

# Investigating Effective Factors in Attracting Customers of Sports Venues by Combining Marketing and New Technologies

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## Abstract

Every year, a lot of money is spent on building new sports facilities, however, in recent years, paying attention to the needs of customers and responding to their demands in order to attract them, is one of the most important and necessary tasks. And the goals of organizations have changed the purpose of this research is to investigate the effective factors in attracting customers of sports venues by combining marketing and new technologies. The current research is applied research. The statistical population of this research is made up of customers of sports venues in Kermanshah and Kurdistan. According to Morgan's table, 384 were randomly selected as a sample from among the customers of multi-purpose sports facilities. In order to collect information, mixed questionnaires of residential marketing (2009) and researcher-made questionnaires were used. After confirming the formal and content validity of the questionnaires by experts, reliability was calculated through Cronbach's alpha, respectively. The structural equation method was used to analyze the findings. In general, it can be acknowledged that the marketing mix and the use of information technology have a direct effect on the process of attracting customers to sports venues. Paying attention to the findings, the average of the elements of the marketing mix obtained is higher from the average. It means that the mixed elements of marketing are more than average, so it is recommended that managers, by using these strategies, highlight the competitive advantages of places through the use of physical and virtual space, as a result, customer loyalty is vital for the success of the organization. It is usually more expensive to attract new customers than



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to keep existing customers. Therefore, it is suggested to maintain loyal fans as a competitive asset, and one of the ways to strengthen this is through establishing a sincere, appropriate and strong cooperative relationship between service providers and beneficiaries.

**Keywords:** customers, media, sports management, sports marketing, sports venues.

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## Introduction

Today, sports is known as one of the biggest social phenomena in the world, so that it has taken an important part of modern life (Ismaili et al., 2013). The intensity of competition in the current situation prompts sports service providers to examine critical events and their impact on customer behavior. Knowing the expectations of customers and the levels of these expectations from sports organizations allows managers to determine whether the services provided have an acceptable level of quality (Ramezani & Nazarian Madavani, 2012). Sports as an effective power in economic and social development with direct and indirect effects play an important role in the economy of countries. The sports industry, by holding a stimulating factor such as holding sports competitions, has made it possible to take advantage of advertising and media opportunities, which has created the necessary platform for interaction between industry, business and sports, which serves as a strategic communication bridge. It is considered to serve the development of sports and its economic prosperity (Farahani et al., 2014). The optimal implementation of physical education and sports programs requires the provision of a set of conditions and facilities, and the most important of these conditions is the use of standard spaces and equipment, which is designed based on international standards and laws approved by sports federations in each discipline; in other words, creating a better environment for the realization of physical training goals, the need to pay attention to the facilities, spaces, facilities and awareness of the management knowledge of sports facilities in order to preserve and maintain and optimally use these facilities is more important than ever and adds to the importance of the issue (Saeedi et al., 2014). Every year, billions of Rials are spent on building new sports facilities or equipping old sports facilities, but it seems that an issue that has been

given less attention is the existence of appropriate control processes and the subsequent compliance with certain standards regarding sports facilities and spaces. Therefore, the purpose of the current research is to analyze and investigate the expectations of customers in terms of safety and health from sports venues in order to increase loyalty and repeat attendance (Ramezani & Nazarian Madavani, 2012).

The topic of customer loyalty is one of the most important topics in sports (Thomas et al., 2015). They express loyalty by re-demanding the product and even recommending other people to use it (Liu, 2008). It should be noted that the high satisfaction of customers and the perceived high quality of services lead to their return in the future (Ali Doost Ghahfarkhi et al., 2010). Loyal customers help the organization in explaining the predictable flow of sales and increasing profits. Bowen and Shoemaker (2018) lists four characteristics for customer loyalty. The first feature is word-of-mouth advertising, which includes things such as positive talk about a particular organization or service to others, as well as recommending that organization or service to friends and other people; The second feature is the shopping list, which shows the customer's intention to reuse the services of an organization in the future; The next feature is price sensitivity. This means that if the price of the service increases, the customer will continue to buy that service, and if the competing organizations offer similar services at a cheaper price, the probability of the customer going to them is very low. Your behavior is complaining. This means that the probability of a loyal customer complaining about the problems in the service field with others is very low (Esmaili et al., 2013). Therefore, it is obvious that currently, customer loyalty is mentioned as the ultimate goal that organizations seek to achieve. On the other hand, keeping the customer and creating the conditions for his return is a very sensitive and vital task that requires special tricks and tools. The most important marketing tool for managers and marketers is constant communication with people, providing appropriate services and being aware of competitors' movements (Amirdivani & Mohaghegh, 2021).

In recent decades, the sports industry is experiencing a new era, so that sports, as an economic sector in the production of sports goods and services and the development of the national economy of countries, is considered one of the most profitable industries in the 21st century (Adamides & Karacapilidis, 2020). In the era of increasing globalization, competitiveness is an important issue among the policy makers of various industries, among which one of the most controversial industries is the sports industry (Sharifian et al., 2015).

Information and communication technologies have created infrastructures in today's life that prevent the marginalization of the past and prolonging the time of decisions and information. These infrastructures increase the productivity of resources and flow for information circulation based on information systems, and the final product will be based on information technology. In many cases, people try to separate themselves from daily busyness and relax or focus on issues other than daily work, one of which is doing sports. Sports has many fans due to its invigorating feature. On the other hand, team sports have special conditions that gather a lot of people in one place and focus on one issue, which is the focus of people and their thoughts that makes information technology appear there and change the conditions to facilitate the conditions more. Many technologies entered the world of sports and led to the development of sports and athletes, which also brought the evolution of inventions and the growth of other technologies. But, it is the issue of information technology that was able to change the type of attitudes by entering human life; Technology that is used in any environment. Information technology in sports has affected different sectors, which can be categorized in different classes such as equipment, improving movements and making the environment healthy and managing sports affairs. Information and communication technology can affect many characteristics of the organization such as the organizational structure and attitude of human resources and internal and external communication. In order to achieve the desired goals in a sports venue, in addition to an expert and experienced coach and talented and hard-working students, suitable facilities are needed in the desired field. It is natural that the more suitable the facilities are, the human resources of the organization will benefit more from these facilities, and in the same way, if the material facilities are used according to the regulatory plan and correctly, the optimal productivity will occur, and it is noteworthy that the efficiency of any organization decreases when the material facilities and human resources are not directed in the right direction (Tavakli et al., 2019).

Bulut et al. (2013) point out that information and communication technology can affect many characteristics of the organization such as organizational structure and attitude of human resources and internal and external communication.

Ikhwana and Dianti (2022) have defined the management information system as a uniform and uniform structure of the information base environment including information flow, its collection, transfer and presentation of information in a suitable form to meet the

needs of the organization for all its levels and components, and effective management information system. It has greatly increased production. Chikán et al. (2022) admit that managers use management information systems at all levels (strategic, intermediate and operational) that need to be modified. Therefore, their employees are equally determined to prevent repetitions. In this regard, Fathabadi et al. (2018) points out that managers and all employees of sports facilities should acquire the necessary skills in using the Internet, and also know the widely used computer software related to their field of work and have the skill to use it, as well as competitive intelligence by collecting information about behavior.

The present and future of competitors and the business environment can be an important source of information for planning. Loyalty in sales and marketing systems refers to methods and programs that create customer loyalty and retention. With the help of these programs, the customer is encouraged to have a kind of sense and motivation to advertise and support a particular company's goods or services. Also, the use of these solutions makes a more stable relationship based on the satisfaction of the parties. Customer loyalty programs are one of the newest and most successful solutions of the last half century, which are used in sales systems. One of its best functions for economic enterprises is to obtain a large amount of information about customers. Having this strategic capital, every organization and company is able to base on the information and data from its customers. achieved, and making a correct and practical planning (Kavand et al., 2024). Esmaili et al. (2013) defined relational marketing and pointed out the main characteristics of this approach such as beneficial and long-term relationship, creation of mutual advantage and correlation between organization and customer and each of them as part of this trend was explained. Considering the fact that the organization can gain real commitment by building trust, so that the customer will repeat the purchase without the organization trying again. Then, they explained the benefits of relational marketing from the perspective of the organization and the customer. From the perspective of the organization, customer loyalty was pointed out, which not only brings profitability for the organization, but also word-of-mouth communication and causes the customer to support the organization. Then, at the end, it was said that reducing the risk of unsatisfactory purchases and saving time at the same time are among the advantages of this attitude in terms of customers.

Abdali et al. (2024) showed that the level of satisfaction of the spectators with the provision of services at the Azadi Stadium was

evaluated as weak. Cepeda and Arias-Pérez (2018) conducted a research on the relationship between the perception of service quality, customer satisfaction and customer citizenship behavior. By examining the customers of entertainment and sports places, these researchers found that the quality of the program, customer-employee interaction, capacity, sociability, environmental conditions, and equipment have the ability to predict the perception of quality, and there is a significant relationship between the perception of service quality and customer satisfaction. Lipták (2016) found that service quality has an effect on customer satisfaction and word-of-mouth. Also, customer satisfaction has an effect on word-of-mouth marketing. Adamides and Karacapilidis (2020) investigated the role of sports venue management to prevent accidents related to sports equipment and venues and stated that sports venues should be in constant contact with emergency management centers and other bodies in charge of incident control so that risks are not created. Bring the least damages and casualties.

Cui et al. (2017), conducted with the aim of the relationship between perceived service quality and brand equity, found that perceived service quality can increase the number of customers and improve the performance of organizations.

Dinant et al. (2017) found that in order to improve the functional level of this possibility, it is necessary to properly develop the safety of this possibility and pay attention to biological issues. Special attention was paid to the environment. Garrison et al. (2015) investigated the existing models in Spain and with a survey of 2667 users of sports services. They found that quality plays a key role in predicting satisfaction and value. No significant relationship was found between value and satisfaction. Lioukas et al. (2016) show the customers' mental image of the organization, service quality, product quality, and the emotional connection that the organization has with the customer effective on customer loyalty, and also customer loyalty is effective on repeat purchases and recommending purchases to others. Esen et al. (2015) concluded that there is no significant difference between the overall satisfaction level of male and female customers from the two countries of China and Hong Kong, and also there is no significant difference between the level of satisfaction of male and female customers with the quality of staff service, which means that the level of satisfaction of male and female customers with the quality of staff service in sports facilities in China and Hong Kong is the same.

In the marketing mix, we see three other p's including personnel, physical assets and procedures (process) in the sum of four p's, which

finally results in a marketing mix with seven p's for services. These changes are made to satisfy the needs and demands of the consumer in order to develop a competitive strategy based on what the company can do in an ethical, critical and legal framework. Because marketing management is from analysis, planning, implementation and control of programs to create, present and maintain the process of profitable transactions with the desired customers (buyers) in order to achieve the goals of the organization. In general, it can be said that the main purpose of the marketing mix is to help the organization to create and strengthen competitive opportunities in the market (Sanders & Premus, 2005). Moore et al. (2012) found a positive and significant relationship between marketing mix variables and purchasing behavior. Olsson et al. (2017) market orientation is a tool through which one can achieve a competitive advantage in business, which is related to variables such as market opportunities, competitors' risks, competitors' threats. Therefore, it seems that providing the basis for the preparation and compilation of the strategic plan of sports venues is a major and initial step to organize extensive and diverse efforts in the field of sports venues. Since building strong brands plays a very important role in the service sector, sports venues can be innovative in providing services when they push their organization, including employees, customers, and managers, towards integrated marketing and achieve a competitive advantage in the long term. In this regard, the research has shown that the quality of the desired service and satisfaction is one of the most important factors that form the basis for customer loyalty, and there is a relationship between all aspects of the service quality of sports facilities and the level of customer satisfaction and loyalty. In this regard, researchers pointed out that the quality of services, such as the quality of programs and the environment of places, has an effect on customer satisfaction (Adamides & Karacapilidis, 2020).

Ciocanel and Pavelescu (2015) satisfaction is a variable that is related to the expectations of customers and equipment of places and is very important in determining the level of loyalty of customers to places. Oeij et al. (2019) considered the relationship between the quality of after-sales service and customer satisfaction, retention and loyalty. With regard to the progress, development and public interest in sports on the one hand and the existence of appropriate and high capacities in this sector on the other hand, it requires accurate and correct understanding of the current situation and providing a principled and scientific strategy for determining the strategy of sports venues in the horizon of the medium-term plan and short term

is necessary. The current age should be considered as a combination of information and communication, an age in which the field of sports needs to know information and communicate to obtain the required information more than in the past.

### **Methodology**

According to the subject and the general goal, which is to analyze and investigate, the effective factors in attracting customers of sports venues with a combination of marketing and new technologies. The present research is a descriptive research and is carried out by the correlation method, and its results are considered to be applied. It is possible that in the first part it was done in a library and in the second part it was done in the field. The statistical population of this research consists of the customers of two sports venues in Kermanshah and Kurdistan provinces. In order to select the research samples, based on the inquiry provided on behalf of the Sports and Youth Directorate of Kermanshah and Kurdistan Province, the number of customers of sports venues cannot be accurately estimated, so the ceiling of the statistical sample based on Cochran's formula, i.e. 384 people, was considered for the present study. The purpose of this research is to discover the relationship between the variables, which will be done in a survey. The sampling method of this research was random cluster (districts of Kermanshah and Kurdistan) proportional to the sample size. In order to collect information, the questionnaires of mixed elements of residential marketing (2009) and the questionnaire of Moqq were used. In order to determine the validity of the researcher's questionnaire, in order to ask for opinions and confirm the validity of the form and content, the sample questionnaire was presented to ten sports management experts, and they examined the form and content of the questionnaire items according to the research objectives. Reliability was calculated through Cronbach's alpha (0.76). The information technology questionnaire made by the researcher has 13 questions with three components of hardware, software and human software in a preliminary study through the method of halving 30 questionnaires from among the sample in question, a preliminary study of distribution and after collecting the questionnaires. It was calculated using Cronbach's alpha method (0.79). The questionnaire was scored using a five-point Likert scale. Path analysis in structural equations was used to analyze the findings of the test. All data were analyzed using statistical software package of social sciences version 19 and Lisrel software version 8.54.



## Findings

Table 1. Description of marketing mix variables, strategic brand position and communication and information technology

| Variables                                 | Name of the component    | Ave. | S.D. |
|---|--------------------------|------|------|
| Mixed marketing                           | Product                  | 3.12 | 0.63 |
|   | Price                    | 3.38 | 0.96 |
|   | Advertising              | 3.65 | 0.64 |
|   | Place                    | 3.6  | 0.83 |
|   | Staff                    | 3.83 | 0.55 |
|   | Facilities and equipment | 2.47 | 1.48 |
|   | Process                  | 2.56 | 1.88 |
| Information and Communications technology | Software                 | 2.95 | 1.72 |
|   | Hardware                 | 3.78 | 0.79 |
|   | Human software           | 3.62 | 0.81 |
| Attract customers                         |                          | 4.96 | 2.21 |

According to Table 1, among the marketing mix components, employees with an average of 83.3 have the highest average and facilities and equipment with an average of 2.47 have the lowest average. Among the information technology components, hardware with an average of 3.78 has the highest average and software with an average of 2.95 has the lowest average. The average number of customers is 4.96 with a standard deviation of 2.21.

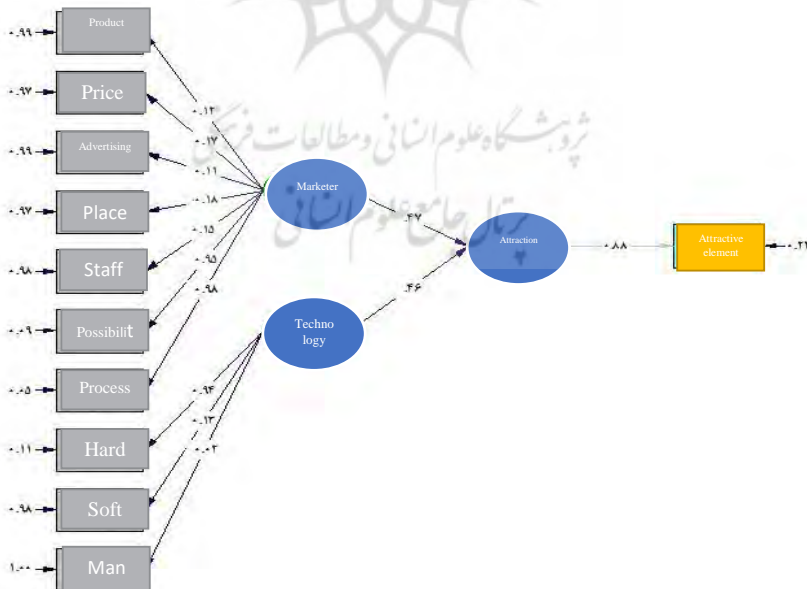


Figure 1. Predicting model of attracting customers through mixed elements of marketing and the use of information and communication technology in sports venues

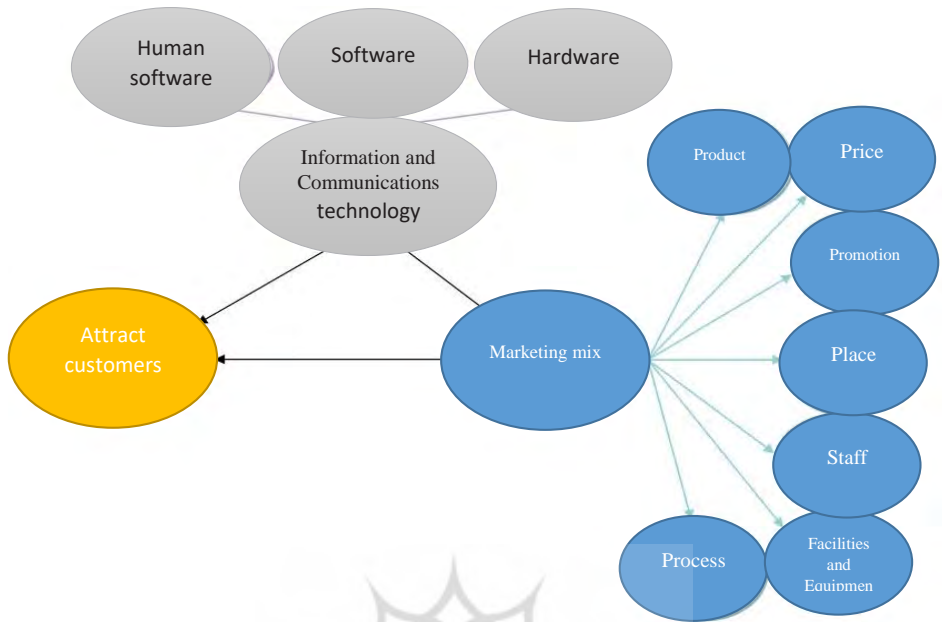


Figure 2. Proposed research model

Considering the impact of mixed marketing components on information and communication technology and finally the mediating and non-mediating influence of these two variables on the attraction of customers in sports venues (Figure 2), it can be acknowledged that there are cases such as behavior of venue managers, necessary expertise, appropriate appearance, effective training, commitment to work, proper communication and human relations skills, up-to-date knowledge of instructors, proximity of venues to residences, appropriateness of tuition fees to people's income, easy access to quality appropriate work in places, proper planning for athletes, the presence of peripheral equipment in places based on mixed marketing components can be effective in marketing sports places and attract more people. What can be inferred is that effective human relations and having high human skills are among the most important characteristics that managers, employees and trainers of sports venues should have and with good morals they can attract many fans. For this reason, Mak et al. (2009) suggest a program to empower sports managers which are of the opinion that by training human relations skills and social skills, and sports venues can achieve more profitability and this can lead to sports economy.

Table 2. Important fit indices of the main model

| Grouping of indicators            | Index name                                   | Abbreviation | Model fit indices | Acceptable fit |
|-----------------------------------|--|--------------|-------------------|----------------|
| Absolute fit indices              | Goodness of fit index                        | GFI          | 94                | GFI>90%        |
|                                   | Improved goodness of fit index               | AGFI         | 91                | AGFI>90%       |
|                                   | Root mean square residual                    | RMR          | 11                | RMR<5%         |
| Comparative fit indices           | Tucker-Lewis index                           | NNFI(TL)     | 0.1               | NNFI>90%       |
|                                   | Normalized fit index                         | NFI          | 97                | NFI>90%        |
|                                   | Relative fit index                           | CFI          | 98                | CFI>90%        |
|                                   | Incremental fit index                        | IFI          | 98                | IFI>90%        |
| Indices of parsimonious fit       | The root mean square of the estimation error | RMSEA        | 1                 | >RMSEA 10%.    |
|                                   | p-value                                      | p            | 87                | -              |
|                                   | Degrees of freedom                           | df           | 736               | -              |
| Normalized parsimonious fit index | Chi score normalized to degrees of freedom   | CMIN/df      | 87.1              | 0<CMIN/df<3    |
|                                   | Normalized parsimonious fit index            | PNFI         | 74                | PNFI>05%       |

Table 2 showed the values of the most important indices of the model fit, including the square root of the mean error (0.01) and the ratio of work to degree of freedom (1.87). As it is clear and visible, all indicators have met the desired and required level at this stage, and this means that the data support the research model. In other words, the research model with the present graphic diagram is acceptable.

## Discussion

Knowing the expectations of the customers of sports venues can help improve the loyalty and willingness of customers to attend the venues and affect their financial performance. Also, in order to improve their performance, sports venues can learn from similar organizations in successful cities and countries in this field and examine the reasons for their success. It should be noted that customers will bring a competitive advantage to sports venues, and in the meantime, the safety and security of sports venues and the quality of health services can be an important factor in achieving this goal and making customers more loyal in the country's sports venues. Since the communication between people for the purpose of education and expanding knowledge is increasingly possible through computers. Due to the competitive nature of the sports market, the customers of sports hats and services become more valuable day by day. According to the findings, the average of the obtained marketing mix elements is higher than the average, that is, the marketing mix elements are more than the average. The results of the present research are consistent with the results of Fathabadi et al. (2018). Customer loyalty is critical to an organization's success because it is usually more expensive to attract new customers than to retain existing customers. Therefore, it is suggested to maintain loyal fans as a competitive asset, and one of the ways to strengthen this is through establishing a sincere, appropriate and strong cooperative relationship between service providers and beneficiaries.

Marketing mix elements is one of the best tools that can help create a suitable strategy in sports marketing management, based on which each element can be considered as a controllable variable and sports needs based on the market. Set the goal, sports venues must have all the studied elements so that they can have more customers. In other words, the presence of things such as the good behavior of managers and employees of sports venues, necessary expertise, proper appearance, effective training, commitment to work, establishing proper communication. and having human relations skills, the up-to-date knowledge of trainers, the proximity of places to the place of residence, the proportionality

of tuition with people's income, easy access, proper quality in sports venues, training of outstanding champions, facilities equipped with modern equipment and facilities, presence of medical and nutrition advisors, presence of ancillary equipment in sports venues can be effective in marketing sports venues and attract more people. According to the results, the average of the information and communication technology elements obtained is higher than the average. The results of this part of the current research are in line with the achievements of Fathabadi et al. (2018) in using new technology and technologies in the virtual space to attract customers.

For example, advertising sports classes, coaches and other services through channels in virtual space or contracts with private mobile phone companies can be a way forward. The reasons for this compatibility may be due to the up-to-dateness, effectiveness, necessity and importance of using information technology in all systems and organizations. Information technology can play an important role in improving the productivity and efficiency of organizations. The use of information and communication technology in order to promote the success of sports venues and customer loyalty is known as an important and effective factor in sports. Emphasizing the fact that the use of information technology and management information systems can play an effective role in all aspects of sports, therefore, all organizations, managers and sports professionals should use these systems and technologies as much as possible. In this way, they succeed in planning, programming, services and productions and achieve their desired goals by developing the quantity and quality of affairs. Managers and employees of sports facilities as the main role and force of the organization have a major role in the success of their organization, on the other hand, the greatest value of information technology in success and achieving goals; increasing people's access to information technology knowledge and accelerating its transfer. According to the average difference obtained, it can be said that the difference is positive and the average of this component is higher than the average level. Day (2011) report the interactions between managers and members of the venues as an important factor in the sports success of the venues and believe that managers and coaches should have high human relations skills for the success of the venues in the sports arena, gaining sports and economic position, provide more profitability. Also, he reported that the presence of places in accessible places and the fact that people can easily travel there can be very effective in attracting customers.

What can be inferred is that effective human relations and having high human skills are among the most important characteristics that

managers, employees, and trainers of sports venues must have, and with good morals, they can attract many customers. This is the reason why they propose a program to empower sports managers and they believe that by training human relations skills and social skills, sports venues can achieve more profitability and this can greatly help the economy of sports. They also report interactions between managers and members in sports venues as an important factor in sports success and believe that managers and coaches should have high human relations skills to ensure the success of venues in the sports and economic arena. Among other elements of marketing, we can mention the element of location. If sports facilities are built in places that are easy to access and in places where there is not much traffic and less crowd, it can be effective in attracting customers. The presence of the necessary facilities and equipment in the places and the places being equipped with modern and new equipment can be in the sports marketing of the sports places. The existence of equipment and facilities as a psychological element affects the mentality of customers and they believe that the equipment can have a positive effect on the motivation and sports success of the members psychologically. It must be acknowledged that the future will belong to those organizations that align themselves with the new reality and its requirements. Managers who seek to use information technology in the management of quality costs can, by taking into account the analysis of information and failure, at the same time as Market surveys, production lines, tests and product reliability plans, while increasing quality, which is exactly what the customer wants, reduce quality costs. In today's world and a dynamic and highly competitive economic environment, information technology has been able to become one of the the main and important players and improve its position until reaching a strategic capital. Information technology can lead an organization to innovation, increase productivity and produce value for customers and be considered as a competitive advantage. The benefits that information technology creates in organizations, including saving costs, preventing human errors, organizational effectiveness, increasing efficiency and income, are very remarkable. For this reason, today the per capita cost of information technology per human force is considered as one of the national development indicators of countries. Information technology will reduce costs due to increased access to information, its processing and retrieval.

The internet has revolutionized our daily lives (Shahghasemi and Prosser, 2019) and hence the way sports fans engage with their favorite teams and athletes has changed dramatically. With instant access to live streaming, fans can watch games and events from anywhere in the

world, breaking geographical barriers. Social media platforms provide real-time updates, highlights, and behind-the-scenes content, fostering a sense of community among fans. Online forums and fan sites offer spaces for discussions, predictions, and sharing of opinions, enhancing the overall fan experience. The internet also allows fans to participate in fantasy sports leagues, increasing their engagement and knowledge of the game. Moreover, e-commerce has made it easier for fans to purchase merchandise and tickets, further supporting their teams. Interactive features like live chats and polls during games make the viewing experience more immersive.

In general, it can be acknowledged that today the competition in various industries, including the sports industry, is increasing. Since sports service organizations such as sports venues offer similar services to the beneficiaries, the competition is to acquire customers and most importantly to keep them. Managers of places should use their competitive intelligence to achieve this goal by using market orientation, compete with other places and meet the needs and demands of their customers. Therefore, it is suggested that the senior managers of the sports facilities allocate a special sign and logo for their hall and choose a suitable name for the hall. Also, regarding the staff component, it is suggested that the trainers' knowledge is up-to-date, they know the etiquette and familiarity being aware of the culture of the people of that region, the proper communication between employees and customers, and the level of training and education of trainers and be effective in choosing the best trainers and employees:

- Using new technologies such as special applications and websites, which provide facilities such as online booking, information about activities and discounts for customers.
- Integrating digital marketing with local sporting events, for example using social media to advertise and inform about various sporting events in the target locations.
- Providing high-quality customer service and experience, including specialized personnel in the field of sports and clubs with suitable facilities for athletes.
- Creating diverse and attractive sports programs for different audiences, including children, teenagers, and adults, so that each group can easily find their favorite activity.
- Establishing direct communication with customers and getting a deeper understanding of their needs and preferences, such as conducting surveys and holding feedback sessions with customers.
- Using data analysis tools for a deeper understanding of customer

behavior and the success of marketing and technology strategies in attracting them. For example, analyzing data from online bookings and attendance at sporting events can help you identify patterns in customer behavior.

- Enhancing customer experience through the use of new technologies such as virtual reality and augmented reality add-ons in sports programs, which provide customers with features such as technical observation, match simulation, and interactive training.
- Using content marketing methods such as creating educational and inspirational content for customers about the benefits and effects of exercise on health and mood, which can help attract new customers and increase the loyalty of existing customers.
- Partnering with sports technology manufacturers and developers to provide customers with technology-based products and services, such as physical activity tracking devices and smart training programs.
- Setting up loyalty and reward programs for customers, such as discounts and rewards for customers with permanent memberships or offering rewards programs for inviting friends and family to sports venues.
- Develop a video-based content strategy, including sports tutorials, interviews with celebrity coaches, and promotional ads, that can capture and connect with customers.
- Using monitoring tools such as fingerprint scanners and automatic attendance systems, which help provide better and more effective services to customers.
- Provide ongoing promotional and promotional programs to attract new customers and retain existing customers, including discounts, sporting events and contests with attractive prizes.
- Use marketing research methods such as empirical studies and online surveys to assess customer needs and wants and update marketing strategies in a timely manner.
- Improving the customer experience by creating facilities such as cashless payment systems, sports fields with smart facilities, and providing additional services such as massage and sauna for customers.

### **Ethical considerations**

The author has completely considered ethical issues, including informed consent, plagiarism, data fabrication, misconduct, and/or falsification, double publication and/or redundancy, submission, etc.



## Conflicts of interests

The author declares that there is no conflict of interests.

## Data availability

The dataset generated and analyzed during the current study is available from the corresponding author on reasonable request.

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