

## Governance and Conflict Resolution in Public Sports Complexes: A Single-Case Study on Policy Implementation and Institutional Efficiency in Federal Higher Education

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### Abstract

The management of university sports complexes presents a global challenge in public administration and organizational conflict resolution. The need to accommodate multiple demands like academic activities, high-performance sports, and hosting events, within limited space and resources, creates constant tension over resource allocation. This study investigated the efficiency of the management model of the Sports and Events Complex (COESPE) in managing diverse activities, guided by the Federal University of Rio Grande do Norte's (UFRN) Sports Policy. Employing a qualitative, single-case design, the methodology used Comparative Documentary Analysis, systematically cross-referencing the UFRN's Sports Policy, the COESPE Internal Regulation, and practical management acts to map institutional coherence, structure, and operational mechanisms. The analysis revealed that the COESPE governance structure acts as an effective organizational conflict mediation system. Formalized sectors and the Consultative Council, ensure participatory management and harmonize competing demands, demonstrating efficacy in usage reconciliation. However, two critical issues were identified: the inherent slowness of public-sector bureaucratic processes for logistical support (e.g., maintenance, financial aid) creating time conflicts with immediate competition demands, and a lack of control in facility scheduling, resulting in overlaps, underutilization, and user friction due to the absence of a single, centralized, and transparent reservation system. Conclusively, the COESPE/UFRN model is an exemplary case of institutional effectiveness for implementing public sports policy in Federal Higher Education Institutions. Nevertheless, it urgently requires a technological solution to enhance the efficiency and transparency of space scheduling control, which could be feasibly developed internally by the university's Digital Metropolis Institute, with no financial cost.

### Keywords

Organizational conflict resolution, public sports policy, institutional governance, facility management, administrative efficiency.