

Management and psychological measures in sports riots

Seyyed Mohammad Kashef¹, Adnan Deris², Mothna Mohammed Abdulameer³**Abstract:**

One of the social phenomena that has grown significantly in recent years and has almost influenced people is sport and physical education (Anbari, 2002). Sport is a social institution that has positive and negative overt and hidden functions. The obvious and positive function of exercise is physical and mental health, longevity, healthy mind and healthy body (Kazemi, 1959). From this point of view, exercise is a means to achieve more desirable and higher goals (Rahmati, 2009). Sport is the practice of cooperation, social cooperation and compromise with fellow humans (Falahi, 2011). Competition in sports is a kind of healthy and instructive pursuit of the survival ethics, growth and progress of human beings in social life (Esterlaiz, 2005). Undoubtedly, playing sports or watching sports competitions is a kind of healthy, lively and stimulating social entertainment that helps to learn many social behavior and moral patterns in the society and in a sense prevents people from wasting their time on abnormal and deviant affairs (Anwar al-Khouli, 2002).

Sometimes this Fun and constructive healthy flow, which acts as a hidden factor in the matter of social control and individual improvement, itself is placed in a deviant path and becomes the factor of destruction of social unity (Ramon, 2007).

-
- 1- Professor of Faculty of Sport Sciences, Department of Motor Behavior and Sport Management, Urmia University ,Iran . mm.kashef@urmia.ac.ir
 - 2- Master's of strategic management of sports organizations - Payam Noor University, South Tehran. adnan_deriss@yahoo.com
 - 3- Department of Physical Education and Sport Sciences, AlSafwa University College, Karbala, Iraq. muthana.muhammed@alsafwa.edu.iq

Today, psychologists, along with sport managers and planners, seek to find and propose management methods to deal with such behavior by identifying the causes of violent behavior in sport and mental disorders. Also, they provide emotional support to people who do not have good mental health conditions and teach their coaches and their family members', techniques to control and deal with abnormal and unusual behavior in order to reduce the occurrence of violent behavior in sport arenas by using appropriate solutions and methods. Psychologists help patients through counseling, behavioral therapy and teaching correct methods to coaches and athletes. Also, through study and research, they identify different psychological conditions and discover and present methods of managing and dealing with them.

Psychologists believe that the causes of the appearance of violent and aggressive behavior, especially in sports events, are not only individual and selfish characteristics and psychological and personality characteristics and problems of people, but they consider the root and basis of the mentioned behavior to be among the following factors:

The way of refereeing; the failure of the team; the behavior of the athletes of the opposing team; the sensitivity of the competition; low physical fitness of the athletes; the presence of large crowds in the stadiums from different cities and countries; lack of recognition and familiarity with each other; Decreasing the power of discernment, logic and rationality due to excitement, competition sensitivity, increase in emotion and feeling and enthusiasm of the crowd and doping; betting and collusion; the weakening of heroic and chivalrous character; the appearance of misbehavior and vandalistic and violent behavior, and the increase of the unhealthy atmosphere of sports competitions.

Using sports psychology, managers and practitioners introduce various solutions to prevent, control and reduce violence, which can be mentioned as follows:

- 1- Ways to improve the morals of the audience
- 2- Cultural and social solutions
- 3- Management solutions
- 4- Security solutions

Introduction

nowadays, psychological and management measures are considered the most powerful tools for projecting and spreading ideas and the most efficient means of changing and guiding people's culture and attitudes in societies. Teaching the principles of psychology can play an effective role in the cultural and moral improvement of societies. Different strata of society are always influenced by the valuable teachings of psychology.

Psychologists play a significant role in creating a healthy society in terms of physical and mental health. They help people in society to better understand their emotions and behavior and manage them to lead a better life. The role of the psychologist is clearly evident in all stages of human life, from childhood to adulthood. For example, helping psychologists to children to perform better in school, helping adults to deal with problems in relationships and life events, and also helping sports managers to control and properly guide the emotions of athletes, coaches and spectators of sports events, proves their valuable role in society.

Sports, as a strong and active element, plays an effective role in today's developing society and its continuation is effective in improving the cultural, material and spiritual level of the society, and guarantees the physical and mental health of the people of the society. Sport as a social phenomenon has an important place in the body of society and family. One of the important reasons for studying sport as a comprehensive social phenomenon is that it is closely related to many aspects of the social life of people in the society. Sport in different forms is a reflection of society as a whole. Nowadays, violent and unusual behavior in sports events and arenas is one of the main concerns of managers and psychologists. In a society where the culture of violence and hooliganism is common, its grounds are revealed in many social phenomena, including sports. Studying and researching about norm-breaking behavior in sports and various ways to prevent and control it is very important.

The obvious and positive function of exercise is physical and mental health, longevity, healthy mind and healthy body (Kazemi, 1959). From this point of view, exercise is a means to achieve more desirable and higher goals (Rahmati, 2009). Sport is the practice of cooperation, social cooperation and compromise with fellow humans (Falahi, 2011). Competition in sports is a kind of healthy and instructive pursuit of the survival, growth and progress of human beings in social life (Esterlaiz, 2005). Undoubtedly, doing sports or watching sports matches is a kind of healthy, lively and stimulating social entertainment that helps to learn many social behavior and moral patterns in the society and in a sense prevents people from wasting their time on abnormal and deviant affairs (Anwar al-Khouli, 2002).

Sometimes this Fun and constructive healthy flow, which acts as a hidden factor in the matter of social control and individual improvement, itself is

placed in a deviant path and becomes the factor of destruction of social unity (Ramon, 2007).

Nowadays, psychologists, along with sport managers and planners, seek to find and propose management methods to deal with such behavior by identifying the causes of violent behavior in sport and mental disorders. Also, they provide emotional support to people who do not have good mental health conditions and teach their coaches and their family members', techniques to control and deal with abnormal and unusual behavior in order to reduce the occurrence of violent behavior in sport arenas by using appropriate solutions and methods. Psychologists help patients through counseling, behavioral therapy and teaching correct methods to coaches and athletes. Also, through study and research, they identify different psychological conditions and discover and present methods of managing and dealing with them.

Types of aggression in sports

Aggression in the field of sports activities is manifested in the form of instrumental and reactive/reflexive or verbal and physical and is done by people present and participating in sports events towards other players, spectators, coaches, sports officials, public and property.

Aronson (1990) distinguishes between two types of aggression, i.e. instrumental and reactive/reflexive or emotional aggression, and mentions the possibility of both occurring in the field of sports. Reactive/Reflexive Aggression is done with the aim of physical or psychological harm. The purpose of this type of aggression is to harm.

Instrumental aggression is assault and causing pain and suffering through a tool to achieve various goals such as material reward, victory, honor or admiration. This type of aggression is non-emotional violence and its purpose is to perform the task.

Leonard (Leonard, 1988), who pays attention to two types of instrumental and reactive aggression, is of the opinion that instrumental aggression is non-emotional and task-oriented, and reactive aggression, which is influenced by emotion, aims to harm.

Marsh and his colleagues at Oxford University also point to two types of aggression, i.e. actual and ritual aggression. The first one is defined as acts of physical violence against others, and the second one is called sarcasm or

symbolic. Ritual aggression is the product of agreement on a set of rules that can be inferred from the statements of the participants. The rules are about the appropriate time of the attack, the form and objectives of the attack, and its end (Williams et al., 2000).

Types of violence

The classification of violence varies according to motive, purpose or concept.

A) Hostile and instrumental violence

Hostile violence is open and obvious violence that is done with the intention of physically or mentally harming others or oneself. When a person's violent act leads to physical or psychological harm to the opponent, the person feels satisfied and strengthened. In instrumental violence, by receiving a seemingly positive external reinforcement such as encouraging the person or people, the possibility of repeating the aggressive behavior on the part of the subject increases.

b) Interpersonal and intergroup violence

In interpersonal violence, violence occurs between two or more people, and if it occurs between known groups in society or between two or more races, sports teams, and different political groups, it is called intergroup violence (Lauer, 2002: 182).

c) Domestic violence

It happens among different family members and for various economic, educational, cultural, psychological and social reasons.

Explanation of sports violence

Sports fields are one of the most obvious social scenes where behavioral violence can be observed. Some athletes may be genetically predisposed to violence, especially that some male athletes may have unusually high levels of testosterone (Orwell, 1950). "Volcomer" believes that athletes become aggressive against their opponents when they are directly under pressure from

the audience. Likewise, after researching the violence of football athletes, he came to the conclusion that violence mostly occurs when the team is losing.

According to Zillman's theory, creating stimulation during exercise increases the likelihood of violent behavior. He also adds: People who have good physical and cardiovascular fitness show a lower intensity of provocation reaction, so the level of preparation of teams and athletes directly and indirectly plays a role in moderating hostility and violent reactions in competitions.

Hemati et al. (2000) believe that the way of refereeing, the failure of the team, and the behavior of the athletes of the opposing team, the sensitivity of the competition and the low physical fitness of the athletes are among the effective factors in the occurrence of aggression in sports.

The most obvious example of violent behavior between fans of sports teams, especially football, is a phenomenon known as hooliganism, which nowadays is relatively organized in well-known countries, especially in Europe. In England, mobs (hooligans) with prejudiced ideas and thoughts have caused many disastrous events in stadiums. In Italy, the crazy and morbid interest of some football team fans as well as their aggressive and crazy behavior in the field of football matches has caused them to be nicknamed typhous.

According to some researchers, among all the sports activities, football is the only sport that causes hooligan behavior in the general sense (Mohsani Tabrizi, 2004: 280).

Usually several factors together, including the importance of the result of the game and its impact on the standings, the reaction of the players on the field to the decisions of the referee, the performance of the media, especially the fan-favorite press towards the referee, stereotyped beliefs about the quality of referee and the impact of the decision on the result of the game, affects the reaction of the fans of the teams to the referee's decision (Ibid.: 286).

Also, the aggressive and violent behavior of athletes and spectators, which is partly influenced by the reactions and analyses of news and reports in the press, is another cause of abnormal behavior. The press does not make a serious and useful effort to teach proper behavior in the stadium environment.

Psychological experts do not consider the causes of abnormal and violent behavior in sports arenas to be only individual and selfish characteristics and psychological and personality characteristics and problems of people, but they consider the root and basis of the aforementioned behavior to be among the following factors:

The way of refereeing; the failure of the team; the behavior of the athletes of the opposing team; the sensitivity of the competition; low physical fitness of the athletes; the presence of large crowds in the stadiums from different cities and countries; lack of recognition and familiarity with each other; Decreasing the power of discernment, logic and rationality due to excitement, competition sensitivity, increase in emotion and feeling and enthusiasm of the crowd and doping; betting and collusion; the weakening of heroic and chivalrous character; the appearance of misbehavior and vandalistic and violent behavior, and the increase of the unhealthy atmosphere of sports competitions.

Managers and officials after conducting various researches and surveys about the causes of violent and aggressive behavior in sports fields and events, introduce the effective factors to prevent, control and reduce violence as follows:

1. Providing better and more appropriate services to spectators and athletes
2. Investigating and solving the direct causes of failures and disturbances
3. Attending and participating in sports games and events and freeing and directing violence and aggression with accepted and socially reasonable methods
4. Eliminating the existing areas of aggression in sports events and competitions
5. Not inciting and strengthening aggressive behavior and responses from the media and spectators
6. Using appropriate methods to reduce violent behavior such as: punishing aggressive behavior, punishing aggressive pattern, arguing, diverting the person's mind from the topic of aggression and venting aggression
7. Improving the cultural, economic and social conditions of athletes and spectators
8. Increasing the power and factors of prevention and control and management of stadiums
9. Guiding and monitoring the professional behavior of sports media and dealing legally with marginalizing and provocative media
10. Dealing with and improving the material facilities of sports and providing its essentials such as balls, clothes, shoes, playgrounds and holding various courses and workshops to provide moral and cultural training to athletes and spectators and promote management principles and solutions to all executive agents of events and sports programs and technical staff and club managers can also be among the effective factors in controlling and preventing the occurrence of violence and unusual behavior in sports

✓ Solutions to improve the morals of the audience:

1. Education and promotion of public awareness
2. The presence of the family with teenagers and young people in the competitions
3. Presenting and guiding the correct behavior of encouragement by leaders
4. Failure to address the sidelines and adversities by the media
5. Showing scenes of peace and order from previous domestic and foreign competitions for proper cultural development
6. Women's participation in sports fields and gymnasiums

✓ Cultural and social solutions:

1. Criticism of violent behavior and praise of the proper performances of the audience
2. Broadcasting happy and entertaining programs before the start of sports competitions
3. Athletes, coaches and referees should refrain from provocative behavior
4. Creating a suitable platform for the presence of families in stadiums
5. Organizing club managers and fan associations to control and guide fans

✓ Management solutions:

1. Providing welfare, comfort and peace of spectators in stadiums
2. Sale of tournament tickets, hours in advance and up to 90% capacity. Predicting supervisors and executives with sufficient experience
3. Installation of signs and guide signs to guide the spectators
4. Securing traffic routes and predicting sufficient entry and exit
5. Provision of sufficient parking and public transportation

✓ Security suggestions:

1. Coordination with law enforcement and security agencies
2. Separation of entry and exit routes and establishment of competitors
3. Selling tickets with numbers and the identification of each audience
4. Holding competitions on holidays and convenient hours and Preventing vehicles from stopping around stadiums
5. Using danger warning signs
6. Use of CCTV cameras

References

1. Anwar al-Khouli, Amin (2002). Sports and society. Translated by Hamid Reza Sheikhi. Astan Qods Razavi and Samt publications.
2. Jahanfar, Mohammad (2002). "Violence in football can be prevented". Journal of Social Sciences. Number 19. Tehran University Publications.
3. Sotoudeh, Hedayat Allah (1994). An introduction to social pathology. Noor Publication.
4. Salahi, Javid (2007). The role of the media in the delinquency of children and adolescents. Mizan publication.
5. Anbari, Musa (2002.) Examining the causes of violence among football spectators, Tehran Academic Jihad research project.
6. Kazemi, Mohammadreza et al. (2016) "The causes of football spectators riots after Iran's big city". Quarterly Journal of Social Security Studies of Naja .
7. Strelize, B (2005). "Relationships in sport sponsorship : a marketing perspective",
8. Pearson, Geoff (2006). Hooliganism, football industry croup, university of Liverpool.
9. Ramon,s(2007). Aspect of Hooliganism violence. Amsterdam school for social science Research.
10. Marsh, P.et al(2008). football violence in Europe, Amsterdam school for issues research center.
11. Gerbner, G., Gross, L., Morgan, M., & Signorielli, N. (1980). The "mainstreaming" of America: Violence profile no. 11. Journal of Communication 30(3).
12. Fallahi,A.Asdi,H,khabiri.M,(2011).Matches in Iranian Profesional League Withen Age Groups word journal of sport seiences,4(2).
13. Kashef,m.et al(2013). The role of social media on the development of Football spectators Hooliganism behavior, Communication management in sports media,Second year, number 5,P10-17.
14. Hudson& Boewadtj (2003). "Sport and adventure tourism, Binghamton, NY": the nowrth press, New York.
15. Monokin,S (2004) HOW.j. Locan you Go ? News week, 143(1).Mcdonnel, Jocelyn. "George Gerbner's Cultivation Theory Application Paper." University of Colorado. 2006. 28.