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## Kanjuruhan tragedy: Revolution ensuring security and safety systems in Indonesian football

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### Abstract

A dark irony in the tragedy of the death of the supporters in Kanjuruhan some time ago. There is reactive treatment from the match organizers, who ignore the safety and security of supporters in Indonesia. As a form of concern, we present a revolutionary perspective in the concept of “bottom-up” which is expected to be a safety and security guide without violence. Specifically, qualitative data collected from victims, witnesses, and the competition committee, were reconstructed into FGDs for drafting ideas. In the perspective of security and safety urgency, conceptual inspiration drives a “bottom-up” transition that combines harmonization between clubs and supporters using five pillars: empowerment, educate, supervision, mitigation, and sportsmanship. Without ignoring the regulations, FIFA, PSSI, and PT. LIB, the strategy is a modern effort that demands qualifications that are relevant to the dynamics of football, creativity, and innovation. This is a very valuable moment to break the chain in the horizontal conflict between the supporters and the security of the league, whose positions are not equal.

**Keywords:** Concept of “bottom-up, empowerment, educate, supervision, mitigation, sportsmanship

### 1. Introduction

Recently, the world of Indonesian football has been in the international spotlight. The “Kanjuruhan incident” is a national mourning that claimed many lives. As of October 5, 2022, the Kompas <sup>[1]</sup> reported that out of 309 fans, 129 had died and 180 suffered serious injuries who are currently being treated in hospital. In fact, the deaths of hundreds of victims were triggered by tear gas spraying towards the stands to disperse the supporters and at the same time panicking to leave the stadium together, then being crushed and trampled by fellow supporters. Too, it is suspected that there was “over capacity” deliberately inflating tickets by the match committee. Unfortunately, at that time the number of spectator seats was limited, and any the fans were jostling.

This sad reality is the 2<sup>nd</sup> largest after the “Estadio Nacional Disaster” in 1964 which claimed 328 people and around 500 others were injured on Peru versus Argentina match <sup>[2]</sup>. In the same week after the “Kanjuruhan Incident”, on October 6, 2022, there was also a dark history in modern football that hit the First Division in Argentina, where 1 supporter died after the match was stopped for 9 minutes between Boca Juniors versus Gimnasia y Esgrima and now the match has been postponed until there is a further time revision <sup>[3]</sup>.

From screenshots on TV, news in the media, and videos uploaded by several netizens on YouTube, it appears that there is a miscommunication between them and the security forces in Kanjuruhan. The Guardian <sup>[4]</sup> and the CNN <sup>[5]</sup> clarified that the fans who took to the stadium pitch did not take the initiative to attack the security forces, but only wanted to hug and support Arema FC players. Like Manchester United versus Manchester City and Liverpool versus Everton in the Premier League, Barcelona versus Real Madrid which was titled “derby” in La Liga, or Borussia Dortmund versus Bayern München in Fußball-Bundesliga, this big match also brought together Arema versus Persebaya FC which is located played at the Kanjuruhan (Malang Regency, Indonesia) as the basis of Arema FC. In Liga 1 Indonesia, there is also a rivalry cluster between Persib FC versus Persija FC which has actually been

accommodated by the league organizers by imposing no fans of the opposing team who are present directly at Kanjuruhan Stadium in an effort to prevent riots since 2019. The deaths of 129 Arema fans who were called "Aremania" not caused by the anarchic actions of opposing fans. Even though Persebaya "Bonek" supporters were not present during the match that night, there was only 1 evacuation door that was open while the rest were closed.

Surprisingly, there is no authority in charge of Liga 1 Indonesia, such as the Indonesian Football Association (PSSI) and PT Liga Indonesia Baru (LIB) which claims to be responsible for this heartbreaking tragedy. In fact, these two institutions which are considered to be authorized, do not have the empathy, integrity, morals, and ethics that explain to the public transparently the root of the problem. Likewise with other intellectual actors who are still being investigated. Only the President of Indonesia (Jokowi) has the courage to openly apologize, investigate directly, set up a special team to find a series of facts, and distribute comments to the families of the victims. The Fédération Internationale de Football Association (FIFA) as the highest authority in football also highlighted the lives lost in this tragedy. Even more sadly, Bonek did this to stop the convoy from winning by a narrow score: a historic 2-3 after 23 years in Kanjuruhan, so they didn't celebrate at the Persebaya FC headquarters (Gelora Bung Tomo, Surabaya City). Deep respect also came from the president of Arema FC (Gilang Widya Pramana) and its CEO (Iwan Budiarto) as well as receiving a punishment not to play the match at the host country and at the risk of being banned from participating in the league for an indefinite period. Then, the commander of the Indonesian National Armed Forces (TNI) and the Chief of the Indonesian National Police (KAPOLRI) instructed 2 responses: administrative and criminal sanctions. Administrative sanctions that are carried out before the examination, such as demotion, temporary suspension, and removal, while the punishment is applied through examination, after which only punishment is given to the person who controls the match.

Campos<sup>[6]</sup>, McNamee<sup>[7]</sup> and Stone<sup>[8]</sup> argue that "philosophy" in football represents a celebration of human life. Referring to the value of sustainability in football, there are often fights between football players that are stimulated by temperament, supporters who mock each other, racist and discriminatory shocks, even spectators who are vulnerable to being oppressed by the official security order in the field<sup>[9-17]</sup>. According to Strang *et al.*<sup>[18]</sup> and Toohey & Taylor<sup>[19]</sup>, the security alibi addressed by the authorities through "directives" such as beatings and spraying tear gas is not a "football family" concept, which actually contradicts FIFA regulations. Following up on the bias problem, the motivation of this paper is to propose an alternative to the transformation of the stadium security system and the safety of supporters. The ultimate goal is to combat the arrogance of official security, minimize of aggressiveness between rival supporters, channel tolerance, and help psychological aspects and educate supporters who are integrated with the security forces and match organizers. The details of the papers are inventoried into 4 steps: 1-Introduction discusses the background and orientation of the paper, 2-Method offers qualitative ideas in the context of a game security and safety system, 3-Results and Discussions display and describe the bottom-up scheme, and 4-Conclusions include implications holistically to encourage suggestions and contributions to future research directions.

## 2. Materials and Methods

The focus of this paper is to detect and explore a problem through an elaboration of thoughts between authors. The paper begins by identifying the disaster in Kanjuruhan as the core point. After visiting the scene of the tragedy and obtaining relevant information from the families of the victims, witnesses and the match committee, we reviewed the tragedy qualitatively to understanding the flaws in the security and safety system during yesterday's match. Furthermore, the observation data were tabulated based on the root of the problem and divided the job desk among the authors using a Focus Group Discussion (FGD). Ab Aziz<sup>[20]</sup>, Mishra<sup>[21]</sup>, Muijeen *et al.*<sup>[22]</sup>, Nyumba *et al.*<sup>[23]</sup>, and van Eeuwijk & Angehrn<sup>[24]</sup> present FGD as a technique used for solving certain problems that connects the involvement of researchers who target a concept and change it for the better. Publication by Gunawan *et al.*<sup>[25]</sup>, Pessireron & Anggoro<sup>[26]</sup>, and Sitepu *et al.*<sup>[27]</sup> inspired FGDs in designs that balance business with the importance of sustainable safety.

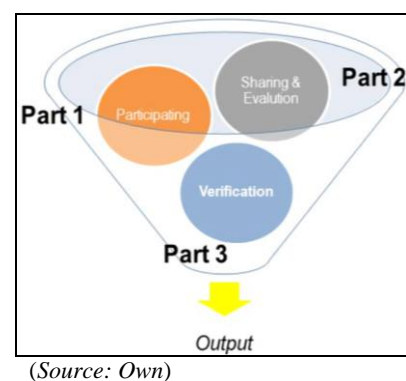


Fig 1: Procedure in FGD

Figure 1 summarizes the FGD simulation that formulates the problem, examines, schedules and contains a comprehensive consultation to describe the preventive component. Step 1: Participating, in this session the authors carry out academic functions that are directly involved in conducting research to the location of the tragedy to analyze the factors causing the death of the supporters via personal interviews with colleagues or family members who witnessed the incident. Step 2: Sharing and Evaluation, where we hold regular meetings to compile findings, process concept development, and pool ideas. Step 3: Verification, which focuses on modifying the stadium security framework and the safety of supporters to become a reference for the government and regulations for organizing matches, so that they are presented to a forum or consortium of stakeholders.

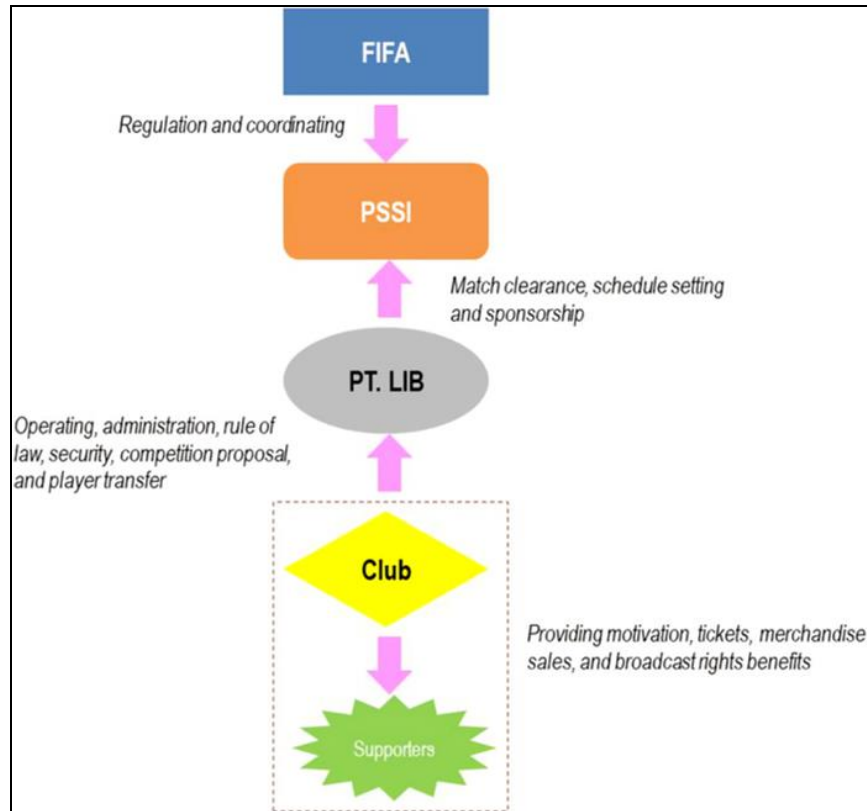
## 3. Case Studies & Discussion

So far, the pattern of regulation of football clubs in Indonesia is still categorized as "conservative". Figure 2 describes the gaps in the organizational structure that do not pay attention to the details of the security and match safety system. The supporters are still only the object of business in the football industry, without any significant two-way combination. In Indonesia, FIFA only plays a role in regulation and coordination with PSSI. The rest, all matters relating to match permits, schedule arrangements, and sponsorship are only left to PT. LIB. There is a disconnected bureaucratic line between PT. LIB with FIFA. Automatic, PT. The LIB is charged more for managing the execution of complex matches. From the club's scope, they are also required to operate, administer, rule of law, security, competition proposals, to transfer players

without FIFA's knowledge. With a high level of vulnerability, technically the clubs in domestic are relatively focused on financial gain. Supporters on the field and football spectators on TV or online media are only used to provide motivation, tickets, merchandise sales, and broadcast rights benefits. Unfortunately, there are no special personnel such as nurses and doctors who handle and anticipate unexpected situations in the stadium stands, but they are only assigned by the club for player operations. Football is not only a type of sport, but has become the "pride of a nation" [28-29], the identity and traditions of regional communities [30-33], business industry [34-

36], "symbol of peace" [37], pillar reflecting popularity [38-39], and the image of the establishment, including the rivalry between clubs and their fans [40-43].

Lesson from the experience of football abroad, besides being an object, supporters are usually also subjects and have the right to make decisions regarding security and safety systems [44-46], transfers of players who according to the style of play/formation of the club [47-49], and their voice is trusted for the future prospects of the club [50]. This proportion indicates that there is a stark difference with the condition of football in developing markets such as Indonesia.



(Source: Own)

**Fig 2:** The coordination chain of football in Indonesia

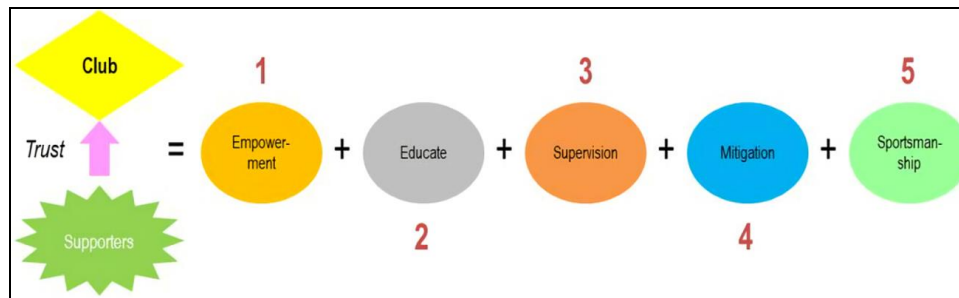
Based on the above problems, we propose a stadium security system through local wisdom that is side by side with the safety of the supporters without ignoring international standards. The main foundation of security and safety lies not in a magnificent and spectacular infrastructure, but in trust. Besides complying with FIFA regulations about capacity and stadium revitalization. In the internal element, the essence is trust, while the stadium infrastructure becomes an external element. Building trust between the club and its supporters can foster love and loyalty. There is a harmonious sense of belonging between the two parties. In this first dimension is empowerment. Empowerment is actualized by recruiting professional supporter representatives. That is, because there is no head of supporters from each region, the manager of a club initiates the democratic election of the head of supporters. Those who are elected are hired by the club and are assigned to determine the chairperson's secretary and board of directors. Later, the head of supporters from across generations can synchronize the data that includes the background of the supporters. In the second dimension there is educate. In relation, the club also holds dialogues or seminars that bridge the opinions of supporters. Besides, there is character building, training for talented people to try out in training sessions, providing material on mental and

psychological health, as well as opportunities to collaborate with clubs to improve management performance.

In the third dimension, supervision. Supervisory competence implies a tightening of sanctions. As a consequence of the applicable penalties. It is possible for the club to give punishment to supporters who are tracked into rioting, if it leads to a criminal act, they are immediately handed over to the police, while those who perform well, behave well, and maintain unity, are rewarded by the club in the form of scholarships, free tickets, and prizes other. Fourth, mitigation. In this dimension, after all supporters have official members registered at the club, they automatically get service facilities available at the stadium and safety insurance. Here, the supporters who have been empowered will form a security network inside the stadium and outside the stadium. Not only did the security forces search the contents of the bags brought before the match and enter the stadium, but also helped the league security to communicate intensively to the supporters who wanted to enter the stadium, especially in sections of the stadium, highways, toll intersections, and areas near the stadium. Then, other implementations also help with medical equipment and prioritize supporters with disabilities to invite them to sit in the front seat. From the fifth dimension, sportsmanship is the most essential part in upholding ethical

values among home fans, opposing fans, clubs, match organizers, and especially clubs. Vital attention also focuses

on the solidarity side by side with the police outside the stadium, working together to maintain order (see Figure 3).



(Source: Own)

**Fig 3:** “Bottom-up” mechanism

The beautiful relationship of trust between supporters and the club is highlighted. Fatoni *et al.* [51] and Martin [52] predict that the cosmopolitan metaphor confined by socio-economic disparities in football has changed, allowing them to have a greater voice in the club they run, rekindle hopelessness, and make choices the constituents. To increase the hierarchy of trust, the level of loyalty, commitment, and satisfaction is the most logical option. Alim *et al.* [53], Thomson & Williams [54], and Winands & Grau [55] study that club-run education programs for supporters are seen as strategies and long-term projects in the preparation and implementation of football progress. The Working Group Report [56] integrates the legality of supervision as reasonable in a friendly atmosphere between a football club and its supporters, while Junaedi & Sukmono [57], Khan *et al.* [58], Mabon [59], and Pearson & James [60] found that the key to the success of a football match is disaster mitigation, where the level of security in managing an emergency is an important attribute, especially medical services in an emergency. Mitigation training can be handling disaster risks, for example: riots, disease outbreaks such as for example Covid-19, stadium architecture, and health protocols that threaten the safety of supporters. To that end, it is necessary to call for an understanding that is articulated into proactive action to assess adaptation requirements. In addition, bad behavior, violence, and suspicion from the police against crowds of supporters, need strategic goals that are overseen by the protection of public rights.

In an explicit horizon, Ghasemi & Keshkar [61], Gordon & Arney [62], Millward [63], Paché [64], Penfold & Cleland [65], and Wagner-Egger *et al.* [66] assert that attitudes' unprofessionalism caused by fans' hatred (in this case racism, shouting, and damaging stadium facilities) against rival supporters, opposing players, own club players, and match security units, triggering the effects of material and non-material losses including: fines, match bans, point deductions, matches without the presence of supporters, and soon.

#### 4. Conclusions

The premise of this paper examines the chaos that caused the "Kanjuruhan Tragedy" which killed hundreds of Arema FC supporters and provides solutions to cut down the obstacles that have been intertwined with the supporter's security and safety system. Through the FGD method and a qualitative approach, we offer a “bottom-up” proposal based on five principles: empowerment, educate, supervision, mitigation, and sportsmanship. In practice, the mutually binding relationship between supporters and a club must revolutionize. For football clubs in Indonesia, this is a valuable lesson that must restore the confidence of the

supporters. Through credible leadership and a more humane approach, club management does not close their access to information and communication. Thus, the form of appreciation given by the club to the supporters can test their maturity. Once character is built, mitigation and sportsmanship are sought to prevent brutality, both inside and outside the game.

This paper also considers managerial practices that stimulate the insights of all stakeholders to be consulted and applied in the future. We recommend a conceptual based on the limited literature on the safety and security of supporters. Finally, the challenges of the framework of the relationship between clubs and supporters and vice versa are discussed extensively.

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