



## Passolig Uygulamasının Türk Futbolu ve Avrupa Futbolundaki Etkilerinin İncelenmesi



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**Amaç:** Passolig, Türkiye'de faaliyet gösteren elektronik bilet sistemidir. 6222 sayılı Sporda Şiddet ve Düzensizliğin Önlemesine Dair Kanun uyarınca Türkiye Futbol Federasyonu tarafından uygulamaya konmuştur. 2013-14 Süper Lig sezonunun 30. ve 1. Lig'in 36. haftasına denk gelen 19 Nisan 2014 tarihinde başlamıştır. Uygulamanın geçerli olduğu ilk maç Kayseri Erciyesspor ile Trabzonspor arasında oynanmış ve bu maçı 285 passolig kartlı seyirci takip etmiştir. Yapılan araştırmada, Türkiye genelinde Spor Toto Süper Lig ve Spor Toto 1. Ligde uygulanan Elektronik Bilet Sisteminin araştırılması, Elektronik Bilet Uygulamasının araştırmacılar tarafından ortaya konulması ve ilerleyen süreçte uygulamanın geliştirilmesi yönelik öneriler sunulması amaçlanmıştır. Elektronik Bilet Uygulamasının Avrupa futbolu üzerinde etkileri incelenmiş ve Türk futbolu ile karşılaştırması yapılmıştır. **Materyal & Metot:** Araştırmanın örneklemini, gelişigüzel örnekleme yöntemiyle seçilen ve evrende ulaşılan 324 kişi oluşturmaktadır. Yapılan araştırmaya veri toplamak amaçlı, futbol müsabakalarına girişte kullanılan elektronik bilet kullanan seyircilerin görüşlerine ilişkin Ayhan Baykara'nın oluşturduğu 22 soruluk anket formu kullanılmıştır. Araştırmadan elde edilen verilerin analizinde frekans, yüzde alma ve çapraz tablo tekniklerinden yararlanılarak IBM-SPSS 20 paket programı kullanılmıştır. **Bulgular:** Futbol seyircilerinin %39'u Passolig Elektronik Bilet uygulamasının maça girişleri kolaylaştırdığını, %39'u ise uygulamanın karaborsacılığı bitirmedeğini belirtmiştir. Seyircilerin %59'u Passolig uygulamasının stadyumlara kadın ve çocuk seyircilerin daha fazla gelmesini sağladığını düşünmektedir. Katılımcıların %60'ı Elektronik Bilet Uygulamasının devam etmesi gerektiğini savunurken, %40'ı ise uygulamanın kaldırılarak eski sisteme dönülmesi gerektiği görüşündedir. Ayrıca, %34'ü uygulamanın şiddeti ve düzensizliği engellemek için, %33'ü bilet satışını kolaylaştırmak için, %16'sı karaborsacılığı önlemek için, %17'si ise diğer nedenlerle getirildiğini belirtmiştir. **Sonuç:** Çalışma sonucunda, araştırmaya katılan sporseverlerin %53'ü şiddet, olaylar ve olumsuz tezahüratın azaldığını; %43'ü maçlara girişte bilet satın alma işleminin kolaylaştığını; %60'ı ise Elektronik Bilet Uygulamasının devam etmesi gerektiğini belirtmiştir. Katılımcıların %57'si, verilen cezaların tüm tribüne uygulanması yerine, bireysel cezaların verilmesi gerektiğini savunmaktadır. Ayrıca %56'sı, güvenlik görevlilerinin maça girişlerde fotoğraf eşleştirmesi yapmadığını; %83'ü ise Passolig Elektronik Bilet Uygulamasının statlara gelen seyirci sayısını azalttığını ve bu nedenle futbol maçları için gereksiz olduğunu ifade etmiştir. Araştırma sonucunda, daha kapsamlı çalışmalar yapılarak ve sporseverlerin görüşleri dikkate alınarak Elektronik Bilet Sisteminin geliştirilmesi, güvenlik önlemlerinin daha güvenilir ve işlevsel hale getirilmesi, ayrıca cezaların tüm tribüne değil sadece suça karışan bireylere uygulanması gerektiği önerilmiştir.

**Anahtar Kelimeler:** Elektronik Bilet, Futbol, Maç, Passolig, Seyirci

## Examination of The Impacts of The Passolig Application on Turkish and European Football

### ABSTRACT

**Purpose:** Passolig is an electronic ticketing system operating in Turkey. It has been implemented by the Turkish Football Federation in accordance with Law No. 6222 on the Prevention of Violence and Disorder in Sports. It started on April 19, 2014, which corresponds to the 30th week of the 2013-14 Super League season and the 36th week of the 1st League. The first match in which the application was implemented was played between Kayseri Erciyesspor and Trabzonspor, and 285 spectators with Passolig cards attended this match. In the conducted research, the aim was to investigate the Electronic Ticket System implemented in the Spor Toto Süper Lig and Spor Toto 1. Lig across Turkey, to present the Electronic Ticket Application by researchers, and to offer suggestions for the development of the application in the future. The effects of the Electronic Ticket Application on European football were examined and compared with Turkish football. **Material & Method:** The sample of the study consists of 324 individuals selected through random sampling from the population. For data collection in the conducted research, a 22-question survey form created by Ayhan Baykara, which gathers the opinions of spectators using electronic tickets for entry to football matches, was used. In the analysis of the data obtained from the research, the IBM-SPSS 20 software package was used, utilizing frequency, percentage calculation, and

cross-tabulation techniques. **Findings:** 39% of the football spectators stated that the Passolig Electronic Ticket application facilitated the entrance to the match, while 39% stated that the application did not end the black market. 59% of the spectators think that the Passolig application enables more women and child spectators to come to the stadiums. While 60% of the participants think that the Electronic Ticket Application should continue, 40% of the participants think that the application should be cancelled and the old system should be returned. In addition, 34% of the participants stated that the application was introduced to prevent violence and disorder, 33% to facilitate ticket sales, 16% to prevent black marketing and 17% for other reasons. **Conclusion:** As a result of the study, 53% of the sports fans who participated in the research stated that violence, incidents and negative cheering decreased; 43% stated that it became easier to purchase tickets for entering the matches; 60% stated that the Electronic Ticket Application should continue. 57% of the participants argued that individual penalties should be given instead of applying the penalties to the entire tribune. In addition, 56% of the participants stated that security guards do not make photo matching at the entrance to the match and 83% stated that the Passolig Electronic Ticket Application reduces the number of spectators coming to the stadiums and therefore it is unnecessary for football matches. As a result of the research, it was suggested that the Electronic Ticket System should be developed by conducting more comprehensive studies and taking into account the opinions of sports fans, security measures should be made more reliable and functional, and penalties should be applied only to individuals involved in crime, not to the entire tribune.

**Keywords:** Electronic Ticket, Football, Match, Passolig, Spectator

## INTRODUCTION

Sport, an activity that individuals engage in or watch to relax themselves physically and mentally and feel better, has become a method for stress relief for individuals under stress in modern society with industrialization. This situation has turned competition fields, especially football pitches, into outlets for individuals. With the decline of their society's welfare, individuals escaping from this stress and unhappiness have devoted themselves even more to this struggle and competition, while those who have gained economic benefits from this situation have produced policies that increased competition and partisanship, taking sports to a divisive point. The poor management of this process has led to incidents of violence in sports, and this situation has been most evident in football matches. As a result of the increase in violence cases in sports competitions in our country, electronic tickets (e-ticket/passolig) became mandatory in Super League and 1st League football matches with the law enacted in 2011 to prevent violence and disorder in sports. Although the e-ticket application aimed to reduce violence in sports, prevent abusive chants, eliminate unauthorized and uncontrolled entry, curb black market ticket sales, and identify individuals causing violence in sports to ban them from matches, unfortunately, it has not been fully successful; on the contrary, it has led to an increase in these incidents.

With the implementation of Law No. 6222 on the Prevention of Violence and Disorder in Sports, which was published in the official gazette in April 2011, the electronic ticketing system was introduced, and many issues have arisen. Firstly, although the aim was to reduce incidents of violence in sports, unfortunately, this has not been successful. When delving into the root of this issue, it is clear that it can only be resolved through education. Moreover, the fact that this practice is only applied in Super League and 1st League matches demonstrates its inadequacy in this regard. Indeed, in recent times, many of our young citizens have lost their lives due to incidents of violence in amateur matches(<https://www.sporhukuku.org.tr/2011/08/29/sporda-siddet-ve-duzensizligin-onlenmesi/>). Additionally, with the passolig card application, individuals are practically being forced to become customers of a bank. In order to purchase an electronic ticket and have it assigned to the individual's identification number, fans are required to obtain a passolig card. The fee paid to obtain this card, the fee paid to renew it each year, and the service fee paid for each match impose financial barriers that prevent fans from supporting their teams. Considering the high ticket prices in our country, this situation proves to be a reason for the decrease in the number of spectators at sports events. Indeed, the average attendance at sports

events in recent years clearly shows that this situation has reduced the number of spectators at sports events. Additionally, forcing fans who want to watch the matches of their beloved team to become customers of a bank is unlawful (<https://www.ozgunlaw.com/makaleler/sporda-siddet-ve-elektronik-bilet-uygulamasi-443>).

Another issue is related to the control at the entrances to the matches. Although the e-ticket application aims to control entry into the stands, unfortunately, it has also fallen short in this regard. The photo associated with the Passolig card is checked by security personnel at the turnstiles at the stadium entrances when a fan with an electronic ticket linked to their Passolig card attempts to enter the match, in order to prevent entry to the stadium with another person's card. However, unfortunately, it cannot be said that this situation has been prevented in practice. Indeed, many people are able to enter the matches by taking advantage of the crowd and congestion at the stadium entrances, either by using someone else's card or by altering the photos in the system. In this case, it shows us that the e-ticket is not fulfilling its purpose (Baykara, 2017).

In conclusion, the electronic ticketing system implemented with the Law No. 6222 on the Prevention of Violence and Disorder in Sports, which came into effect in April 2011, has not been successful despite aiming to regulate many issues. According to research conducted, 63.3% of football fans using the electronic ticket system reported that purchasing match tickets became more difficult with the electronic ticket system. This situation has also caused a decrease in the average number of spectators at sports events (<https://www.ozgunlaw.com/makaleler/sporda-siddet-ve-elektronik-bilet-uygulamasi-443>).

On the other hand, unfortunately, the number of black market ticket sales in our country has increased. Although the e-ticket application was intended to prevent black market ticket sales by allowing individuals to purchase tickets using their identification information, black market ticket sales have become even easier. In the application, the ease with which a ticket assigned to a person's identification number can be transferred to someone else has caused this situation (Baykara, 2017).

In football matches, which rank first in the world in terms of audience and fan potential, the stands have become a hotbed of problems, and unwanted changes in the behavior of spectators and fans have begun to occur. (Greve, 2003). In studies addressing this issue, the causes of undesirable fan behaviors are investigated, aiming to find solutions to prevent the negative incidents occurring in football. (Giulianotti, 1994). These efforts have been observed not only in academic publications but also in the work done by federations to prevent negative

incidents and ensure order in the stands. Given this situation, it has become inevitable for the legislative body to regulate such an industry and to systematically oversee it within a legal framework through laws, regulations, and directives. Otherwise, sports will inevitably lose its extraordinary characteristic of fair play and will find itself caught between match-fixing and violence (Mumcu & Karakullukçu, 2019).

With the further development of technology today, it has become a very important part of our lives. Technology is not limited to just the smartphones, computers, and televisions in our hands; it has also permeated the football matches we watch. With April 2014, the Electronic Card System has been integrated into modern Turkish football. In some of our leagues, the Electronic Ticket System has been adopted, marking the transition from the era of paper tickets. With the implementation of the Electronic Ticketing System used in the Spor Toto Super League and the Turkish Football Federation 1st League, the era of paper tickets has partially ended (Güner & Cerrahoğlu, 2018).

The Electronic Ticket Application has also brought some problems. Due to the limitations of having a card, there has been a decrease in the number of spectators. The reason for the decrease in the number of spectators at the matches has been attributed to the Electronic Ticket System. For example, approximately 20,000 people watched the match between Kayseri Erciyes Spor and Elazığ Spor on April 6, 2014, where entry to the stadium was allowed with paper tickets. However, on April 14, 2014, in Kayseri, during the 30th week Super League football match between Kayseri Erciyes Spor and Trabzonspor, electronic tickets were used for the first time instead of paper tickets, and only 285 people watched the match in the stadium using electronic tickets (Mumcu & Karakullukçu, 2019). We cannot ignore the benefits of technology, but it has also brought some problems along with it. The Electronic Ticket Application has caused grievances by subjecting spectators to card fees without informing them and by imposing certain restrictions that have disturbed the spectators attending the match.

In the face of the fact that the acts of match-fixing and giving incentive premiums are not considered as a crime, it was desired to define these acts as a crime in order to protect the reliability of sports competitions, and as a result, the Law on the Prevention of Violence and Irregularity in Sports No. 6222 was published in the Official Gazette on 14.04.2011 and entered into force (<http://www.resmigazete.gov.tr>, 2011)

With the entry into force of the 6222 violence law, the outbursts made in stadiums are subject to criminal proceedings. Therefore, with 6222, an arrangement close to international

developments and conventions was aimed to be made. The other important issue is to prevent the incidents of violence, as well as to make sports played in accordance with international conventions (Erdem, 2011) Another issue in the preparation of the law is the desire to protect the information of the fans (Mosturoğlu, 2015).

### **The Importance of the Research**

The research should not be limited to spectators attending the match. Clubs, managers, the Football Federation, the Ministry of Youth and Sports, referees, security personnel, and their affiliates are also affected. It is necessary for the Electronic Ticket Application to be explained to the public by professionals and for any missing points to be addressed. In order for spectators to comfortably take their places in the stadiums as they did with the old system, the application needs to be communicated in a way that everyone can understand and ingrained in people through necessary training. It is also extremely important to eliminate violence and disorder in our country's football. The purpose of Passolig's introduction to Turkish football has been to prevent violence and elevate the enjoyment of watching the game. Eliminating hooliganism, and removing those who cannot control themselves and disturb the peace of other spectators, directing them negatively, from sports venues is foreseen.

## **MATERYAL & METOT**

### **Research Model**

This research, which aims to examine the Electronic Ticket System in football according to spectator opinions, is a descriptive study conducted using the general survey model.

### **Study Group**

The universe of the study consists of all spectators who own an electronic card (Passolig) used as an electronic ticket. As of the date data collection began (April 21, 2018), the number of spectators with electronic cards is 3,438,741.

The sample of the research consists of 324 individuals who were reached through non-probability sampling methods and use the electronic ticketing system. Contact was also made with the fan associations of the sports clubs that are required to implement the electronic ticket system, and they were invited to participate in the research. The sample size has been calculated considering a 95% confidence level and a 4% margin of error.

### **Data Collection**

A detailed literature review related to the research topic was conducted, and periodicals, scientific articles, internet sources, and written works related to the research topic were examined in an effort to enrich the study.

In the research, a questionnaire consisting of 22 questions, developed by the Baykara (2017), was used to collect data on the opinions of spectators using the electronic ticket system in football matches. In order to determine the questions to be included in the survey form, the literature created since the implementation of the electronic ticket system in football was reviewed, and due to the current nature of the topic, news from written and visual media related to the subject was examined. Additionally, the thoughts of spectators within the research universe who own electronic cards and have used the electronic ticket system during match entry were utilized.

Care has been taken to ensure that the language of the created items is clear and understandable, and that each item does not consist of multiple judgments or thoughts. The survey form consists of 22 closed-ended questions.

### Data Collection and Analysis

The survey form prepared by Ayhan Baykara was presented to the opinions of spectators who possess an electronic card (Passolig) and enter stadiums where the Electronic Ticket System is implemented to watch football matches through the internet and via physical feedback. To prevent a spectator from filling out the survey multiple times, restrictions were imposed on the electronic survey form.

The resulting data were transferred to a computer using the statistical program (IBM SPSS 20).

The data included in the survey form were analyzed using frequency, percentage, and cross-tabulation techniques. The data obtained as a result of the analyses were presented and interpreted in tables.

In the photo below, the front and back of the Passolig card are given as an example.













Passolig card

## FINDINGS

In the study, the data obtained from the questionnaire administered by the researcher are presented and interpreted in the tables below.

**Tablo 1.** Teams with the highest number of PASSOLIG cards in TFF Leagues















Teams	Passolig Kart Sayısı	Teams	Passolig Kart Sayısı
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 Galatasaray	1.838.379	 Konyaspor	210.787
 Fenerbahçe	1.676.959	 Antalyaspor	183.579
 Beşiktaş JK	1.180.046	 Bursaspor	167.246
 Trabzonspor	503.543	 Göztepe	146.940
 Adana Demirspor	213.649	 Samsunspor	146.678







([https://x.com/TMtr\\_news/status/1818692485675196594](https://x.com/TMtr_news/status/1818692485675196594))

Table 1 shows the teams with the highest number of PASSOLIG cards in TFF leagues.

**Tablo 2.** The stadium capacities, total attendance and average attendance per match of the teams in the TFF Super League 2023-24 Season.

Stadium	Capacity	Fans	Average Fans
 Ali Sami Yen Spor Kompleksi RAMS Park	52.468	819.144	43.113
 Ülker Stadyumu FB Şükrü Saraçoğlu SK	47.544	725.993	38.210
 Tüpraş Stadyumu Beşiktaş JK	42.445	449.600	23.663
 Samsun Yeni 19 Mayıs Stadyumu	33.919	325.252	17.119
 Papara Park Trabzonspor	41.131	292.484	15.394
 Medaş Konya Büyükşehir Stadyumu	41.600	232.162	12.219
 Yeni Adana Stadyumu Adana Demirspor	30.960	217.441	11.444
 Corendon Airlines Park Antalya Stadı	29.307	168.381	8.862
 Kalyon Stadyumu Gaziantep FK	30.320	155.937	8.207
 Eryaman Stadyumu Ankaragücü	20.672	144.509	8.028
 RHG Enertürk Enerji Stadyumu Kayserispor	32.864	138.652	7.297
 Mersin Stadyumu Hatayspor	25.000	110.593	5.821
 Çaykur Didi Çaykur Rizespor	14.850	96.966	5.103
 Yeni 4 Eylül Stadı Sivasspor	27.734	78.749	4.145



 Gain Park Stadyumu Alanyaspor	9.789	58.397	3.074
 Atatürk Olimpiyat Fatih Karagümrük	77.563	50.991	2.684
 Başakşehir Fatih Terim Başakşehir FK	17.156	49.355	2.598
 Recep Tayyip Erdoğan Stadyumu Kasımpaşa	13.797	46.923	2.470
 Esenyurt Necmi Kadioğlu Stadyumu İstanbulspor	4.274	38.249	2.013
 Pendik Stadı Pendikspor	4.105	28.525	1.501
<b>Toplam</b>	4.228.303		11.156

([https://www.transfermarkt.com.tr/superlig/besucherzahlen/wettbewerb/TR1/plus/?saison\\_id=2023](https://www.transfermarkt.com.tr/superlig/besucherzahlen/wettbewerb/TR1/plus/?saison_id=2023))

Table 2 shows the stadium capacities, total attendance and average attendance per match of the teams in the TFF Super League 2023-24 Season.

**Tablo 3.** Cross-Evaluation of Spectators' Opinions on the Necessity of the Electronic Ticket System and the Prevention of Entry of Spectators Without Tickets to Stadiums Through the Electronic Ticket System

<b>E-Ticket</b>	<b>Yes</b>	<b>No</b>	<b>No idea</b>	<b>Total</b>
Yes	89	76	32	197
No		5253	21	126
Total	141129		53	324

As seen in Table 3, among the researchers who stated the removal of the electronic ticket system, 41.3% argued that the Electronic Ticket System prevents entry without a ticket to the stadiums, while 42.1% indicated that entry without a ticket to the stadiums cannot be prevented.

**Tablo 4.** Cross-Evaluation of Audience Opinions on the Necessity of the Electronic Ticket System and the Reasons for Needing the Electronic Ticket System

<b>E-Ticket</b>	<b>Prevent violence</b>	<b>Ticket sales</b>	<b>Prevent black market</b>	<b>Total</b>
Yes	6872		26166	
No	42	33		25100
Total	110106			51267

As seen in Table 4, 42.0% of the spectators who reported the removal of the Electronic Ticket System stated that it prevents violence and disorder in matches, while 40.7% of the spectators

who reported that the Electronic Ticket System prevents violence and disorder in matches stated that the system should continue and facilitates ticket sales.

**Table 5.** Safety After E-Ticket Project Tribune Incidents Referred to the Units.

<b>Variable Season</b>	<b>2013-2014</b>	<b>2014-2015</b>	<b>2015-2016</b>
Allowing someone else to use your electronic card	0	263	36
Insulting chant	64	51	11
Disturbing the safety of the competition	95	74	37
Prohibited substances in sports grounds	120	53	21
Disorderly behaviour in sports fields	131	37	5
Unlawful entry of a person banned from travelling	5	6	1

Ref.TMOK, 2015

In Table 5, it is shown that after the E-Ticket Project by the Turkish National Olympic Committee Tribune Incidents Referred to the Units are shown.

## **DISCUSSION and CONCLUSION**

The results obtained from the analysis of the responses given to the prepared survey form by football fans who own an Electronic Ticket card and were present at the stadium to watch the match were discussed, and the results were included.

43% of the football fans who participated in the electronic ticket survey and actively used the Passolig Application stated that the E-ticket application facilitated the ticket purchasing process. Considering today's technological capabilities, internet usage is at high levels both in our country and worldwide. Thanks to this advanced technology, where we can handle all our tasks online, the Electronic Ticket Application aims to prevent paper waste, and tickets can now be loaded onto electronic cards. 22% of the researchers are fans who do not prefer using the internet and instead queue at the stadium gates to buy paper tickets. Among the researchers, a significant 33% believe that there is no difference in terms of ease or difficulty in purchasing tickets.

38.2% of the football fans who participated in the survey and used the electronic ticketing system stated that it positively affected their entry at the stadium gates, allowing them to enter the stadiums without queues and waiting. 41% believe that there is no difference between the

old system and the newly implemented Passolig system. Among the researchers, 19.9% expressed a contrasting opinion, stating that they did not like the Electronic Ticket System and preferred waiting in line at the stadium gates. However, the purpose of the Electronic Ticket system was explained as providing transit access without queues at stadium gates and bringing maximum comfort to the fans. 52% of the researchers who participated in the electronic ticket survey stated that photo checks were conducted by security personnel when entering the matches. 48% of the researchers believe that matches are entered without any photo matching. However, according to Law No. 6222, in the Passolig application, photographs of individuals are placed on the back of the electronic cards, and after the card is scanned, the individual's photograph appears on the screen in front, with the responsible person for checking this match being the security personnel.

33% of the researchers participating in the electronic ticket survey stated that the Electronic Ticket System was implemented to prevent violence and disorder in matches. 32% stated that it was to facilitate ticket sales. 15% stated that it was to prevent scalping. 17% stated that it was due to another reason. With the electronic ticketing system, ticket scalping has ended, violence and incidents in the stands have decreased, queues at stadium gates have disappeared, and paper waste has come to an end. With the electronic ticketing system, a pleasant environment suitable for families and children has been aimed for, and for many reasons, transitioning to this system has become indispensable. 44% of the researchers who participated in the electronic ticket survey believe that security personnel perform photo and physical matching at stadium entrances. 55% stated that security personnel allow entry to the stadium without checking the physical appearance and photographs of individuals. According to Law No. 6222, individuals are required to enter the stadiums with their own cards. Entering the match on behalf of someone else is legally prohibited, and those who attempt to do so will be punished. Conducting photo checks is the noble duty of security personnel.

The most popular and followed sport in the world and in Turkey is unquestionably football. In parallel with this situation, when we compare it with other sports branches, football is the field with the highest number of violence elements. In addition to hooliganism, which directly causes violence, there are elements that indirectly cause violence. Club managers, media, fan groups, referees and security forces can be given as examples. In Turkey, from past to present, the incidents of violence in sports have been tried to be prevented with the laws enacted and legislative arrangements made, but the desired results have not been achieved (Batal & Sakar, 2023).

Sports, especially football among sports branches, has become an industry in the modern world by reaching very large masses. Stadiums, which are the places where this industry is exhibited, have turned into platforms that bring tens of thousands of fans together and realise mass psychology. Achieving security in these places is not a phenomenon that only security officers can do. Regardless of the security measures taken, violent incidents will continue to occur if the actors of this industry, primarily the media, club managers, athletes, coaches, fans and referees, do not act responsibly. It is seen that it is not enough to try to prevent the incidents of violence only with police measures and newly enacted laws. (Üstünel & Alkurt, 2015).

Ongan and Demiröz (2010) state that the expectations of industrial football from fans have changed not only to be good fans and not to leave their teams alone, but also to be good customers. Passolig application has inevitably created a model of fans who leave their teams alone. There may be economic, political or various reasons for this and these reasons can be addressed in a study to be conducted with fans. However, regardless of the reasons, football matches in Turkey have been giving the same result for some time: Empty stands.

The state to take strong steps on violence in sports, which has become uncontrollable has become compulsory. Law No. 6222 on Prevention of Violence and Irregularity in Sports has been one of the most serious steps taken in this regard. Implemented within the scope of the Law The electronic ticket application has revolutionised Turkish football. Europe. This system, which was started to be implemented by acting before the countries (Günar & Cerrahoğlu, 2018).

As can be seen, it is underlined that the Passolig card is efficiently designed not only to enter the matches, but also to be used as a debit, credit, transport and discount card, and it is emphasised that the Passolig card makes a financial contribution to the clubs as it is used. In McDonaldised systems, efficiency is also achieved by simplifying goods and services. With Passolig, necessary arrangements have been made for the easy purchase of match tickets and the ticket purchase process has been simplified (Saygın, 2016).

Based on this study and the feedback and requests from spectators, the evaluation and recommendations for the Electronic Ticket System in football matches are presented below.

The electronic ticketing system should provide convenience to the spectators attending the matches. Buying match tickets should be made easier and offered in a way that appeals to everyone. Card fees should not be charged, and people should not be forced to pay extra fees.

There should be no queues at the stadium gates with electronic tickets; staff should be trained, and entry processes should be expedited.

Entry to the stadium with an electronic ticket cannot be made with another card. With the sensitivity of the security personnel, this rate can be minimized. If necessary, additional training should be provided to security personnel to explain that they should not rush in photo and person matching, and measures should be taken to prevent unauthorized and fake entries.

Security personnel are responsible for seating the audience in the seats they have purchased. This issue should not be left solely to the security personnel. With the sensitivity and conscious behavior of individuals, everyone should be able to watch the match in the seat number they purchased, and this should be taken to the highest level.

After spectators enter the stadiums, they cannot re-enter if they go outside. The freedom of entry and exit should be ensured so that individuals are not forced to stay in the stadium. After exiting, the card blocking issue should be resolved.

The transfer of match tickets should be abolished, and spectators should be granted the right to return the tickets they purchased within a certain period.

Within the framework of Law No. 6222, it is aimed to prevent unwanted incidents in stadiums. Instead of punishing the entire stand for a negative behavior, individuals should be identified through the Electronic Card System and penalties should be personalized.

A monitoring mechanism should be established to ensure that the individuals and institutions whose duties and responsibilities are specified in Law No. 6 perform their tasks fully and accurately. Thus, stadiums should be truly cleansed of violence and negative chants, ensuring that women and child fans come to the stadiums more often.

The underage fans can obtain an Electronic card with parental approval. This situation should be brought up for discussion to lower the age to 15.

The electronic ticketing system does not cater to everyone in terms of usability. It is evident that we are in the internet age, but it should not be assumed that everyone has the same level of internet capability; the system should be explained and promoted in detail with visuals to the public.

Passolig, which promises to create more peaceful and secure tribunes by reducing the main problem of football to the incidents caused by the fans, provides material and moral gains to those who emphasise rationalisation. On the other hand, fans, the most important element of

football, who are exposed to the irrationality of rationalisation, are pushed out of football and lose their freedom to watch football (Akşar, 2008).

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