

Exploring the Mediating Role of Self-Confidence in the Relationship Between Psychological Factors and Performance in China's Tourism and Hotel Industry

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Abstract

As a whole, Chinese players fail to perform at their full potential due to psychological factors, which include psychological limitations that prevent them from performing at their maximum potential. This research aims to investigate the effect of psychological factors on a player's performance, with particular emphasis on the mediation effect of self-confidence as a factor affecting the player's performance. The purpose of this study necessitated the use of a quantitative research method, which was chosen because of its objective. As a result of the greater population of the study, the present study selected a quantitative research method as opposed to qualitative or mixed research methods in order to generalize the results. As a result of selecting a research method, a questionnaire was created and then divided into two sections in order to meet the requirements. A questionnaire based on demographic questions was used for the first part of the assessment. A second element of the questionnaire that is related to key variables is that there are twenty questions on it. Based on a questionnaire that is based on a Likert Scale of 1, 1 being Strongly Agreed, and 5 being Strongly Disagreed, the purpose of the study was measured through the use of Likert Scales. It was a quantitative approach that was used to obtain the study results. It was found that a total of 600 badminton players were surveyed in this study. Based on the primary data, a partial least squares (PLS) analysis was performed on the data. It has been shown that self-confidence stands as a mediator between psychological factors such as anxiety, punctuality, Tourist Comfort, and Victim, which have an effect on players' performance. The degree of punctuality and performance of players is moderated by the level of service provided by the hotel. As a result of the current study, Chinese players could be able to improve their performance. Furthermore, the current study may also be helpful to the Chinese sports industry and tourism industry in order to enhance the performance of their players in the future.

Keywords: Punctuality, Anxiety, Hotel Service Level, Self Confidence, Players Performance, Tourist Comfort and Victim.

Introduction

The current state of society in which we live is such that unfortunately, it is very common for players, especially in China, to be unable to produce the performance that they had been expected or wished for, especially at this particular time. There is a significant number of players who are not able to produce significant levels of performance despite having a good physical health, despite having good physical health. The problem is that even though players are given support from coaches, personnel, and management bodies on a daily basis, they still struggle to perform at their best (Manley & Williams, 2022). According to the study, players are unable to produce notable performances due to a lack of understanding of the psychological factors that directly affect their performance.

As part of the current study, one of the main objectives is to investigate whether psychological factors, such as anxiety and punctuality, have any effect on the performance of players. A player's performance can be significantly affected by a variety of psychological factors (Yildiz Durak, 2019). In addition to these psychological factors directly affecting the performance of a player on the field, there are several other factors that have an impact on their performance as well. This study proposes to examine the effects of anxiety and punctuality on the players' performances, as well as check the effects of tourist comfort and victimization on the players' performances as a result of this study. Based on the findings of the current study, self-confidence plays a mediating role between psychological factors and a player's performance in terms of the relationship between the two. Hotel Service Level is

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also a moderator variable that moderates the relationship between punctuality and performance.

This study and others show how variables influence players' performance in a significant way. In this study, players identified psychological influences on their performance. The majority of players are untrained and unaware of the true reasons behind their problems. Organizers in the sports industry and Chinese players can benefit from the current study by better understanding the relationship between performance, self-confidence, anxiety, punctuality, Tourist Comfort and Victim, and Hotel Service Level.

There have already been numerous studies published on players performance in the literature, but some studies have also been conducted on psychological factors and performance. Anxiety and Punctuality of a player are among the psychological factors examined in this study. It remains an innovative study of psychological factors and their impact on performance. A lack of literature has also been found on the effects of psychological factors, tourism and hotel industry on Chinese badminton performance. Therefore, this study aims to describe the effect of psychological factors on badminton players' performance, especially Chinese players. The study discusses psychological factors that influence Chinese badminton players, especially those from China.

Badminton is one of the most popular sports in China, with a large number of top-ranked players hailing from the

country. The sport not only provides entertainment for the Chinese people, but it also contributes to the development of the country's tourism and hospitality industries. The success of Chinese badminton players has made the sport increasingly popular, leading to a rise in the number of tourists visiting China to watch major competitions. The popularity of badminton events has also led to an increase in the demand for hospitality services, such as hotels, restaurants, and transportation. As a result, the hospitality industry in China has grown, providing more employment opportunities and boosting the local economy. Badminton players from China also play a significant role in promoting the country's tourism industry. They are often seen as ambassadors for the country, and their success on the court can help to raise the profile of China as a tourist destination. For example, if a Chinese player wins a major international competition, it can generate media attention and increase interest in visiting the country.

This study is very important in terms of its theoretical perspective, which is a very important aspect of this study. It is the goal of the present study to demonstrate that psychological factors have the ability to affect a player's performance in a way that may result in undesirable or desired outcomes based on how these psychological factors are impacted by those factors. The methodology used in this study relies on the theoretical framework shown in [Figure 1](#), which is described in more detail below:

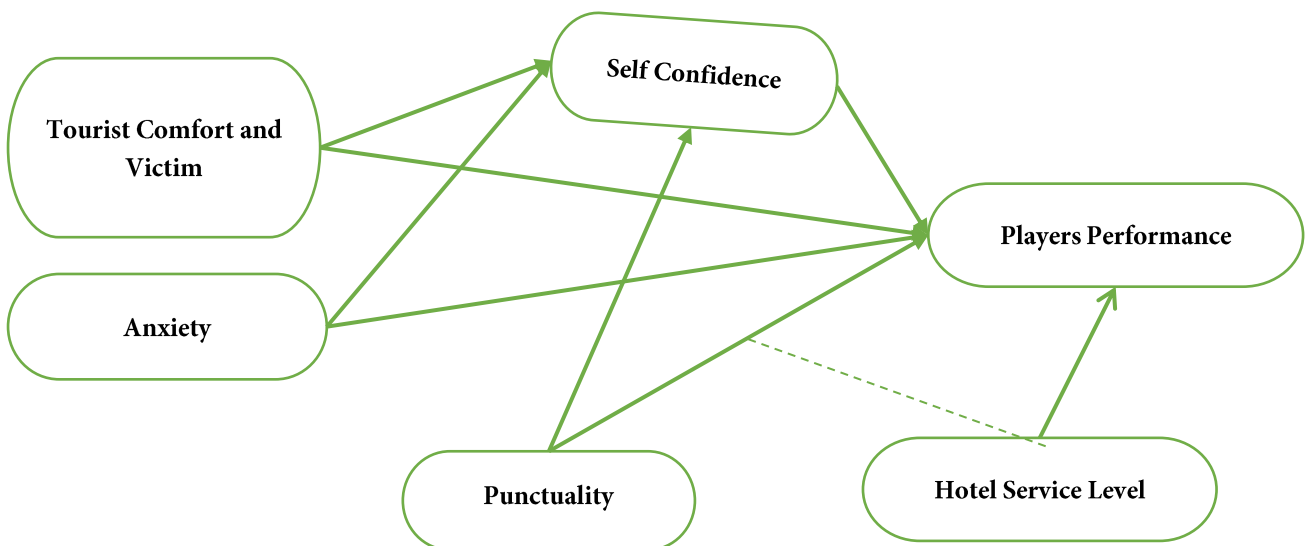


Figure 1: This Study is Theoretically Based on Punctuality, Anxiety, Tourist Comfort and Victim, Self-Confidence, Hotel Service Level, and Performance.

Literature Review

Anxiety and Performance

As a result of a feeling of distress, we can describe anxiety as an experience of tension and worry that occurs as a

consequence of that feeling. There is a negative emotional charge known as anxiety, which describes a state of discomfort and nervousness that has been identified as having a negative emotional charge. Anxiety can generally be classified into two categories: a trait that can be inherited and a state that can be acquired. An individual

with trait anxiety may have a multifaceted pattern of anxiety over the course of their life that is characterized by a long-term, stable pattern of anxiety characterized by levels of anxiety that appear to be predisposed to being anxious in a wide variety of situations over the course of their lives.

As a result of anxiety, athletes are unable to perform at their best. Therefore, they will be less likely to succeed in the competition, since they will perform less well in the competition. To overcome the problems that may arise as a result of anxiety, it is imperative that you develop a positive mindset and greater mental skills. There are several factors that contribute to poor performance, including coaches mistaking athletes or mishandling them (Cremades & Wiggins, 2008; Fazey & Hardy, 1988). Anxiety has recently been studied by researchers in relation to performance in a variety of organizations (Craft et al., 2003; Parfitt & Pates, 1999). The results of studies have shown that highly experienced players are less anxious than their less experienced counterparts. There is no doubt that anxiety is one of the most significant factors that have an impact on the performance of a player. Therefore, it can be summarized that:

H1: Anxiety of players have significant impact on Players Performance.

Punctuality and Players Performance

There is no doubt that punctuality is one of the most important qualities that make a player reliable and trustworthy on the field (Amini-Philips & Omodibo, 2019). Punctuality is an essential feature of developing a reputation as a player that can be considered consistent and reliable (Begum & Saikia, 2020; Nebot, 2020). Punctual players are willing to go to any lengths necessary in order to achieve whatever goal they have set for themselves. Being punctual as a player has, however, another advantage, and that is the fact that you will be able to take advantage of every opportunity that knocks on your door because if you're punctual, there will be no obstacles standing in your way. In the long run, players who are punctual are able to take full advantage of most opportunities available to them, which increases their performance over the long term. A player who is not punctual is also known for having a weak performance in the game because he or she will miss many opportunities to showcase their abilities around the field because of the fact that they are not punctual. In light of this, it may be hypothesized that;

H2: Punctuality of players have significant impact on the players performance.

Hotel Service Level and Plyers Performance

In a prior study, it is concluded that high-quality hotel service is one of the most important factors in enhancing athletes' performance and satisfaction. As a result, the researchers found that athletes' satisfaction with the quality of their accommodation and food services had a significant impact on their motivation, concentration, and physical readiness. Based on a prior study on the impact of hotel service on the performance of elite Canadian athletes, it was found that athletes who stayed at hotels with high-quality services were more likely to achieve better performance results than those who stayed at hotels with lower quality services.

As a result, it is imperative that hotels hosting athletes provide high-quality services that will meet their needs and enhance their performance in order to ensure a successful event. In another prior study on the performance of Chinese badminton players, the researchers found that factors such as coaching quality, training methods, and physical fitness play a significant role in determining the performance of players. However, they didn't investigate whether or not the quality of service provided by hotels affects the performance of players. As a result, it can be said that:

H3: Hotel Service Level have significant impact on the players performance.

Self-Confidence and Players Performance

Research has established that cognitive anxiety negatively affects self-efficacy and performance, which is supported by the available literature. In order to determine whether a performance was successful or not, the degree of anxiety can have a direct impact on confidence and motivation for future performances. When it comes to dealing with anxiety, it is actually a matter of dealing with change. It is important for individuals to address anxiety to maximize the positives and minimize the negatives associated with any stress-induced emotional experience in order to maximize the gains and minimize the losses. The level of anxiety experienced by athletes differs from that of non-athletes (Straub, 1978). As Hanin (2007) points out, this is the outcome of a constellation of optimal and dysfunctional content over a period of time. Therefore, anxiety requires coping programs that are tailored to each individual. This resulted in the concept of zones of optimal functioning, in which coping programs are tailored to each individual. Consequently, coping in sports must be based on the relationship between emotions and performance in comparison to treating emotions separately from actions when it comes to treating emotions (Hanin, 2010). It is therefore crucial for an athlete to feel confident about his

or her abilities in order to perform well. Thus, it is summarized;

H4: Self Confidence have significant impact on players performance.

H5: Punctuality of players have significant impact on self-confidence.

H6: Anxiety of players have significant impact on self-confidence.

H7: Tourist Comfort and Victim have significant impact on self-confidence.

H8: Self-confidence significantly mediates the relationship between players punctuality and Performance.

H9: Self-confidence significantly mediates the relationship between Anxiety and players performance.

H10: Self-confidence significantly mediates the relationship between Tourist Comfort and Victim on players performance.

H11: Hotel Service Level is significantly moderate the relationship between punctuality and players performance.

Tourist Comfort and Victim

There are many tourist destinations around the world, such as China, and one of the most popular destinations is to participate in sports such as badminton, which draws tourists from all over the world. There are a lot of things to do and see in the country, including its rich history and culture, as well as numerous attractions and facilities geared towards tourists. However, as with any travel destination, there are also risks and challenges that can negatively impact the comfort and safety of tourists at that location.

Among the many concerns of tourists in China is the issue of air pollution, which has been a problem for quite some time. The Chinese government has struggled with high levels of air pollution throughout the country, especially in urban areas, which can adversely affect the health and comfort of tourists. In a prior study, it was found that tourists' satisfaction with China's air quality and their intention to return there were significantly negatively affected by air pollution. A particular consideration here is that air pollution may have a negative impact on the performance of badminton players as well as their overall health.

Besides the safety of food in China, another potential concern for tourists is the quality of food. There are many different flavours and dishes that can be found in Chinese cuisine, but there have been instances where food contamination has occurred and outbreaks of foodborne illness have occurred in various parts of the country. It was found that food safety is becoming an increasingly important concern for tourists in Beijing based on their research. Food safety may pose a particular problem for

badminton players who, in order to perform at their best, need a healthy and balanced diet in order to stay on top of their game.

It is also important to note that safety and crime are concerns for tourists in China, especially in urban areas. There are incidents of theft and scams that affect tourists' sense of safety and comfort as a result of these incidents. According to a prior study, scams targeting tourists in Beijing have been a significant problem for quite some time now. In addition to this, political unrest or terrorism can have a negative effect on tourist safety as was seen in the 2014 Kunming terrorist attack, which targeted civilians in a train station in Yunnan province, leading to the development of the local tourism industry which was negatively impacted.

H12: Tourist Comfort and Victim have significant impact on players performance.

Research Methodology

This study was conducted using a quantitative research approach due to the objective of the study. Due to the larger population of the study, it was decided to use a quantitative research method in the present study instead of a qualitative or mixed research method in order to generalize the results. According to the method of research that was chosen, a questionnaire was developed which was then divided into two parts based on the chosen method. During the first section of the questionnaire, a series of demographic questions will be asked. Secondly, the questionnaire consists of 20 questions pertaining to key variables that can be measured as a result of the research, such as punctuality, anxiety, mental health, self-confidence, hospitality, and performance of employees. The study's purpose was measured through a questionnaire based on Likert Scales of 1-5, with 1 being Strongly Agreed and 5 being Strongly Disagreed.

We conducted a pilot study with a small subset of the population to assess the feasibility of data collection methods and to identify any potential challenges. The findings from the pilot study informed the finalization of our sampling strategy, ensuring that our sample size of 600 is not only statistically sound but also reflective of the various subgroups within the larger population.

The choice of a sample size of 600 was based on a review of existing literature, power analysis calculations, and the implementation of a cluster sampling approach. These methods were employed to enhance the representativeness of our sample, allowing us to draw meaningful conclusions about the entire population based on the data collected

from the selected participants.

A larger area is considered when using an area cluster sampling approach. Participants in this study came from different parts of China, so it covers a wide geographical area. Various badminton players in each cluster were selected, and their contact details were collected from the corresponding management unit in the country to obtain their contact details. Initially, all management units were asked to explain briefly what this study was about. The sample size and location of the players were determined by creating a list of 750 Badminton players from various parts of the country. The sample size of 750 is considered good by prior studies. Following the email, respondents were sent a note explaining the purpose and use of all information collected from them for the current study. The 630 responses were received within 15 days after the email was sent. We excluded 30 responses due to incomplete responses from the analysis. The study used 600 responses as primary data, which were gathered during the research process. PLS was used to analyze the primary data in order to achieve the end results of this study.

Data Analysis

For the purpose of analyzing the data, Partial Least Square (PLS) was used. There have been several studies that have reported the importance of PLS as data analysis software that is used in this study. These studies include

(Hair et al., 2016; Hair, Ringle, & Sarstedt, 2013; Hameed, Nisar, & Wu, 2021). Partial Least Squares (PLS) is a statistical method used in structural equation modeling (SEM) and is particularly useful when the relationships between variables are complex and multivariate. SmartPLS is one of the software tools designed specifically for applying the PLS-SEM technique. There are several reasons why researchers might choose SmartPLS over other software packages for their PLS-SEM analysis. SmartPLS is known for its user-friendly interface, making it accessible to researchers with varying levels of statistical expertise. It employs a graphical interface that simplifies the process of building and analyzing complex SEM models. PLS-SEM, including SmartPLS, is advantageous when dealing with small sample sizes. Traditional SEM methods might require larger sample sizes for accurate parameter estimation, but PLS-SEM, as implemented in SmartPLS, can handle smaller datasets effectively. SmartPLS provides a wide range of analysis tools and techniques. Researchers can perform not only basic PLS-SEM but also advanced analyses such as multi-group analysis, moderation, and mediation, allowing for a comprehensive examination of complex research questions. This direction of analysis was considered in the first part of the data analysis, which is shown in Figure 2 and Table 1, in which factor loadings were examined. Factor loadings for every item on the scale are greater than 0.5, which is a very good result.

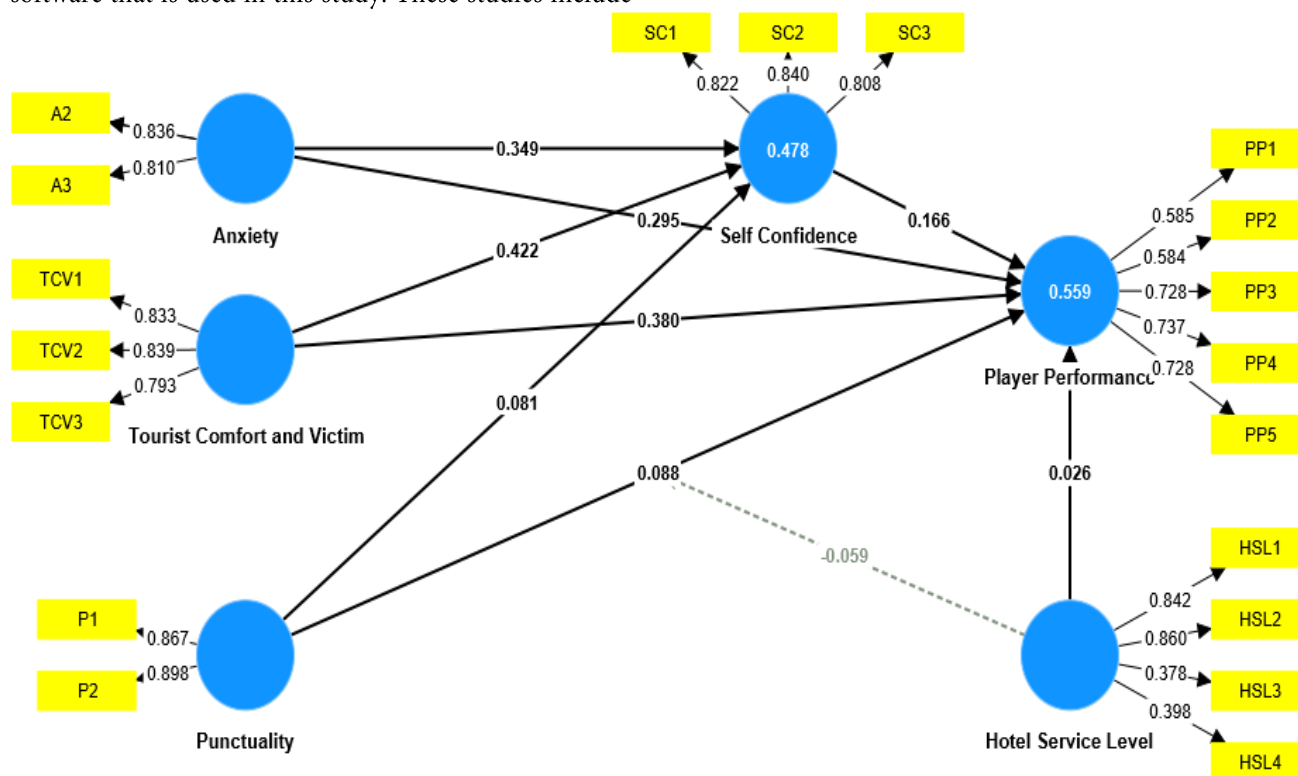


Figure 2: The Measurement Model.

Table 1*Factor Loadings*

| | Anxiety | Hotel Service Level | Player Performance | Punctuality | Self Confidence | Tourist Comfort and Victim |
|------|---------|---------------------|--------------------|-------------|-----------------|----------------------------|
| A1 | 0.841 | | | | | |
| A2 | 0.836 | | | | | |
| A3 | 0.81 | | | | | |
| HSL1 | | 0.842 | | | | |
| HSL2 | | 0.86 | | | | |
| HSL3 | | 0.378 | | | | |
| HSL4 | | 0.398 | | | | |
| P1 | | | | 0.867 | | |
| P2 | | | | 0.898 | | |
| PP1 | | | 0.585 | | | |
| PP2 | | | 0.584 | | | |
| PP3 | | | 0.728 | | | |
| PP4 | | | 0.737 | | | |
| PP5 | | | 0.728 | | | |
| SC1 | | | | | 0.822 | |
| SC2 | | | | | 0.84 | |
| SC3 | | | | | 0.808 | |
| TCV1 | | | | | | 0.833 |
| TCV2 | | | | | | 0.839 |
| TCV3 | | | | | | 0.793 |

It is not possible to achieve quality with factor loadings alone, so it is not possible to proceed with data analysis. The average variance extracted (AVE) could also be used to evaluate this study's convergent validity. Additionally, the results of this study were subjected to a composite reliability analysis (CR).

A comparison of CR and AVE values is shown in Table 2. As good values, Researchers recommend a CR of 0.7 and an AVE of 0.5. These values meet the minimum standard. A final consideration of discriminant validity is provided in Table 3 through the use of HTMT criteria.

Table 2*Reliability and Convergent Validity*

| | Cronbach's alpha | (rho_a) | Composite reliability (rho_c) | AVE |
|----------------------------|------------------|---------|-------------------------------|-------|
| Anxiety | 0.774 | 0.781 | 0.868 | 0.687 |
| Hotel Service Level | 0.577 | 0.72 | 0.732 | 0.438 |
| player Performance | 0.711 | 0.728 | 0.807 | 0.458 |
| Punctuality | 0.718 | 0.726 | 0.876 | 0.779 |
| Self Confidence | 0.764 | 0.765 | 0.863 | 0.678 |
| Tourist Comfort and Victim | 0.76 | 0.76 | 0.862 | 0.675 |

Table 3*Heterotrait Monotrait Ratio of Correlations*

| | Anxiety | Hotel Service Level | Player Performance | Punctuality | Self Confidence | Tourist Comfort and Victim | Hotel Service Level x Punctuality |
|-----------------------------------|---------|---------------------|--------------------|-------------|-----------------|----------------------------|-----------------------------------|
| Anxiety | | | | | | | |
| Hotel Service Level | 0.416 | | | | | | |
| Player Performance | 0.757 | 0.462 | | | | | |
| Punctuality | 0.426 | 1.251 | 0.462 | | | | |
| Self Confidence | 0.734 | 0.423 | 0.745 | 0.384 | | | |
| Tourist Comfort and Victim | 0.598 | 0.313 | 0.862 | 0.305 | 0.781 | | |
| Hotel Service Level x Punctuality | 0.057 | 0.263 | 0.064 | 0.214 | 0.053 | 0.053 | |

Tables 4 and 5 show the results of the hypotheses testing that were conducted as well. There are seven hypotheses proposed in Table 4 of the paper, in which direct hypotheses results are provided. Due to the fact that the T-value in this study is greater than 1.64, which is the minimum criteria for accepting the hypothesis, and also the P-value is less than

0.05, all the direct hypotheses in this study are supported by the results. As a result, all the relationships have a positive beta value, which further demonstrates that all of the relationships have a positive outcome. The current study supports all indirect effects as shown in Table 5 as well as all direct effects as shown in Table 4.

Table 4

Direct Effect Results

| | Original Sample | Sample Mean | Standard Deviation | T Statistics | P Values |
|---|--------------------|----------------|-----------------------|--------------|----------|
| Anxiety -> Player Performance | 0.353 | 0.353 | 0.04 | 8.837 | 0 |
| Anxiety -> Self Confidence | 0.349 | 0.35 | 0.038 | 9.311 | 0 |
| Hotel Service Level -> Player Performance | 0.026 | 0.027 | 0.161 | 0.161 | 0.872 |
| Punctuality -> Player Performance | 0.101 | 0.102 | 0.162 | 0.626 | 0.531 |
| Punctuality -> Self Confidence | 0.081 | 0.08 | 0.033 | 2.426 | 0.015 |
| Self Confidence -> Player Performance | 0.166 | 0.164 | 0.042 | 3.915 | 0 |
| Tourist Comfort and Victim -> Player Performance | 0.451 | 0.452 | 0.036 | 12.583 | 0 |
| Tourist Comfort and Victim -> Self Confidence | 0.422 | 0.423 | 0.038 | 11.25 | 0 |
| Hotel Service Level x Punctuality -> Player Performance | -0.059 | -0.058 | 0.029 | 2.006 | 0.045 |

Table 5

Indirect Effect Results

| | Original Sample | Sample Mean | Standard Deviation | T Statistics | P Values |
|---|--------------------|----------------|-----------------------|-----------------|-------------|
| Tourist Comfort and Victim -> Self Confidence -> Player Performance | 0.07 | 0.07 | 0.019 | 3.672 | 0 |
| Punctuality -> Self Confidence -> Player Performance | 0.013 | 0.013 | 0.007 | 2.057 | 0.04 |
| Anxiety -> Self Confidence -> Player Performance | 0.058 | 0.057 | 0.016 | 3.622 | 0 |

Discussion

"Anxiety of player have significant impact on a player's performance" is the 1st hypothesis of the present study. The level of Anxiety that a player possesses has a direct impact on the level of Performance he achieves in his game. It is difficult for a player to perform at his or her best when they have anxiety issues (Vestberg et al., 2020). The player will be able to produce a stellar performance every time when given the chance when he is completely relaxed and there is no issue with anxiety.

"Punctuality of a player have a positive effect on the player's performance" is 2nd hypothesis of present study. A number of factors play a direct role in influencing the Performance of a player. The second hypothesis is rejected because p value is less than level of significance so it means Punctuality is not directly affect on player performance.

"Hotel Service Level have significant impact on the players performance" is the 3rd hypothesis of present study. Hotel Service Level is not affected directly on player's Performance. Hypothesis is rejected due to p- value is higher than level of significance.

"Self-confidence has a significant impact on players performance." is 4th hypothesis of existing study. A previous study has shown that the pleased feelings of a player are associated with a number of prominent outcomes, such as exceptional Performance (Harborth & Pape, 2020). As shown in the data of previous literature, it can be concluded that having a good feeling or feeling pleased increases an individual's level of self-confidence. Due to this, players with an increased sense of self-confidence are more likely to end up with a prominent performance at the end of their game. According to the study, a player's productivity is enhanced when his or her environment is designed in a manner that enhances their level of self-confidence.

"Punctuality of players have significant impact on self-confidence." is 5th hypothesis of present research. A person's punctuality refers to his or her ability to complete a task within the timeframe allocated and within the number of resources allocated. In a previous study, it was found that punctuality is one of the most important attributes of a person's personality that makes it possible for the person to complete well within the deadline a piece

of work is assigned (Haw, Nisbet, & Caldicott, 2021). As a result, when an individual is able to fulfill their desired task before or at the designated time, it leads to a rise in their level of self-confidence. The players' self-confidence is very affected by their punctuality. As a result, punctuality is very important to them.

"Anxiety of players have significant impact on self-confidence." is 6th hypothesis of present research. Self-confidence can sometimes be a determining factor in the success of a project. A player's anxiety is without a doubt one of the most important factors in life. It is only when a player plays well that he is confident. It is a well-known fact that a player's confidence increases when he or she is at a low-level Anxiety and feels relaxed in the game.

"Tourist Comfort and Victim have significant impact on self-confidence" is 7th hypothesis of current study. Self-confidence is directly affected by Tourist Comfort and Victim, without a doubt. When a player is mentally strong, his confidence levels automatically rise. Self-confidence increases when a person achieves their desired task before or on time, therefore, enabling them to complete their desired task on time. According to the last three hypotheses of the current study, self-confidence significantly mediates the relationship between Players Performance and Punctuality, Anxiety, and Tourist Comfort and Victim respectively. And finally, Hotel Service Level significantly moderate the relationship between punctuality and players performance.

Conclusion

Based on the conclusions of this study, the results clearly indicate that psychological factors such as anxiety, punctuality and Tourist Comfort and Victim are directly

correlated with the Performance of a player on the field. According to the study results, Punctuality leads to success that are required to meet his or her self-confidence level and perform well at the end of the game. In order for a player to be able to perform well and stand out, he must be mentally strong and not have no issue. Whenever the importance of punctuality is increased, the Performance of the players will also increase as well. As a consequence of a decrease in punctuality values, the Performance of the player also suffers as a result of the decline in punctuality values. Anxiety must be reduced and manage for players to perform better. Moreover, the current research concludes that several psychological factors may affect a player's performance. Players' self-confidence is also a very important psychological factor that affects a player's Performance, particularly if they want to achieve their full potential.

Directions for Future Research

In the present study, psychological factors including Punctuality, Anxiety are investigated in relation to self-confidence and performance and also need to consider tourism and hotel industry. The importance of the temperament, inspiration, and skill sets of a player in relation to a player's Performance needs to be explored in depth. A player's performance can be directly affected by several psychological factors. Careers are also influenced by a player's temperament, inspiration, and skill set. Players' performance is also influenced by the weather, especially during practices and matches. There is a need to investigate how temperament, inspiration, and skill set interact with the weather as a mediator in future research. Player performance is also heavily influenced by the relationships between teammates.

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