a safety management system lies in its implementation, ensuring that every system and regulation is strictly enforced. For example, venue management personnel should regularly inspect the integrity of safety facilities and promptly repair any existing safety hazards. Security management personnel should conduct patrols inside and outside the venue to ensure the normal operation of facilities and equipment. A sound safety management system can ensure that venues can quickly activate contingency plans and effectively handle unexpected safety issues. Secondly, strengthen safety awareness training for students and staff. Whether it is students or staff, their

safety awareness directly affects the effectiveness of safety management. Universities should regularly organize students, faculty, and venue management personnel to participate in safety training to enhance their awareness and skills in using safety facilities. The training content should specifically include first aid knowledge, fire safety, methods of using first aid kits, and behavioral norms in emergency situations. Especially during sports activities, students' awareness of safety precautions is relatively weak. Regularly holding safety awareness lectures and emergency training can improve students' ability to cope with accidents and reduce injuries caused by negligence. At the same time, the safety awareness of the staff cannot be ignored. They are the frontline executors of safety management, and only with strong safety prevention awareness can they respond promptly in case of emergencies. Thirdly, emergency plans and drills for emergency situations. Emergency plans are an essential part of university sports venues, providing clear emergency response procedures to ensure that staff can take prompt action in the event of a sudden accident. The formulation of emergency plans should be based on the scale of the venue, the characteristics of the sports events, and potential safety hazards, and detailed plans should be developed to ensure their operability. Having a contingency plan alone is not enough, regular emergency drills are equally crucial. Drills can familiarize students, faculty, and venue staff with emergency response procedures, understand their respective responsibilities and tasks, and ensure that in the event of a fire, earthquake, or other emergency, everyone in the venue can evacuate and handle in an orderly manner according to the predetermined procedures, avoiding greater safety risks caused by panic [4].

4.3. Enhance Student Participation and Feedback Mechanism

Fully listening to students' opinions and suggestions, timely understanding their true feelings about venue safety facilities, can provide decision-making basis for university managers, help improve the configuration and management of safety facilities, and further enhance students' satisfaction and participation enthusiasm. The specific strategy includes: firstly, conducting a student satisfaction survey to collect opinions and suggestions. Satisfaction surveys can be conducted through questionnaires, interviews, and other methods, covering students' perceptions of safety facilities in sports venues, expectations for facility configuration, and evaluations of safety management services. Through a questionnaire survey, students can anonymously express their true opinions on safety facilities, which helps managers identify potential safety hazards or deficiencies in facilities. For example, if students report insufficient lighting in certain areas or inadequate emergency equipment, and even propose improvement suggestions for venue design and layout, the system can collect this information so that the school can more accurately understand students' needs and confusion, and make decisions that are closer to their actual needs. The school management should actively respond to students' reasonable suggestions, promptly rectify problems, and provide feedback to students after improvement to enhance their sense of belonging and participation. Secondly, regularly evaluate the usage and actual effectiveness of safety facilities. Universities can evaluate various safety facilities in venues through regular inspections and functional testing of safety facilities to ensure their normal operation and expected

effectiveness. For example, to check the completeness and effectiveness of fire-fighting facilities, evaluate whether emergency evacuation routes are unobstructed, check whether monitoring equipment is working properly, and so on. At the same time, by combining feedback from students, we can understand their actual usage experience of these facilities. For example, some students have reported that evacuation routes are too narrow in emergency situations, which affects safe evacuation, or that the contents of first aid kits have expired, making them ineffective when urgently needed. Management personnel can take targeted improvement measures based on student feedback and regular evaluations to ensure that every safety facility can play a role in practical use and maximize the protection of student safety [5].

4.4. Enhance the Psychological Support System

Psychological support can help students better cope with psychological pressure in sports activities, enhance trust and dependence on safety facilities, thereby increasing their enthusiasm for participation and overall satisfaction. Specific strategies include: firstly, providing psychological counseling and crisis intervention services. Sports activities themselves have certain physical risks, especially during high-intensity exercise, students are often prone to negative emotions such as anxiety and fear. In response to this situation, universities should provide professional psychological counseling services for students to help regulate emotions and relieve psychological pressure during exercise. Establish a psychological counseling room or set up a dedicated psychological counseling hotline, where students can seek help at any time to solve psychological confusion during exercise. In the face of sudden psychological crises, schools should establish a rapid response mechanism, equip psychological crisis intervention personnel, intervene in a timely manner, and provide support. Through psychological counseling and crisis intervention, students can achieve emotional release and enhance their confidence in sports. Secondly, cultivate students' trust and dependence on safety facilities. Through regular safety promotion, drills, and education, schools can popularize the role and usage methods of safety facilities to students, allowing them to gradually establish trust in these facilities through practical operation.

For example, regular fire drills can be organized to familiarize students with the use of fire extinguishers, personally experience the emergency evacuation process, and enhance their ability to respond to emergencies. When students understand and master the use of safety facilities, they will have more trust in these facilities, and they will participate in sports activities with more peace of mind, enjoying the fun of sports without worrying too much about safety issues.

5. Epilogue

In summary, ensuring the safety facilities of university sports venues are complete and improving students' trust in these facilities is the key to enhancing student satisfaction and sports participation. By regularly inspecting and maintaining, introducing advanced technology, improving safety management systems, and strengthening psychological support systems, multi-dimensional measures can be taken to provide students with a safer and more comfortable sports environment. This helps to ensure students' physical safety, enhance their sense of belonging and trust in sports venues, and promote their physical and mental health development.

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