



Psychological Dynamics of Victims of the Kanjuruhan Football Supporter Incident: Phenomenological Study

Siti Mahmudah

¹ Maulana Malik Ibrahim Islamic State University, Malang, Indonesia
mahmudah@psi.uin-malang.ac.id

Abstract. This study aims to determine the psychological dynamics of victims who saw firsthand the tragedy of the football supporter at the Arema match with Persebaya at Kanjuruhan Stadium. This research uses phenomenological qualitative methods. Participants in this study consisted of two people using purposive sampling technique. The criteria are adult men or women who are in the location at the time of the incident after the soccer match. The results showed that male participants tried to accept the reality of the incident that occurred. There is an uncomfortable feeling that arises when seeing and reading news or posts on social media that corner the Arema supporters. For him, the existence of a figure who is used as a figure who strengthens other supporters to get up and be strong. In addition, with support from the media who empathized with the Kanjuruhan incident, participants felt touched and stronger to get up. In female participants, symptoms of PTSD (Post traumatic stress disorder) appeared, characterized by feelings of sadness, withdrawal and crying. Female participants can rise from PTSD (Post traumatic stress disorder) due to support from family and fellow aremania supporters. Male participants did not find symptoms of PTSD (Post traumatic stress disorder), due to strong role models and social support.

Keywords: Psychological Dynamics, supporters, Kanjuruhan incident

1 Introduction

On October 1, 2022 there was a crowd crush incident that caused fatalities. The incident occurred after a soccer match at the Kanjuruhan stadium in Malang Regency. At that time the competing team was the host of the Arema soccer club against the Surabaya Persebaya soccer club. As a result of the crowd that at that time descended on the field until there were casualties. A total of 125 (one hundred and twenty-five) Arema Malang soccer supporters died. Then there were 330 (three hundred and thirty) supporters who were injured as a result of the riot [1]. So in total there were 455 (four hundred and fifty five) people who were victims.

Some of the victims died on the spot and some died after receiving treatment. Casualties due to football supporter riots are not the first time this has happened. In 2022 there was also a riot, namely Persib supporters died due to jostling [2]. But among these riots, the Kanjuruhan tragedy had the most casualties. Therefore, this incident can be categorized as a tragedy. The use of the word tragedy has been used in the world of soccer since the Heysel stadium riot, at which time 39 supporters of the Juventus football club died and the Hillsborough stadium riot which killed 97 supporters due to jostling [3].

If it is related to the opinion above, the incident at Kanjuruhan Stadium can be categorized as a tragedy or disaster. Disasters can have an impact on human psychological conditions, which can cause PTSD (*post traumatic stress disorder*). This opinion is based on the expression of Hikmat [4], which states that PTSD (*post traumatic stress disorder*) is a condition that arises after a person has experienced extraordinary experiences that are gripping, terrifying and life-threatening, whether related to accidents, natural disasters, war or sexual violence. If it is related to the opinion above, that the Arema supporters who were present at the time of the riot tragedy took place, had experienced a gripping and terrible and life-threatening event. Because they jostle to secure themselves.

Trauma can occur in people who experience unpleasant events first-hand. However, it can also happen to an individual who sees an uncomfortable event. Either directly or from the media. Supporters who were present at the time certainly witnessed the riots firsthand. As explained in DSM IV, it is stated that a person is exposed to traumatic events due to experiencing, seeing or learning events or various events that include real death or threat of death, serious accidents, or destructive actions to one's own body or others. In connection with this understanding, it is possible for football supporters to experience PTSD (*post traumatic stress disorder*). [5], state that PTSD (*post traumatic stress disorder*) is a syndrome of anxiety, autonomic lability, emotional vulnerability and flashbacks of these very painful experiences after physical and emotional stress that has exceeded the limits of people's abilities in general.

Stressors can come from a variety of unpleasant events, but not all traumatic events will cause PTSD. Therefore, Kaplan & Sadoek state that there are factors that need to be considered. These factors consist of biological factors, psychological factors and social factors. a) biological factors that physiologically found hypothalamic-pituitary-adrenal axis, noradrenergic system and endogenous opiates are hyperactive found in individuals who experience posttraumatic stress disorder; b) psychological factors, namely the psychological condition of a person affects the emergence of PTSD; c) social factors, namely inadequate social support from the family and social environment will increase the risk of developing PTSD when someone experiences a traumatic event.

Another opinion was expressed [6], that risk factors that increase the risk of individuals will experience PTSD, one of which is age, namely children and parents over 60 years of age range to experience PTSD. According to Suwarningsih, 2018, men are more responsible in dealing with crises. Someone who has psychiatric disorders such as depression, phobias, anxiety disorders and others can increase the risk of PTSD.

PTSD (*post traumatic stress disorder*) can be influenced by gender Breslau et al.,[7] in their research stated that women are twice as likely to experience PTSD. This is due to the low synthesis of serotonin in women Connor & Butterfield[8]. As the results of research conducted by ... found that gender, personality extraversion and social support simultaneously play a role in post-traumatic growth in victims who experience disabilities due to earthquakes. This study also found that personality extraversion and social support play a positive role in post-traumatic growth while gender does not play a role in post-traumatic growth in victims who experience disabilities due to earthquakes. This means that there are differences in results when different analysis results are carried out between gender and personality.

2 METHODS

The method used in this research is qualitative. Poerwandari[9], states that a qualitative approach is an appropriate method to use in understanding humans as complex beings and as subjective beings. Qualitative approaches are also suitable for things that require deep understanding.

The approach used in this study is a phenomenological approach. Phenomenological psychological research aims to clarify the situation experienced in a person's daily life . In phenomenological research, researchers try to describe the symptoms that appear in observations, namely researchers describe based on the experiences experienced by participants [10]. Participants in the research have criteria (a) are football supporters both male and female (b) are at Kanjuruhan Stadium and are watching at the time of the incident. The number of participants in this study were two people, namely men and women. The data in this study also used written and unwritten documents to provide additional information. Data collection techniques were carried out by interview and observation. Interviews are conversations and questions and answers that lead or are directed to achieve certain goals[9].

3 RESULT

This study aims to determine the psychological dynamics of victims who saw firsthand the tragedy of football supporters at the Arema match with Persebaya at the Kanjuruhan Malang stadium. The results showed that there are differences in psychological dynamics in men and women. The details are as follows:

3.1 Participant I

Feelings of sadness and anger

There were feelings of sadness and anger when seeing supporter friends die. Participants blamed people who were considered to be the trigger or cause of their friend's death. Every time they heard news about the increasing number of victims who died, feelings of anger and sadness came back. Especially if coupled with news that does not match the facts and even demonizes football supporters.

"Seeing my friends fall and die, I feel sad and angry. I'm angry with people, sorry and can't bear to see friends fall and die. Every day I hear news about more supporters who died. Not to mention in social media many who blame the Arema supporters"

"I'm sad to see news that I don't think is true. There are even those who bully us. Instead of sympathizing with us, they demonized us.

3.2 Social support

Participants feel calmer because there is a figure or role model who is an example to remain strong and calm in facing this problem. The existence of this role model makes participants excited to get up. Likewise with the support of fellow supporters and from social media who continue to pray and provide support.

"I feel calmer because we have a senior figure who gives us understanding. I saw that he was strong and remained calm in facing this tragedy. From there I felt that I must also rise up. There must be people who set an example to stay strong. Finally, we support each other. I also see on social media that there are many people who support us, so we don't feel alone."

3.3 Rising from grief and volunteering

Social support and role models made participants rise up and volunteer for other victims. Participants took meaning from this incident to continue to support and strengthen each other.

"From the support of the people around me, from the Arema figures who remained calm, I began to rise up and encourage others. I joined as a volunteer to help the families or Arema who felt devastated by this tragedy. From this incident I learned that

Arema is solid and helps each other" I also want to be an example for others to be strong in facing this tragedy.

After the Kanjuruhan tragedy had passed, participants felt saddened by this incident. There are feelings of discomfort and anger when news or posts appear on social media that corner the Arema supporters. But he held back that anger because he got support from a figure who was considered a figure in the Arema supporter association. He feels the existence of a figure that is used as a figure that strengthens other supporters to rise and be strong. Therefore he did not want to drag on in sadness. He also wanted to be a figure who strengthened other supporters, so he chose to volunteer to restore the mentality of the victims and families of victims of the Kanjuruhan tragedy. He also feels supported by the media or people who provide support to the Arema supporters either directly or posts on social media. Participants tried to accept reality and tried to stay strong in order to be an example for others.

3.4 PTSD Symptoms Emerge

Participants experience symptoms of PTSD, this is characterized by symptoms of sadness and feelings of fear. Even though the event has passed for more than one month. When reading the news or imagining the incident he feels afraid. Other symptoms that appear are lack of appetite, withdrawal and laziness to do activities.

"After one month of the incident, I still think about it. I'm still sad to see my friends die in front of my eyes. I still imagine how scared I felt at that time, so until now I still have a feeling of fear, every time I hear stories, or accidentally read news about this Kanjuruhan tragedy." (November 2022)

"I don't eat well, I'm too lazy to do activities, I just want to be alone and don't want to hang out with my friends. When I think of that incident, I suddenly cry for no reason". (November 2022)

3.5 Support from family

Partsipan feels lucky to have the support of her parents and extended family. He is comforted and feels like someone understands his feelings.

"Fortunately, my mother and father always encourage me, tell me to eat, and sometimes invite me to chat. So it's a little comforting, although there is sadness but I feel that there are people who understand my feelings. Likewise with my extended family who asked me not to think too much". (November 2022)

3.6 Social support

The female participant felt supported by her family and fellow supporters. This support made her feel less alone. She was also grateful because she felt calmer and no longer felt deep sadness.

"Supporter friends also encourage each other to rise together, if one is sad the other will cheer up. So we don't feel alone in facing this tragedy. I am grateful because my friends feel calmer and do not get lost in sadness". (November 2022)

3.7 Get up and do daily activities

The support from family and peers made participants bounce back and want to do daily activities. Participants no longer feel deep sadness and are willing to interact with their social environment.

"Alhamdulillah, little by little I am getting up from this situation, I am no longer sad like yesterday. I can finally go back to work with my friends. Although sometimes I still feel sad, but now it's much better. I can eat and do activities with my friends". (November 2022)

One month after the riot at the Kanjuruhan stadium, the participant still feels sad. If he remembers or sees news in the media about the Kanjuruhan incident, he cries because he is sad. He remembers his friends who died in front of his eyes. He also still feels scared when he recalls the incident. When he remembers the incident in Kanjuruhan, he does not feel good eating, he wants to withdraw and is too lazy to do anything. She often suddenly cries when she is alone and feels angry about the tragedy. The participant stated that he could begin to reduce his sadness because of the support from fellow supporters. He felt that the support from friends was very meaningful, thus alleviating his sadness. Supporters strengthen each other, so that he can get out of his sadness. He began to want to do activities again to distract his mind and memories of the Kanjuruhan tragedy. Participants also received support from their families.

4 DISCUSSION

The results of this study found that there are differences between the psychological dynamics of female and male supporters. The study found PTSD symptoms that appeared in female supporters. These symptoms include laziness to do activities, feelings of continuous sadness and feelings of fear when remembering the incident. This is in accordance with the symptoms of PTSD from Grinage [11](2003), which states that the criteria for diagnosis of PTSD include: disturbing memories of repeated trau-

matic experiences. In this case, participants felt the same memories or memories when seeing or hearing news about Kanjuruhan. In addition, there are also symptoms of avoidance behavior where participants withdraw from the social environment. Then the third symptom is that participants have experienced these symptoms for more than one month.

Meanwhile, male participants felt a sense of discomfort and anger. However, they did not experience PTSD, participants chose and realized to become figures for other supporters to keep getting up. These findings support the opinion and research results that PTSD (*post traumatic stress disorder*) can be influenced by gender Breslau et al., [7], in their research stated that women are twice as likely to experience PTSD. This is due to the low synthesis of serotonin in women. In another opinion, it is stated that men are more responsible in dealing with crises [12].

Male participants did not experience PTSD symptoms due to the presence of models or figures who became examples. As stated by Kaplan et al., [5], that modeling is a psychological mechanism that plays a role in the development of PTSD symptoms. That is, parents' emotional responses to children's traumatic experiences are predictive of the severity of children's PTSD symptoms. In the context of the results of this study, the parent in question is an elder figure by the participant who becomes a model for the participant to show strength in dealing with this tragedy. This comes from his experience that when he feels there are figures who show strength, he also feels stronger. That is why she chose to be strong and volunteer. Aside from the awareness from within herself, she also feels stronger when she gets support from media friends either directly or posts from social media.

In addition to the model, social support from both family and environment also influenced the psychological condition of the participants in this study. Inadequate social support from the family and social environment will increase the risk of developing PTSD when someone experiences a traumatic event [5]. The support received by male participants made male participants not experience PTSD. Meanwhile, female participants can get out of PTSD because of support from society and family.

5 CONCLUSION

Based on the results of analyzing the data obtained from interviews with participants, there are differences in psychological dynamics that occur in male participants and female participants. Female participants experienced symptoms of PTSD (*post traumatic stress disorder*). The female participants felt that there was still sadness if they remembered the incident or heard news related to the Kanjuruhan incident. During the last month of the incident with aremanita, which is a term for female football supporters, they strengthened each other to get up.

Male participants did not experience symptoms of PTSD (*post traumatic stress disorder*). Male participants tried to accept the reality of the incident that occurred. There is an uncomfortable feeling that arises when seeing and reading news or posts on social media that corner the Arema supporters. For him, the existence of a figure who is used as a figure who strengthens other supporters to get up and be strong. In addition, with support from the media who empathized with the Kanjuruhan incident, participants felt touched and stronger to rise up. The existence of social support and *role models* makes tragedy events not become PTSD (*post traumatic stress disorder*) in male participants.

The similarity felt by male and female participants is social support. Female participants were able to rise from the condition of PTSD (*post traumatic stress disorder*) because they received support from their family and society. Then in male participants, social support makes men not experience symptoms of PTSD (*post traumatic stress disorder*).

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