



**STUDY OF PHENOMENOLOGY: THE AGGRESSIVE BEHAVIOR OF
SOCCER CLUB SUPPORTER**

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ABSTRACT

Aggressive is a behavior directed to another individual with the intention of hurting or injuring. Aggressive behavior is aimed to others with the assumption that those who do the aggressive actions are not able to feel the pain in others or understand their motives, intentions, and goals which are actually more likely to be outrageous and cause physical and psychological harm, or material loss. This action is intentionally done by someone or institution. The objective was to find the phenomenology of the aggressive behavior of football club supporters in Palembang in 2018. The research method in this study used qualitative study design. A qualitative study is a process of examining understanding by using different methodological traditions in exploring social and human problems. The results obtained from the 7 study themes were as follows: External Influence on Changes of Being Supporter, Environmental Acceptance Response after Being a Football Supporter, Self-Satisfaction as a Supporter Member, Violent Actions Experienced by Football Supporters, and Self-Attitudes Facing Rejection Response. Conclusion: There are various phenomenology of football club supporters in Palembang. Supporters are suggested not to do aggressive actions because they can harm themselves and the surrounding environment.

Keywords: aggressive behavior, soccer club supporter

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INTRODUCTION

Aggressive behavior is defined as behavior directed to other individuals with the intention of hurting or injuring. Aggressive behavior is aimed to others assuming that those who commit aggressive actions are unable to feel pain in others or understand their motives, intentions, and goals which are actually more likely to be outrageous and cause physical, psychological or material harm. The action was intentionally done by a person or an institution. (Winter et al., 2016).

Aggressive behavior is also associated with the number of mental disorders and conditions characterized by violence and social deviant behavior, such as antisocial personality disorder, psychopathy, and autism specificity disorder. Social psychology and social neuroscience have identified two important routes for understanding others: affective routes that allow others to share their emotions and feelings (including empathy and compassion)

and cognitive routes that allow actions and reasoning about others (Kaukiainen et al., 2016).

In general, aggressive behavior is not limited to those who have mental disorders such as antisocial personality disorder, but also is carried out by healthy people for everyday. Aggressive behavior towards others is a severe social problem. More than 1.1 million cases of violent crime occur annually in the United States (such as assault, torture, physical injury, and murder). The causes of aggressive behavior are assumed to vary, but in social deviations, it has been repeatedly proposed as a core mechanism. However, evidence for such is limited. Aggressive behavior that leads to act violent is a burden and a big challenge for the community (Berpohl et al, 2016).

The aggressive behavior in the Islamic view is contained in the Q.S. al-Anbiya verse 107; "I did not send you (Muhammad) except as (spread) love for the universe". The function of this mercy was elaborated by the Prophet with his bright statement: "bu'itstu li utammima makarim al akhlaq" (I was sent by God to organize the formation of a noble morality of humanity). On this basis, the Prophet Muhammad always refused expressly ways of violence and at the same time never did it (Hasanah, 2014). Berkowisz (2014) defines aggressive as a deliberate attempt or behavior to hurt others both physically and psychologically. In the study of psychology, aggressive behavior refers to several types of behavior both physically and mentally carried out with the aim of hurting someone.

Silva and Berkowitz (2014) divide aggression into two types, namely in the context of sport hostile aggression and instrumental aggression ". Hostile aggression is an aggression which aims to hurt and injure other people or players. Furthermore, instrumental aggression is behavior aimed to harm others but the better aim is for achievement and the result is an advantage for the athlete, the player, or himself and his team. Meanwhile, Nurmala (2012) divides aggression into 2 types, namely: physical aggression and verbal aggression.

Physical aggression is an aggression done to hurt others, physically, including hitting a friend, pulling a friend's clothes violently, punching a friend, elbowing a friend, throwing a friend with an object, fighting, damaging a friend's belongings, disturbing a friend, threatening a friend by brandishing a fist, throwing away friends' belongings, scratching friends, forcing friends to fulfill their desires, and hurting themselves.

Verbal aggression is an aggression done to verbally injure others, including mocking a friend, insulting a friend, speaking dirty words, quarreling, scaring friends, calling a friend in a rude tone, threatening with words of criticizing, blaming, and laughing at. Many aggressive actions such as violence, vandalism, fights, brawl and riots are reported through television media. One of the riots that often occurs is the riots committed by football fans.

Football is a sport that is popular all over the world. The increasing popularity of soccer has attracted the interest of many new fans. The existence of soccer itself already existed in the 2nd and 3rd BC in China during the Han Dynasty with the name of tsu chiu, in which people dribbling skin by kicking it into a small net. Similar games are also played in Japan as Kemari, Harpastum in Greece and epyskiros in Rome (Jezek, 2016).

Modern football began to receive attention starting from the European continent countries which are countries that have most football achievements than other countries. Eventually, a world soccer's highest association (FIFA) was formed in 1904 and held its first competition in the 1900s. In Indonesia, the professional soccer competition was officially rolled out in 1994 by All Indonesian Football Association (PSSI). The influence of football makes it popular through out the world. In cultural centrality, soccer is able to attract and mobilize many people so that it influences the lives of many people (Gulianotti, 2014).

Hornby (2015) defines supporter as someone who supports a group or thought. Alwi et al. (2013) define supporters as those who provide support in a match. Alwi (2014) defines supporters as people who give support. Hornby (2013) defines a supporter as someone who voluntarily takes part in supporting a theory, concept, and activity. Thus, it can be concluded that a supporter is someone who provides support to a group in a match.

A football club will not be meaningful if they do not have supporters to encourage them when competing. Supporters are important element in a football match. Without the presence of supporters, a soccer match will be as bland as a dish without salt which is tasteless. The presence of supporters on the soccer field is very important for a team because the players like to get additional energy to compete on the field. Therefore, they are often called as the 12th player in the team. Supporters were convicted of worsening the image of football and considered a problem. Acts of violence, riots, and the fall of victims to infrastructure such as injuries, deaths, damage and disruption of order are social institutions to public infrastructure (Putri, 2013).

Quoted from the first post of 2012 in the last 3 decades recorded 12 bloody incidents that occurred in soccer stadiums abroad (Robert, 2012). According to the local authority data, there were 66 deaths. However, other calculations put the death toll at 340 people. Meanwhile, in 2014 as many as 27 people were killed and 300 people were injured in Egypt (accessed on 27 January 2014, 12:01 a.m.)

Clashes between supporters often occur in football matches in Indonesia. It does not only occur inside the stadium, but it also becomes more dangerous outside the stadium. According to the records of Save Our Soccer (SOS), from 1995 to 2016 there were 53 victims of football supporters. In 2012 when Persija versus Persib Bandung match was held, 3 supporters were killed at the Gelora Bung Karno stadium (GBK), while in 2014 there were supporters stabbed to death at Manahan Solo Stadium and 5 supporters of the club were killed by stone during Persis Solo vs Martapura FC match (Marhali, 2016).

In South Sumatra, precisely in Palembang, the list of riots and fights between Singa Mania supporters and Beladas supporters caused the match to be terminated so that the management received a fine and freezing the supporters of the 2012 Sumatra Express Newspaper (Yellow and Green Clash). Attacks by a group of people suspected of being the members of the Ultras support group toward the Sriwijaya Mania group using nitrate acidic. Results of an interview with one of the supporters (korlap, 2014) stating that one of the supporters of Singa Mania Dying after being stabbed. Meanwhile, in 2017 the match

between Sriwijaya Fc vs Persib Balikpapan in Sriwijaya stadium, Jakabaring, Palembang also occurred a brawl action between supporters. As a result of the incident, 28 teenagers were forced to be secured by the police and was brought to Palembang police (Rustiana, 2014).

The aggressive behavior that was caused by each group of Mania supporters, Sriwijaya Mania and Simanis Ultras which was occurred during the 2014 Indonesia Super League affected negatively, both for the community members of the Sriwijaya FC own club. First, for the surrounding community, according to the viewer of the audience (interview was conducted on 22 April 2014), Mr Rudi revealed that "if riots often occur in Jakabaring Stadium in Palembang, we as the general public are afraid to come to the stadium to watch Sriwijaya FC match because we are afraid that we will become the target of very dangerous supporters instead. For me and my family members, "it means that riots between supporters cause unrest for the community (Pramono, 2014).

If it is not overcome, it will give a bad impression that every football supporters commit acts of violence that cause loss or loss of life. According to Article 28 G Paragraph (1) of the 1945 Constitution, "every person has the right to protect himself, family, honor, dignity and property under his authority, and is entitled to a sense of security and protection from the threat of fear to do something that constitutes rights". What is meant in Article 28 G paragraph (1) of the 1945 Constitution is that every act of violence committed by a football supporter is an act that violates someone's human rights to obtain a sense of security (the 1945 Constitution).

In Indonesia, there are quite a lot of football supporters, especially in cities such as Palembang in which there are three groups of pollinators that give positive effect to Sriwijaya FC, but it creates new problems for the Sumatran community's pride club. Singa Mania, which is better known by the people with a large number of supporters, often conducted riots with its own siblings, Sriwijaya Mania and SIMANIS, which have yellow color. Fighting between groups of supporters has been long time occurred since the Singa Mania splitted. Later, it was seen that the factor that caused these supporters to fight was the problem of clothes being worn and unfairness towards the Singa Mania supporters group by Sriwijaya FC management in any way that caused social jealousy between them. Singa Mania and SIMANIS (Sriwijaya Mandiri Supporters) have been fighting since 2007 but the two group were not only fighting , but Sriwijaya Mania supporter groups have also clashed with Singa Mania supporters groups.

From the results of preliminary studies conducted by previous researchers, researchers found one community of football supporters who are quite in demand by teenagers in Palembang, the football supporter community is called Singa Mania. Researchers conducted observations and direct interviews with 3 people who were the members of the Singa Mania. Researchers conducted observations and direct interviews with 3 supporters, the first supporter with initial "A" was aged 20 years. He said that he had joined Singa Mania supporters club since graduating from High School (SMA) and is now continuing his studies at Palembang Private University. "First, I was invited by my friend then I

joined". He also said that joining as a member of a soccer fan is either good or bad, it is good to have a lot of friends, and there must be other who does not like Singa Mania, for example Bonek Persebaya supporters. He also said that he had been involved in riots between supporters, the cause was first mocking each other then continued fighting and throwing stones." The main cause was a longstanding grudge and taunting each other.

The second supporter with initial "A" was aged 21 years. He said that he had been a member of the Singa Mania for a long time now, which is since about 2 years ago. First he was invited by his friend, then he was interested because he saw that there were many members, thus he joined the group. He said he knew enough about the history of the formation of the Singa Mania supporter club. He always watched every match to support his team. He also said that he would be noisy with other supporters. The first cause was taunting each other then throwing stones at each other, there was also a clash with the officers who tried to separate them and throwing stones at another supporters' bus".

The third supporter with initial "S" was aged 24 years. He said that he had been a member of Singa mania for a long time, approximately for 5 years since 2012. He first joined them as a Singa mania supporter invited by his friend. He also said that he had participated in fights with other supporters during Sriwijaya versus Persib match in 2014. The cause was due to taunting each other among supporters. He said at first that he did not want to participate in the fight, however since one of his supporter member was hit by a stone then he joined the fight too. Based on this phenomenon, researchers were interested in conducting research on "The Aggressive Behavior of Football Club Supporters in Palembang in 2018".

METHOD

This study used a qualitative research design with a phenomenological study approach. The variable observed or measured was the Aggressiveness of Football Club Supporters' behavior in Palembang. The study population was all supporters of the football club in Palembang. The samples taken from this study were 5 participants. Researchers determined the sample through purposive sampling, in which the sample was chosen because they were considered to have certain characteristics.

Data collection methods used in this study were in-depth interviews equipped by field notes. The form of questions asked was open-ended questions (interview). The form of open-ended questions was chosen based on the phenomena in the field and based on literature studies that the information extracted was in-depth according to the informant's point of view so that the informant had complete freedom in providing information. The data analysis process used interpretation method and nine steps according to Colliazi (1978, in Speziale and Carpenter, 2003). The method was chosen because the data analysis steps according to Collaizi are simple, clear and detailed enough to be used in this study.

RESULTS

Theme 1: External Influence on Changes to become Supporters

The results of in-depth interviews found the first theme, which is the external influence on the change to become supporters with 3 categories, which is the role of the soccer environment, peers and exposure from the media. In the first category, the five participants revealed that the external influence on the change of being a supporter was part of the role of the football-happy environment. The following participant expressions:

"Yes, I like football very much. I also like playing football with my childhood friends since I was young. (P1)

"Yes Sis, I really like football. Many of my friends who also like to play football. (P2)

"It is not only that I like football but indeed it is the most favorite sport and most of my friends like to play football including me". (P3)

"Yes, I like football. I know football from my father who also likes football. My schoolmates, relatives and neighborhood also likes it". (P4)

"Yes, I like football, I also often played football in an empty field during my childhood. Now, we play it in futsal field since there is no other field we can use". (P5)

In addition, the 5 participants also said that peers are the external influences on their change to become supporters. This can be in the following terms:

"I started to be a football supporter because I was invited by my classmates during my junior high school". (P1)

"I originally became a football supporter because in the neighborhood I lived there were a lot of teenagers in my age who were also supporters of soccer so I joined them too" (P2)

"My friends were the ones who invited me first to be a supporter, then I just joined them to enliven the situation." (P3)

"Initially the one who invited me to become a supporter is one of male relatives who was the same age as me and his house was not too far away from my house". (P4)

"My schoolmate invited me and we like the same football club". (P5)

In addition, 4 out of 5 participants also said that media exposure is an external influence on their change to become supporters. This can be in the following terms:

"I saw it on television too, thus I became a supporter. Many members seemed to be happily singing in the stadium together, it was great." (P1)

"Yes, I saw it from the internet as well, since then I have become more interested in football, so I think becoming a supporter is cool". (P2)

"Apart from my friends, I also saw it on Facebook. There are many members of the club, so I became more interested in joining them as supporter". (P3)

"On Instagram Sis. At first, I like the soccer club and always interested in being a loyal supporter." (P4)

Theme 2: Self-described Football Supporters

The second theme resulted from the in-depth interviews is a self-concept description of football supporters with 3 categories which are the desire to be free, the desire to express feelings and the desire to show identity. In the first category, 4 out of 5 participants expressed the motivation to change their identity as part of the desire to be free. The participants' expressions are as follow:

"I initially just wanted to graduate from high school. After graduating from high school, my parents asked me to go to college, but I did not want to go. I already tired of studying all the time, I wanted to be free, and I had a plan to work immediately to get money. (P1)

"I was asked to go to college, but I refused. My parents got mad but I just listened to it, but then it stopped. I just wanted to be free and not to think about school work". (P3)

"I did not want to go to school anymore so there is no prohibition when I wanted to stay up late at night with my supporter friends". (P4)

"I just wanted to be free, I wanted to support Sriwijaya to anywhere without thinking about school". (P5)

In addition, 5 participants also said that the desire to express feelings is a self-image of football supporter. This is obtained from the following expression:

"Yes I was initially like football and I have my idol football club which is Sriwijaya FC. I am a diehard fan of this club. All of the people here are Sriwijaya supporter. (P1)

"The reason why I joined the club supporter because there were many friends, there was a high sense of brotherhood, we are happy and sad together, the sense of family was really tight ". (P2)

"So first, I indeed like football, and here is where friends gather with one goal to deliver their hobbies so that I was interested in joining them to be a part of supporters". (P3)

"Basically I was interested because there were a lot of friends and we have the same hobby". (P4)

"The reason I became a supporter because I like Sriwijaya FC very much, the way they play is really good, I just wanted to support them till I die lol ". (P5)

In addition, 5 participants also said that the desire to show their self-identity is a picture of the self-concept of football supporters. This was expressed as follow:

"Yes, I often wore their costume, because it is our identity as a singa mania supporter of Palembang". (P1)

"There are indeed many of them, I usually wear the bracelet, shawl, and shirt, those are my identity as singa mania supporter which is different from the other members". (P2)

"I always wear attributes when Sriwijaya has a match. I think it is incomplete if I do not wear any attribute ". (P3)

"I sometimes wear shawl, clothes, and bracelets". (P4)

"Yes, I definitely wear the costume, and it should not be left out when Sriwijaya has a match and it is one of the requirements". (P5)

Theme 3: Rejection Response When Becoming a Football Supporter

Based on the result of the in-depth interview, it was found that the third theme was the response of rejection to change with 3 categories, those are verbal violence from family, physical violence and negative community stigma. In the first category, 5 participants revealed that the rejection response to change was in the form of verbal violence. The following is the participants' expressions:

"My parents were definitely got mad at me. I was asked to study well, they afraid that there would be something wrong happened to me ". (P1)

"Yes I was scolded and snapped, particularly by my father, he asked me to go to college ". (P2)

"I was scolded because they said that there was no use for joining something like that. They said that it is not useful for my future and I should be better go to college ". (P3)

"My parents grumbled, they asked me to stop to join the supporter membership". (P4)

"I was being lectured and cursed by mothers because my mother was afraid that I got to wrong society". (P5)

Furthermore, 3 out of 5 participants revealed that physical violence is part of the rejection response to change. The following is the participants' expressions:

"At that time I went home late at night due to watching Sriwijaya FC match. I was scolded and asked to not return to home." (P3)

"Yes My mother has ever hit my ear, I was asked to stop it may be because I was too stubborn. (P4

"I have been hit with a broom by my father". (P5)

Furthermore, 5 participants revealed that supporters' assumptions about the negative stigma of society are part of the response to rejection of change. The following is the participants' expressions:

"First, I am sad that there are many people who think that supporters are just making fuss and often commit criminal acts". (P1)

"There must be a lot of disappointment, there are assumptions that the fans must be suspected as troublemakers, often fighting, and delinquent". (P2)

"Negative stigma about supporters has been existed until now although not all supporters are crime perpetrators". (P3)

"I am sad, because the community is afraid of us and considered us as bad children". (P4)

"Many people also consider supporters as villain although not all supporters are evil". (P5)

Theme 4: Environmental Acceptance Response After Becoming a Football Supporter

The results of in-depth interviews obtained the fourth theme that is the response of environmental acceptance after becoming a football supporter with 3 categories, those are family acceptance, support from family, and support from friends. In the first category, 5 participants revealed that the environmental adaptation response to change is part of family acceptance. The following is participants' expressions:

"I have never got hit, they only mad at me. However, after a long time, my family is used to it, ignores me and just keep it quiet. It may be because they are tired to tell me". (P1)

"Never, I was just being scolded in the past but now as long as there is nothing happened to me, my family is fine ". (P2)

"Yes, they still consider me as a part of the family. My family has already accepted me with one condition which is I am not allowed to fight". (P3)

"Now my family is not angry anymore, they began accept. My family has allowed me to become a supporter member and it is proven when I wanted to go to support Sriwijaya FC they gave me the permission and pocket money". (P4)

"Now, it is fine, it was only in the beginning. I think it is because they are my parents so they are afraid that I went to the wrong society. Now they are cool. Now my family supports me as long as I am still within limits. (P5)

Then, 2 out of 5 participants revealed that the support from the family is a part of the response to environmental acceptance after becoming a football supporter. The following is the participants' expressions:

"Now my family has allowed me to become a supporter. It is proven from when I wanted to go to support Sriwijaya FC, they gave me permission and pocket money." (P4)

"It is proven by the support given by family as long as I am still within limits". (P5)

In addition, 5 participants revealed that the support of friends is part of the response of environmental acceptance after becoming a football supporter. The following is the participants' expression:

"My friends support each other because we have the same hobby". (P1)

"All of my friends around here support me, they have no problem". (P2)

"We give motivation to each other". (P3)

"There were no weird comments from my friends, they even wanted to become a member of Singa Mania Supporters." (P4)

"Yes, my friends compliment each other and give motivation to each other as well". (P5)

Theme 5: Self Satisfaction During Becoming a Supporter Member

Based on the results of the in-depth interviews, we got the fifth theme that is self-satisfaction during becoming a supporter member with 3 categories, those are feeling happy, feeling more confident, and feeling addicted. In the first category, 5 participants revealed that the self-satisfaction of being a supporter member was part of feeling happy. The following is the participants' expressions:

"I am clearly happy to become a part of the supporters. I am happy because I have so many friends and brothers ". (P1)

"Of course I am happy, because here we gather together as a new family who certainly exchange experiences with lots of stories". (P2)

"I feel happy because I have many friends and brothers". (P3)

"Yes, I like it, our hobby can be delivered here ". (P4)

"Happy, I am very happy to become a member of supporters". (P5)

Furthermore, 3 out of 5 participants revealed that feeling more confident becomes a part of self-satisfaction during being a member of supporter. The following is the participants' expressions:

"Yes, I become more confident and cooler." (P3)

"I am just proud of being football supporter, I feel more confident and found a lot of experience from friends in the area and outside the region". (P4)

"This is not for exhibition, but I feel happy if the members of Singa Mania supporters increase." (P5)

In addition, 3 out of 5 participants revealed the feeling of addicted to self-satisfaction after becoming a supporter member. The following is the participants' expressions:

"Isn't it obvious? I want to have a trip happily with many of my friends ". (P1)

"Of course, I have a dream to have a trip throughout Indonesia to support Singa Mania.". (P4)

"Well, becoming supporter making me having a lot of friends, and it is cool, I want it lasts forever." (P5)

DISCUSSION

1. External influences on changes to supporters

In this study, the results obtained showed that the five informants had the same background in external influences on changes to become supporters, those are environmental factors, friends, and exposure from electronic media. Environment is everything that is outside of someone who gives change. Environmental influences can be both positive and negative. On the other hand, the environment can be in the form of objects, people, and events contained in a person that can affect either directly or indirectly, both intentionally or unintentionally. For example, an environment which likes football will most likely make us like football as well. The factor of friends is also very important. The role of friends towards someone is mainly related to attitudes, conversations, interests, appearance and behavior. Meanwhile, the next factor is the media exposure. The effect from the outside of human being occurs due to a lot of interaction between a group of people and the results of their culture through communication tools such as magazines, newspaper and television. All of them can have negative and positive effect on changes in a person, depending on the attitude in dealing with various situations.

Purwanto (2013) explained that environment has a role in changing human behavior. Environment in the point of psychological view is anything that affects human behavior. Environment as an influential factor for the development of the nature and behavior of individuals begins to experience and catch its natural surroundings. This theory is based on the cause of changes which depend on the quality of the stimulus that communicates with

one another. Meanwhile, according to Kandel (2012), the relationships between peers are sources of social influences that are highly relevant to the changes. Peers might refer to the neighborhood people, sports teams, groups of close friends, and friends. Peer influence depends on the setting and context of the specifications. In this case, the relationship with peers is a source of influence for someone.

It is in line with the results of research conducted by Debry Agriawan (2016) about fanaticism with the aggressive behavior of football supporters about the role of the surrounding environment, peers, and family towards the beginning of joining to become a supporter. Meanwhile, my research was on the environment which likes football, friends inviting each other to be a football supporter, and exposure to electronic media on the external influence of changing to become a supporter.

Based on the results, theories and related research, the researchers argued that the environment and friends have an influence on the changes to become a supporter because the external stimulus provided can convince someone to be affected. Environmental factors are usually due to the fact that there are many people who like to play football and friends who invite each other to become supporters but it can also from electronic media such as cell phones and television.

2. Overview of the Self-Concept of Football Supporters

The results obtained in this study indicate that the five informants have similarities in terms of the self-concept of a football supporter on themselves which are the desire to be free, the desire to express feelings, and the desire to show identity. The desire to be free is defined as being completely uninterrupted when becoming a supporter. The example is being free from school burden that affects the supporters to have no interest to continue their education to a higher level. Then, the desire to express feelings is interpreted as an expression of the feelings he gets after the experiences that have occurred on him that create various effects such as feeling happy and feeling sad. Meanwhile, the desire to show identity is an attempt made to introduce that he is different from others.

According to Rogers (2014), self-concept plays a central role in human behavior and that the greater the conformity between self-concept and reality, the less incapable of the person concerned and also the less feeling of dissatisfaction. The concept of self is the views and attitudes of individuals towards themselves. Self-views are related to physical dimensions, individual characteristics, and self-motivation. The self-view includes not only individual strengths, but also weaknesses and even failure.

A person's self-concept is expressed through his attitude which is the actualization of that person. Humans as organisms have the drive to develop which ultimately causes them to be aware of their own existence. The ongoing development then helps the formation of the individual's self-concept. The individual feels that he does not have the abilities that he actually has. In fact, all success depends a lot on the way individuals view the quality of their abilities. Negative views and attitudes towards the quality of capabilities possessed by individuals views all tasks as a difficult thing to accomplish. Conversely, a positive view of

the quality of abilities possessed causes an individual to view all tasks as an easy thing to complete. The concept of self is formed and can change because of interactions with the environment.

It is in line with the results of research conducted by Eko (2016) about the self-concept of Persib viking fanatical supporters regarding the self-concept of football supporters about self-ownership, pride, and love. Meanwhile, my research is regarding on the desire to be free, the desire to express feelings, and the desire to show self-identity to the self-concept of football supporters.

From the results, theories, and related research, the researchers argued that there are three self-portraits of football supporters are the desire to be free, the desire to express feelings, the desire to show identity. The desire to be free because they do not want to go to school. The desire to express feelings because they initially like football, while the desire to show identity is usually by wearing clothes, bracelets, and shawl.

3. Rejection Response When Becoming a Football Supporter

The results obtained in this study indicate that the five informants have similarities that there is a response of rejection when they became a football supporter including verbal violence, physical violence, and assumptions about the negative stigma of society. Verbal violence is violence that is done to verbally and injure another person, including ridiculing a friend, insulting a friend, making dirty words, quarreling, scaring friends, calling a friend in a rude tone, threatening with words of criticizing, blaming, and laughing at. Meanwhile, physical violence is violence done to hurt others physically, including hitting a friend, pulling a friend's clothes violently, punching a friend, elbowing a friend, throwing an object to a friend, fighting, damaging friend's belongings, disturbing friends, threatening friends by brandishing boxing, throwing friends' belongings away, scratching friends, forcing friends to fulfill their desires, and hurting themselves. Therefore, the effect of the community assesses the behavior of supporters is anarchist behavior such as acts of violence/brawl between supporters, destruction of public facilities and taking actions that lead to criminal acts such as looting where their behavior is not only detrimental to them and the club but also has an impact on society by leaving fear/anxious to the community towards football supporter making the public raises stigma against them.

According to Perry (2014), there are four types of violence, the first is physical violence. It is a component of motor behavior, such as hurting and physically hurting people. Verbal violence is a motor component, such as hurting others by using verbal/words, for example, such as by berating, saying rude, arguing, showing dislike or disagreement, and spreading rumors. Anger is an emotion or affective, such as the emergence of psychological readiness to act aggressively, for example being upset, losing patience and unable to control anger, including cognitive components, such as hate and suspicious towards others, being jealous and feeling unfair in life.

It is in line with the results of research conducted by Rachmat (2016) on the Aggressive Behavior of Football Supporters and research conducted by Vincent (2014) on the Intensity of Football Supporters' Aggressiveness regarding verbal violence, physical violence after

joining football supporters. Meanwhile, my research is on verbal abuse from family, physical violence from family, and supporters' assumptions about the negative stigma of society towards the response to rejection when they become football supporters.

Based on the results, theories, and related research, researchers argue that there was a rejection response in becoming a football supporter which includes verbal violence, physical violence, and assumptions about the negative stigma from the society about supporters. This is because most supporters do a lot of aggressive actions such as brawls and fighting which causes parents afraid that something could happen to their children.

4. Environmental Acceptance Response After Becoming a Football Supporter

The results obtained in this study indicate that the five informants have similarities in term of acceptance response after being a football supporter. The response of acceptance from the environment is proven by the acceptance from the family, proven by that the family is not angry anymore. The meaning of the family is the smallest unit of society consisting of the head of the family and several people who are gathered and live in a place under a roof in a state of interdependence. The response of acceptance is the communicant's reaction as an effect of the message conveyed, both directly and indirectly. Direct feedback is conveyed verbally communicant, which is by sentences that are spoken directly and non-verbally through facial expressions or body movements.

According to Hurlock (2012), Acceptance Responses are cues or responses that contain an impression both verbal and non verbal. It is important to know whether it has been received with the right and correct understanding. The response is useful to provide information, suggestions that can be taken into consideration and help foster trust and openness between communicants and can clarify perceptions. Therefore, individuals are required to adjust to the environment both positively and negatively. Individuals who have positive self-concepts will find it easier to adapt to the environment. Conversely, negative self-concepts will tend to inhibit the adjustment to the social environment and cause feelings of dissatisfaction.

It is in line with the results of research conducted by Irzam (2014) about the influence of verbal and non verbal messages of football supporters regarding support in the form of acceptance towards community acceptance. Meanwhile, my research is regarding the acceptance from family, support from family, and support from friends to the response of environmental acceptance after becoming a football supporter.

Based on the results, theories, and related research researchers argue that before and after becoming a supporter there have been a variety of responses, namely the rejection response when becoming a football supporter and the response to environmental acceptance after becoming a supporter of the football. Acceptance response occurs because the child is doing positive things and avoiding undesirable events such as fighting with other supporters. It is proven by being not getting mad at anymore and allowed to go away to support the club.

5. Self-Satisfaction in Becoming a Supporter Member

The results obtained in this study indicate that the five informants have similarities in terms of self-satisfaction of being a football supporter in which during becoming supporter they tend to feel happy, carefree and confident. Satisfaction is a state of pleasure and well-being, because people have achieved a goal. Self-satisfaction as an overall assessment of one's feelings and attitudes related to one's life at a time.

Satria (2013) defines Satisfaction as the happiness that arises because we have done or experienced something, whether that is occasional or routine. Satisfaction leads to happiness. Satisfaction in life must always be fought for, because that makes us truly feel 'alive'. Happiness and life satisfaction that is felt and experienced by someone depends on the number of small happiness and collection of events that make individuals happy. The assumption is that the more pleasant events occur, the happier and more satisfied the individual will be. This theory assumes that there is need to change the environment and situations that will affect individual experiences.

It is in line with the results of research conducted by Ioni (2013) on fanaticism of football supporters to instill social solidarity about regularly watching each game, enjoying the work of the club, and upholding the favorite football club after becoming a football supporter. Meanwhile, my research is on feeling happy, feeling more confident, and feeling addicted to self-satisfaction during being a member of supporters.

Based on the results, theories, and related research, the researchers argued that there has been self-satisfaction during being a member of a supporter that causes joy and happiness. The emergence of self-satisfaction because of feeling happy, having football hobby, having many friends, often traveling, and having fun.

6. Acts of Violence Occurred in Football Supporters

The results obtained in this study indicate that the five informants have similarities that there has been an act of violence that occurred among the football supporters. Acts of violence are the behavior of individuals aimed at injuring or harming other individuals. There are several forms of violence both verbal and non verbal which occur such as fighting, insulting, throwing stones at each other, throwing fist and fighting.

Hudaniah (2016) classifies some forms of aggressive behavior such as physical assault which is a behavior intended to physically harm other individuals such as by hitting, pushing, spitting, kicking, biting, punching, berating and raiding. Meanwhile, attacking an object is a behavior meant to attack an inanimate object. There are also those who verbally or symbolically attack the intended behavior by verbally threatening, exacerbating others, threatening attitude and demanding attitude.

According to Buss (2014), aggressive behavior is divided into two those are physical aggression which is a component of motor behavior, such as hurting and harming people physically, for example, fighting between students resulted in several people being seriously injured. Meanwhile, verbal aggression is a motor component, such as hurting

others by using verbal/words, for example, such as berating, being rude, arguing, showing dislike or disagreement, spreading gossip, and others.

It is in line with the results of research conducted by Alghaffar (2017) on aggressive behavior in football supporters regarding aspects such as aggressive behavior in terms of the desire to attack, and aggressive behavior in terms of incitement towards aspects of aggressive behavior. Meanwhile, my research triggers the occurrence of aggressive behavior, forms of aggressive behavior, and the impact after the aggressive behavior of football supporters towards acts of violence that occur when becoming supporters of football.

Based on the results, theories and related research, the researchers argued that there has been an aggressive behavior that occurs in football supporters verbally or physically such as fighting, insulting, throwing stones at each other, throwing fist and fighting. The emergence of violence that occurs in football supporters usually starts by taunting each other and then there are fights, brawls, throwing stones at each other resulting in injury.

7. Attitude Facing Rejection Response

The results obtained in this study indicate that the five informants have similarities that is the attitude to face the rejection response. Attitude is a way for an individual to react or respond to a situation. Therefore, someone who has a positive attitude related to a situation or object will show pleasure and joy. In another case, a negative attitude will show a displeasure. Response is every behavior which is essentially a response to stimuli. Supporters gave varied responses, some did not care about what other people said, were angry because not all supporters were the same and did not always make trouble, disappointment, and did not accept. However, supporters try to do positive activities such as fundraising for people who are in need.

According to Linggasari (2013), attitude is a predisposition or susceptibility to a person, an idea or a subject that contains cognitive, affective and behavior components. There are three components of attitude regarding environmental factors, the first is affection which is an emotional component or feeling and cognition is a person's evaluative beliefs. Evaluative beliefs, manifested in the form of impressions or good or bad impressions that someone has towards certain objects or people. Meanwhile, behavior is attitude related to a person's tendencies or certain things in a certain way. Like knowledge, the self-standing of various levels, namely: receiving, accepting means that the subject of adoration and paying attention to the stimulus given. Responding, giving an answer if asked, working on, and completing the assignment given is an indication of the attitude and respecting the stimulus given. Being responsible with everything that has been chosen with all the risks is the attitude that has the highest level.

This is in line with the results of research conducted by Amal (2014) about the behavior of football fans regarding the attitude of indifference to what is conveyed by others, and the attitude of refusing to various types of response to rejection. Meanwhile, my research regarding of does not care about other people's words, the feelings of not being accepted,

and continuing to carry out positive activities towards attitudes in facing the rejection response.

Based on the results, theories, and related research, the researchers argued that there have been a variety of responses or attitudes from Football Supporters who do not care, do not accept and try to do positive activities. Attitudes in facing the response of rejection are usually done by supporters in the form of some of them do not care about what being said, they let people saying whatever they want although it is not true and also the response of rejection such as a sense of rebellion.

CONCLUSION

There are various phenomenology of football club supporters in Palembang. Supporters are suggested not to do aggressive actions because they can harm themselves and the surrounding environment.

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