Security Systems to Preventing Misbehavior Among Football Fans in Malaysia: How Effective It Is?

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Abstract. Issue on football fans in not new, since decades many researches has been debate on it. Hooliganism, violence and aggression always fall into the debates. Although Malaysia national football team is not on top ranking of the world, but the local league has big supporters here. They are numbers of fans involved with misbehavior while at the stadium. The objective of the paper is to determine on how effective of security systems to prevent misbehavior among football fans in Malaysia. A survey was conducted at the fourth different stadiums. A total of 600 football fans were participated as respondents. The results show that the existence of security systems in Malaysia stadium still not really effective to prevent misbehavior among the fans. Smuggling prohibited items, no holistic body check and numbers of violence fan arrested is very low. In order to make sure football is safe to watch for everyone, the security systems need to enhance. The state football management and the Football Association of Malaysia (FAM) need to collaborate on improving the security systems at the stadium.

1. Introduction
Football is nothing without a fans. That is the common quote use by the sports commentators worldwide. Fans not only contribute their money by purchasing the tickets, but more than that. The fans motivate the players to perform well (Coakley, 2009). The spirit of the players alive when the stadium is full of their fans. Modern football also appreciated fans as a stakeholders of the football team (Pearson, 2011). That is show how important the fans to the football team. Football normally watched by thousands of fans (Stott & Drury, 2000) and it is always a challenge toward the management of team to make sure all the fans are stick to the rules and norms has been set by the Football Association (Huang, 2011).

We cannot denial the fact that football is sports surroundings with the intense, drama and aggressiveness (Osman & Mehmet, 2016). Players need to play hard and sometimes need using aggressiveness to make sure their team win the game. For the fans side, they are also some of the fans trying to do the same things while watching the game (Kosiewicz, 2014). That is something that many countries could not prevent it because of large numbers of fans at the stadium. Security issue is always
being a controversial debate among scholars. Lack of security control, less amount of police at the stadium (Murphy, Williams & Dunning, 2000). Besides that, the lack of new technology tools from the management (Spaiij, 2012) also lead to failed policing and preventing on football hooliganism.

Many research shows that lack of security system lead to violence and aggressiveness happen at the stadium. Fighting among the fans (Dunning, 2000; Leyne, 2012 & Kandu, 2013), damaging public property (Spaiij, 2006) and verbal attack towards opponent fans (Fikret & Bilal, 2005 & Kleomanis, 2005). Nevertheless, there are also others factors contribute to hooliganism such as alcoholism and drug use among fans (Otto, 2000), and mob behavior among the fans (Molnar & Popovic, 2009). The atmosphere at the stadium is different compare watching football on television. Stadiums will full of energy from the fans, yelling, singing (Coackley, 2009), chanting, screaming and cheering (Spaiij, 2006) for their team victory. That is also create such an intense situation at the stadium. Surroundings with the others fans allow them to replicate others behavior and turn into mob behavior.

2. Literature review

2.1. Overview of violence among football fans

Violence includes activities such as terrorization, intimidation, and frightening and beating others; it is intentionally and willing done by some irresponsible people (Wekerle & Wolfe, 1999; Tozlu & Solak, 2006). There are many reasons lead to violence and aggressiveness such as family problem, alcohol and drug abuse, poverty and having a problem with friendship. (Kerr & Kock, 2012). Aggression in sports activities can be defined as stretching the rules of a certain sport and intentionally showing disrespectful attitudes towards the athletes, official match and the opponent fans. Violence and aggressiveness behaviors in sports can be shown by verbal and physical. Movement against the opponent or the referee to hurt and make them angry or mock them are examples of aggressiveness (Osman & Mehmet, 2016).

Hooliganism also known as ‘English disease’ and it’s create moral panic among football supporters. (One of the memorable case happen on 1985 in England. Fighting occurred between Liverpool and Juventus fans. The effect of the fighting was 39 of Juventus fans were died and half of the stadium was badly destroyed (Dunning, 2000). Similar case happens on 1989 between Liverpool and Nottingham Forest fans and 96 fans died (Dunning. 2000 & Otto, 1999). Although hooliganism and violence among football fans well known at western country but we can’t denial the fact that the same things happen world widely.

In 2012, numbers of 76 fans from Al-Masry and Al-Ahly football club in Egypt died after they had fighting each other (Leyne, 2012). It’s consider as a terrible case ever happen among football fans there. Malaysia also facing a problem among football fans. Although the fans not really consider as “hooligan” but the fans still behaving violence and aggressiveness at the stadium. Verbal and physical misbehavior has been done by the fans. Football Association of Malaysia (FAM) already punish the football management team because of lacking control of their fans. But, there are still numbers of fans do not learn from that punishment.

2.2. Type of misbehavior

As mentioned earlier, misbehavior among football fans usually happen either verbal or physical or both. Verbal misbehavior is not including physical attack. Common verbal misbehavior is yelling, singing, shouting and talking bad towards the opponent fans (King, 2001 & Dunning 2002). While physical attack is involving a physical such as fighting, damaging public property, throwing objects or light a flares (Armstrong, 1998). For some of the fans, verbal misbehavior is not a fault because being loud, singing, yelling and chanting is part of football culture especially in the stadium. For some of researchers, they are relationship between physical misbehavior leading to physical violence and aggressiveness among the fans (Spaiij, 2006; Kleomanis, 2005 & Fikret & Bilal, 2005). Provocations too much from the opponent fans always lead to fighting among the fans (King, 2001 & Kleomanis, 2005). Verbal misbehavior usually happens between male and female fans while physical misbehavior
is commonly happening among male fans. Male and masculinity seen to be a highest reason why male fans involve with physical misbehavior (Spaaij 2006).

2.3. Combating violence aggressiveness among football fans

Various preventive and regulatory action have been taken by most of the countries in the world. These precautionary action may differ from one country to another because of cultural differences, geographical and misbehavior of the fans. In Hungary, for example, studies have been conducted by Freyer (2004) regarding advocate preventive action against acts of violence at the stadium. Police service is absolutely necessary at the stadium to control the behavior of fans. Police have the ability to control any form of chaos or violence in the stadium. Hence, the number of policemen in the stadium should be increased in order to create a sense of grief among supporters.

Security facilities within the stadium also need to be improved. The use of Closed Circuit Television (CCTV) should be extended throughout the stadium. Each stadium is recommended to have more than five CCTVs to help the management monitor and identify violators who violate the rules (Spaij, 2005). If the number of CCTVs installed in the stadium is sufficient, it will help monitoring the movement of supporters and it will also remind the supporters that their behavior is always monitored (Frosdick, 2005). Garland & Rowe (2004) added that CCTV facilities should be complemented by computer software and photo phone technology that can help match the offender's face (if the data about them are in the database). The CCTV facility will not achieve the goal as a social control device if the quality of CCTV quality is not at its best to make it difficult to identify supporters who violate the rules. Maintenance of the CCTVs also need to be doing regularly in order to make sure the CCTVs is functioning well (Stead & Rokwood, 2007). Others technology can be consider to preventing hooligan and violence among football fans is “iris scanner technology” in order to control the misbehavior of the supporters. All the supporters are required to purchase a club card which includes a long range radio-frequency identification (RFID) chip, which is also used in the new Dutch passport and in the public transport chip card. During the application process a biometric passport photograph is produced. On matchdays, supporters enter the stadium through a sluice system. The antennas at the main entrance gates will detect the club card and its validity. In the tunnel a facial photograph is produced, which is compared to the biometric data recorded during the application process. If the authentication process recognize that it is the same person, the main entrance gate will opens automatically. In cotradiction, if the photographs do not match, the main entrance gates will remain closed and the supporters will not allowing enter the stadium (Spaaij, 2013).

While in europe countries, the prevention of football hooliganism is more on promoting a sense of belonging within the fans and the team. Football, in this sense, is viewed as an important site for socialization and a means for crime prevention. Fan projects are commonly praised for their contribution to prevent football hooliganism. But, at the same time, this approach also been criticized as a ‘soft approach’. For some people, in order to prevent football hooliganism, the need of toughness and tight approach is more suitable. The main dilemma surrounding the projects is, arguably, the difficulty of assessing their preventative effects. Evidence suggests that certain projects have improved the relationship between hooligans, clubs, youth workers and the police, and have prevented young fans from identifying with football hooliganism (Spaaij, 2013). Besides that, the integrity program focusing on youth should be considering in order to teach youth to think and act responsibly (Helmond, Overbeek & Brugman, 2012) while they are in the stadium.

3. Methodology

This study uses a quantitative approach to get the data. The survey instrument used questionnaire was adopted. A total of 600 respondents were selected through purposive sampling. Among the features that have been assigned to the respondents is, aged between 18-50 years, watching a football match
live in the stadium and supporters of the football team Kelantan, Perak, Selangor and Johor (150 respondents for each football team).

The main reason why these four teams chosen is because they have many of fans who watched the matches live at the stadium, have a fanatical fans and often subject to fines and penalties by Football Association of Malaysia (FAM) for various offenses involving their supporters. Data were analyzed using statistical package for social science (SPSS) and presented by descriptive frequencies using frequencies and percentage.

4. Analysis and Discussion

Every football management team have indeed been providing security systems before, during and after a football match taking place. However, sometimes provided security system does not meet the standard that has been set by the FAM and some are not conducted in a comprehensive and holistic manner. The weakness of this security system has created space and opportunity to the fans who are not responsible to violate the norms and rules. Typically, fines and penalties by FAM is the occurrence of violations of the FAM Disciplinary Code. Article 70 Para 1 FAM Disciplinary Code in connection with the responsibility of ensuring that control the behavior of their supporters during their stay in the stadium. If the offense is repeated, the team will be fined for breaching Article 70 Para 2 FAM Disciplinary Code which carries fines and penalties more severe (Nur Hafizah Yusoff, 2018).

The weakness of this security system has created space and opportunity to the fans who are not responsible. The fines and penalties ever levied against, penalize the team with a sum of money (depending on the type of misbehavior). In 2015, the FAM managed to collect a total of RM800,000 as a result of penalties against a team that failed to control the behavior of their supporters. As for the 2016 season a total of almost RM1 million was collected by the FAM. In addition, the FAM also punish the team by directing the team to play in neutral stadium or without the presence of their fans. This situation is a real disadvantage because the management is not able to generate the income from the sale of match tickets. While for the fans, they would miss the game of their and could not able to support their team through the match.

If we look at the fines and penalties are not directly borne by the fans, but borne by the football management team. The fans do not feel fearful and afraid to continue to make mistakes. Only if their get caught by the authorities, then they will be taken to court and sentenced. However, statistics arrest of misbehave supporters is still very small because it is difficult for the security officerto caught the misbehave fans in large numbers of the whole supporters in the stadium. Therefore, the weaknesses of law enforcement also contributed to the (Zawiyah & Mohd Heim, 2016), rioting and misbehavior among supporters.

A total of 81% respondents were male and 19% are women. This situation coincides with the number of supporters who came to the stadium is mostly made up of men because football is the number one sport in the world for most of the men (Spaijj, 2006). However, the process of commercialization and globalization, the role of women in the sport of football cannot be disputed. Same goes for men, women supporters also investing time and money in their efforts to show support for the players and favourite teams. A number of 98% supporters are Malays and the rest are Chinese (0.8%) and India (1.2%). Age of the respondents was in the range between 18-50 years. Bodin, Heas & Robin (2004) states that young people prefer to watch matches live in the stadium compared with the older group. A total of 30 respondents (5.0%) were the respondents aged above 45 years.

Football fans in Malaysia is not a ‘hooligan’ it is because the fans came to stadium with an intention to watch a match between their team and opponent team. Compare to hooligan which has an intention to create a chaos situation, perform a violence and aggressiveness. Malaysia supporters more on state identity based because the football team normally present their state not a club. Therefore, the attachment of the football team is closure because the team representation the state also. Whatever attitudes that humiliate their state, it will lead to verbal and physical misbehavior. This misbehavior will continue happen if the security system did not take place and if the security is not well managed.
Football is sport for everyone, if stadium is no longer safe place to the family especially kids, women and elderly it will be disappointment because one of the benefit of the sports is to close a bonding between families.

**Table 1. Security system at stadium**

| Security system                                      | Strongly disagree (%) | Disagree (%) | Slightly disagree (%) | Agree (%) | Strongly agree (%) | Total  |
|------------------------------------------------------|-----------------------|--------------|-----------------------|-----------|-------------------|--------|
| Management provide the efficient security system     | 19 (3.2)              | 29 (4.8)     | 215 (35.8)            | 217 (36.2)| 60 (10.0)         | 600 (100%) |
| Tight security system at main entrance                | 18 (3.0)              | 36 (6.0)     | 254 (42.3)            | 243 (40.5)| 49 (8.2)          | 600 (100%) |
| Each of fans has been body checked before entering the stadium | 5 (0.8)               | 34 (2.2)     | 193 (32.2)            | 283 (47.2)| 85 (14.2)         | 600 (100%) |
| Sufficient number of security officers in the stadium | 7 (1.2)               | 77 (12.8)    | 215 (31.8)            | 235 (39.2)| 66 (11.0)         | 600 (100%) |
| Violate fans get arrested                             | 18 (3.0)              | 60 (10.0)    | 243 (40.5)            | 224 (37.3)| 55 (9.2)          | 600 (100%) |
| There are CCTV in the stadium                         | 18 (3.0)              | 72 (12.0)    | 232 (38.7)            | 230 (38.3)| 48 (8.0)          | 600 (100%) |

In terms of the security system in Malaysia, the football management team and local authority are the responsible agencies to provide the security system at every matches. The safety is crucial towards all aspects of safety for ensuring the safety of not only fans but also the players and match officials. A total of 36.2 percent of respondents admitted that management has provided an efficient security system at the stadium in their efforts to avoid the misbehavior. While a total of 35.8 percent of respondents also stated that they did not agree that the management has set up an efficient security system. According to them, if the management has carried out the work competently and efficiently, then no cases related to violations of the law and misbehavior involving fans in the stadium.

Moreover, in terms of tight security system at main entrance of the stadium, a total of 42.3 percent (254 respondents) indicated that they do not quite agree with the statement. It is because, there always have some of the fans easily smuggled the prohibited items into stadium. FAM listed the prohibited items such as stone, firecrackers, drinking bottle and flares. But, in every matches, we can see all those prohibited items has been using by the misbehavior fans. That is show that the tight security is not really effective. Meanwhile, a total of 40.5 percent of respondents agreed that a strict security system practiced at every entrance.

In terms of the sufficient numbers of security officers in the stadium, a total of 31.8 percent of respondents said that they are less agree with the number of members of the security existing in the
stadium is sufficient enough. Respondents noted that not all football matches available with a large number of security officers to monitor and control the flow of the match. Nature of Malaysian football is the high risk matches usually will have the largest numbers of police officers. While the less high risk matches will get a small amount of police officers. Spaij (2006) that every matches has a potential to be violence and aggressiveness of the fans. So, of matches should treat equally especially on the amount of security officer in the stadium. The sufficient numbers of security officers also will make the fans feeling scared to violate the norms and rules. The respondents also given their opinion on violate fans get arrested, a total of 224 respondents (37.3 percent) agreed that violent fans were caught by the authorities. While the majority gave feedback that they disagree and strongly disagree with the statement. Respondent argues that, indeed there are arrests made by the authorities but the number of supporters who are caught are small compared to the actual number of misbehavior. Example the case in the Sarawak State Stadium in August 2014, the supporters have rioted badly, vandalize stadiums even burn public transport. The number of fans involved in riots too huge and only five supporters were arrested by the authorities. These is reality because if the security system is efficient enough, there will be more people arrested because behaving badly in the stadium.

Closed-circuit television (CCTV) also plays an important role in helping to identify and arrest supporters who break the rules while watching a football match. The lack of CCTV and not well maintenance the CCTV also lead to small numbers of misbehavior fans can be arrested. A total of 38.3 percent of respondents agree that the presence of CCTV facilities in stadiums, it seeks to prevent misbehavior. In contrast, 53.5 percent of respondents gave a negative reaction to the responses of less agree, disagree and strongly disagree with the statement distadium existing CCTV can help catch violent fans. According to respondents, most of the CCTV in the stadium is not in a favorable condition. It is because of the cost to preparation and maintenance the CCTV. Therefore, not surprising if the existing CCTV has been damaged but still not repaired. Unlike the case with the stadium situation in Europe, particularly in England, when the CCTV facility multiplied in their stadium, but there is a control room use by police officers in the stadium. With the control room involved, it makes it easier for police to monitor the behavior of its supporters and arresting those who behave suspiciously (O’Neill, 2005).

5. Conclusion
Security systems in Malaysia should be strengthened. This ensures misbehavior among the fans can be controlled. Entering the digital age, the security system can not only using manpower alone. The use of technologies such as quality CCTV installation and regular monitoring of CCTV needs to be increased. In addition, the use of identity cards for the purchase of matches tickets and fans are provided with a seat that has their number ticket can also be considered. This is to ensure closed and easy to every supporter who came to the stadium and also easy to arrest if there are fans who break the rules. The issue of finance is often a reason to football management state or federal in strengthening the security system in the stadium. However, if no financial investment is made for the provision of securities, the more they will lose as a result of irresponsible supporters.

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