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Measuring empathy feelings in football through media value

Pedro Garcia del Barrio *

MEASURING EMPATHY FEELINGS IN FOOTBALL THROUGH MEDIA VALUE

KEYWORDS: Media Value, Sport Talent, Football Players and Teams, Fans' Empathy.

ABSTRACT: This paper applies media value appraisals to measure the degree of identification that players and teams inspire in football supporters. Using a large data set of media value scores in season 2014/15, we rank the most popular football players and clubs worldwide; as well as the teams' managers with the greatest media value exposure. Then, building upon individual ratings, we determine the hierarchy of the "Big Five" European domestic leagues, according to their comparative media value status.

The aim of this paper is applying media value records to approximate the degree of interest and identification that players and teams inspire in football supporters. The issue is particularly relevant from an economic perspective, given that players and teams' media value recognition is critical to approximate the potential contribution they will procure to the football industry.

The business of professional football, which depends on players' talent, has become in our days one of the major providers within the global industry of entertainment. Actually, the size of the market is growing as Deloitte (2014) makes clear: the total revenues in European football are estimated in €20 billion. Moreover, according to Andrews and Harrington (2016), the worldwide figure rise up to \$33 billion.

The results presented in this paper are calculated from media value ratings of season 2014/15. Our appraisals of players' media value capture immediately the sporting talent but also the ability to arouse interest in the mass media, which in turn reflects the degree of empathy feelings that they inspire in the fans and in the general public. Using large data sets, we identify the most popular football players and clubs all over the world. Then, building upon individual ratings, we determine the hierarchy of the "Big Five" European domestic leagues, by looking at their comparative media value exposure. Finally, we also examine the media value of teams' managers.

The sport industry depends on individuals' talent and capacity to draw attention in the mass media. To develop their business, football clubs try to concentrate the greatest possible sport achievements and titles. The rationale behind such a behavior is clear, since the better sport performance and achievements (of football players and teams) the greater the interest they draw from the crowds. Besides, new technologies and cheap access to the mass media have boosted, in recent times, the number of potential consumers, provoking a transformation of the professional football industry.

Regarding the literature on the football industry, some papers may help to learn about the general context; for instance: Sloane (1971); Rosen (1981); Hoehn and Szymanski (1999); Szymanski and Kuypers (2000); Dobson and Goddard (2001); Rodriguez et al. (2015); etc. Additionally, there are other peculiarities of this industry that deserve attention. As concerns the relationship between player spending and team success; as well as between team success and team revenues: Szymanski and Smith (1997) and Forrest and Simmons (2002) may be confronted.

Other important place in the literature is devoted to debating whether football clubs behave as win maximizers or as profit maximizing: Sloane (1971); Késenne (1996); Késenne (2000); Garcia-del-Barrio and Szymanski (2009). Besides, the sporting competition in professional football is typically characterized by the usual contest system. Precisely, the uncertainty attached to the unpredictable outcomes of matches is considered one of the key features in order to attract the interest of fans and to develop the business. (i.e., Szymanski (2001) and Szymanski (2003), for instance).

Another feature which is commonplace in sports industries is what Frank and Cook (1995) called the winner-take-all phenomenon. This feature implies that individuals slightly more productive than the others become the "winners" of the market and, proportionally, are more generously rewarded than the others. In industries like pop culture, arts, and sports, many individuals compete for a few prizes, but only a few of them succeed to achieve the large earnings at the top. Rosen and Sanderson (2001) highlight how the winner-take-all element characterizes an increasing number of work activities. Garcia-del-Barrio and Pujol (2007) and Garcia-del-Barrio and Pujol (2009) show that the winner-take-all hypothesis operates in various different sports industries.

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Artículo invitado con revisión.

Method

Procedure

This paper adopts the approach proposed by MERIT: Methodology for the Evaluation and Rating of Intangible Talent. To carry out this study, we have collected and examined – with the help of the new technologies – millions of press articles and websites contents across the Internet.

The MERIT indexes approximate the economic value of talent, as it is captured through the degree of mass media exposure and the interest of fans. Our appraisals, based on media value records, are able to jointly capture players' personal talent as well as the attractiveness beyond their contribution in the form of sport performance. Moreover, the exposure in the media is supposed to stem from their sport performance, but also from the social recognition of other personal skills.

To carrying out this study, we have collected records on media value of more than 5,000 football players. The MERIT index of media value is then expressed with respect to the average of the top 2,500 players included in our data collection. More specifically, the media value score is the factor by which the value of a particular player multiplies the number of news of the representative (average) player in our sample. The media value of football clubs or national teams can be derived by grouping the fifteen individuals with the greatest media value within the roster of the team. Similarly, the aggregate figures for evaluating the media value status of domestic leagues can be derived by adding up individual records. Indeed, one of the strengths of MERIT methodology is its capacity to deliver homogeneous indicators of media value in a wide variety of sport competitions and entertainment industries. This feature permits to perform accurate comparisons across individuals today and over time.

Finally, before we present the results, there is a methodological aspect that must be mentioned: the media exposure might sometimes be associated to negative rather than positive perceptions. This problem led us to perform some tentative qualitative studies in the past. In 2009, for instance, we carefully examine the nature of the perception that Formula One drivers had in the public opinion. We then found that, generally, the proportion of positive news articles were about 95%; moreover, the figure reached even 98% of the total number of news in particular cases. Other studies were made to address the same aspect for star football players and top coaches, resulting that both groups of professionals enjoyed a positive perception ranging between 90% and 95%.

While further research is needed to get more conclusive answer, the following two points summarize so far our conclusions: (i) There is an extremely large proportion of news with a clear positive character associated to athletes in the media (meaning that the number of negative comments may be considered irrelevant); (ii) This result holds even for controversial professional groups, such as the teams' managers.

Results

Once the scope of and methodology of the paper have been described, in Table 1 we present the MERIT media value ranking for the main football players worldwide in season 2014/15. As it was already mentioned, the values of the MERIT index are expressed in terms of the average computed for the

2,500 players with the highest media value (from our database of more than 5,000 players). Specifically, individual scores of the index are expressed as the factor by which the player multiplies the number of news of the representative (average) player in the sample.

According to our data, during the 2014/15 season, Messi had a mass media presence which was a whopping 52.78 times higher than the average player. Then, Ronaldo came a close second at 49.92.

Within the Top-10 we see Real Madrid and Barcelona as big contributors with three players each, making the Liga BBVA the one with the largest number of star players in the Top-10. Among the rest of players it is worth mentioning James's great season, both with his national team and as Real Madrid's new golden boy striker, which boosted him to the fourth place. Besides, Hazard's brilliant season 2014/15 put him on the spotlight in terms of media value. FC Barcelona's Suarez and Neymar, in turn, displayed great performances which helped them climb to the fifth and sixth places respectively.

Then, as team media value is concerned, each team's index is obtained by adding the individual figures (for the 2014/15 season) of the 15 most popular players in the team's roster. Table 2 lists the principal teams according to their media value index.

Our results indicate that these two Spanish football clubs attract the greatest levels of interest from the crowds worldwide, even if a more detailed analysis should be made for a qualitative interpretation of this result. Behind Real Madrid and FC Barcelona, we find Manchester United and, a few steps behind, other four English teams, followed then by the main team in each of the other domestic leagues: Germany, Italy, and France.

We next address the issue of teams' managers by applying the same methodology, and using the same reference value than that taken for the MERIT index of players.

Table 3 reveals the Top 15 most popular managers in season 2014/15. The analysis is carried out from a sample of over 100 international first-level managers. The leader in season 2014/15, always according to our measurements of media value status, was Jose Mourinho. Notice that in this table the values of the MERIT index are also expressed with respect to the reference value used for players. (It means, for instance, that Mourinho multiplies by 28.05 the media value exposure of the average (representative) football player.

The media value of managers seems to be highly affected by the team's sporting and media status. There are exceptions, of course, because some managers enjoy significant recognition and a brand image status due to their past accomplishments. Besides, Premier League managers seem to enjoy a media premium just for belonging to the English football market. This feature is presumably related with the series of additional tasks and responsibilities managers are given in the UK over those given to their peers in other competitions across Europe. As we have already mentioned, one aspect that deserves future research is exploring the extent to which media exposure is associated to a positive perception on part of journalist and fans worldwide.

Finally, we come to examine the relative position, in terms of media value status, of the "Big Five" European domestic football leagues. The media value status of each competition is computed by aggregation of the individual indexes for the most highly rated 400 players. As a robustness check, we used as well either 300 or 500 players, but no significant differences were

Rank 2014/15	Player	Team	MERIT media value index
1	Lionel Messi	FC Barcelona	52.78
2	Cristiano Ronaldo	Real Madrid	49.92
3	Wayne Rooney	Manchester United	36.94
4	James Rodríguez	Real Madrid	33.99
5	Luis Suárez	FC Barcelona	29.94
6	Neymar	FC Barcelona	26.50
7	Gareth Bale	Real Madrid	22.13
8	Alexis Sánchez	Arsenal FC/FC Barcelona	21.03
9	Diego Costa	Chelsea FC / Atletico Madrid	17.79
10	Kun Agüero	Manchester City	17.61
11	Radamel Falcao	Man United / Monaco	16.37
12	Cesc Fàbregas	Chelsea FC	16.27
13	Eden Hazard	Chelsea FC	15.75
14	Robin van Persie	Manchester United	14.95
15	David Silva	Manchester City	14.83
16	David de Gea	Manchester United	14.83
17	Steven Gerrard	Liverpool FC	13.60
18	Mesut Özil	Arsenal FC	13.18
19	Manuel Neuer	Bayern Munich	10.78
20	Iker Casillas	Real Madrid	10.58
21	Yaya Touré	Manchester City	10.33
22	Mario Balotelli	Liverpool FC	10.28
23	Sergio Ramos	Real Madrid	10.00
24	Dani Alves	FC Barcelona	9.65
25	Paul Pogba	Juventus FC	8.95
26	Marcelo	Real Madrid	8.84
27	Pepe	Real Madrid	8.59
28	Gerard Piqué	FC Barcelona	8.57
29	Andrés Iniesta	FC Barcelona	8.29
30	Karim Benzema	Real Madrid	7.93
31	Xavi Hernández	FC Barcelona	7.17
32	Carlos Tévez	Juventus FC	6.58
33	Didier Drogba	Chelsea FC / Galatasaray	6.48
34	Zlatan Ibrahimovic	Paris Saint-Germain	5.92
35	Ángel di María	Man United / Real Madrid	5.49
36	Francesco Totti	AS Roma	4.64
37	Petr Cech	Chelsea FC	4.63
38	Juan Mata	Manchester United	4.30
39	Frank Lampard	Manchester City	4.30
40	Andrea Pirlo	Juventus FC	4.16
41	Arjen Robben	Bayern Munich	3.98
42	Toni Kroos	Real Madrid / Bayern Munich	3.93
43	Franck Ribéry	Bayern Munich	3.58
44	Thiago Silva	Paris Saint-Germain	3.41
45	Arturo Vidal	Juventus FC	3.39
46	Thibaut Courtois	Chelsea FC	3.36
47	Marco Reus	Borussia Dortmund	3.18
48	Raheem Sterling	Liverpool FC	3.13
49	Luka Modric	Real Madrid	3.10
50	Arda Turan	Atlético Madrid	3.09

Source: MERIT social value - Data collection

Table 1. MERIT media value ranking for the main football players worldwide in season 2014/15

Rank 2014/15	Team	League	MERIT media value index
1	Real Madrid	Liga BBVA	170.3
2	FC Barcelona	Liga BBVA	160.2
3	Manchester United	Premier League	105.2
4	Chelsea	Premier League	81.5
5	Manchester City	Premier League	61.8
6	Arsenal	Premier League	56.8
7	Liverpool	Premier League	44.3
8	Bayern Munich	Bundesliga	41.1
9	Juventus	Serie A	36.6
10	Paris Saint Germain	Ligue One	26.1
11	Atlético Madrid	Liga BBVA	20.5
12	Roma	Serie A	19.4
13	Napoli	Serie A	13.0
14	Tottenham	Premier League	12.8
15	Borussia Dortmund	Bundesliga	12.6
16	Fiorentina	Serie A	12.0
17	Everton	Premier League	11.8
18	Valencia	Liga BBVA	10.9
19	AC Milan	Serie A	10.7
20	Inter Milan	Serie A	10.7

Source: MERIT social value - Data collection

Table 2. MERIT media value ranking for the main football teams worldwide in season 2014/15

Rank 2014/15	Manager	Team	MERIT media value index
1	Jose Mourinho	Chelsea	28.05
2	Luis Enrique	FC Barcelona	23.75
3	Arsene Wenger	Arsenal	21.84
4	Louis van Gaal	Manchester United	21.25
5	Carlo Ancelotti	Real Madrid	20.20
6	Manuel Pellegrini	Manchester City	17.31
7	Brendan Rodgers	Liverpool	12.38
8	Pep Guardiola	Bayern Munich	10.64
9	Laurent Blanc	Paris Saint Germain	8.74
10	Diego Simeone	Atletico Madrid	6.83
11	Jurgen Klopp	Borussia Dortmund	6.46
12	Massimiliano Allegri	Juventus	5.55
13	Rafael Benitez	Napoli	4.79
14	Pochettino	Tottenham	2.54
15	Rudi Garcia	Roma	2.32

Source: MERIT social value - Data collection

Table 3. MERIT media value ranking for the main football coaches worldwide in season 2014/15

found at adopting those alternative calculations. In the light of the players' and teams' rankings discussed above it was more than expected to find both the Premier League and the Liga BBVA on the top of this new ranking.

The Premier League and the Liga BBVA have a wide gap with respect to the other main European domestic leagues. The results

are summarized in Figure 1, which defines the hierarchy of European domestic leagues in season 2014/15.

Something we should be keeping in mind is the high share of attention given to the Spanish Liga BBVA, which seems to contradict the view that the Liga BBVA suffers a decreasing interest of fans a result of its presumably unbalanced sport competition.

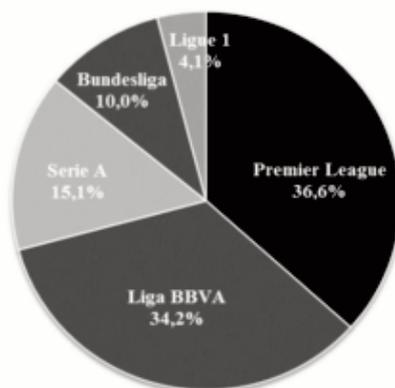


Figure 1. Media Value Share - European Leagues in 2014/15

VALOR MEDIÁTICO EN EL FÚTBOL Y AFINIDAD DE LOS FANS

PALABRAS CLAVE: Valor mediático; Talento deportivo; Futbolistas y clubs; Afinidad de los aficionados.

RESUMEN: En este artículo se emplean indicadores de valor mediático en el fútbol para estimar el grado de identificación que jugadores y clubs inspiran entre los aficionados. A partir de amplias bases de datos del valor mediático en la temporada 2014/15, se elaboran los rankings mundiales de jugadores y clubs, así como el ranking de los entrenadores con mayor visibilidad en los medios. Además, agregando registros individuales, puede determinarse la jerarquía de estatus mediático de las cinco grandes ligas domésticas de Europa.

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Studies have identified empathic behavior online on health organization websites and health support communities. For example, Nambisan (2011a, 2011b) administered questionnaires to users of online health communities at health care organization websites, finding that part of the user experience involved perceived empathy. Pfeil and Zaphiris (2007) did a content analysis of 400 messages from a depression support community and developed a coding scheme to analyze empathy online. Additionally, the likelihood that people can show empathy online in some form led to the goal of comparing empathy online to real-world empathy. We used the adapted measure of virtual empathy and compared virtual empathy to real-world empathy and generated the following research question Garcia-del-Barrio, P., 2016, "Measuring Empathy Feelings in Football through Media Value", *Revista de Psicología del Deporte*, 25, 37-42. Garcia-del-Barrio, P.; Pujol, Francesc, 2015, "Sport Talent, Media Value and Equal Prize Policies in Tennis", (978-1-78347-475-2) *The Economics of Competitive Sports*. Edward Elgar., 110-151. Garcia-del-Barrio, P., 2013, "Costes de Contratación y Empresas de Trabajo Temporal. Empathy begins with awareness of another person's feelings. It would be easier to be aware of other people's emotions if they would simply tell us how they felt. But since most people do not, we must resort to asking questions, reading between the lines, guessing, and trying to interpret non-verbal cues. We can also show empathy through a simple sign of affection such as hug or a tender touch. Though empathy is usually used in reference to sensing someone else's painful feelings, it can also apply to someone's positive feelings of success, accomplishment, pride, achievement etc. In this case a "high five" would also be a sign of empathy. Showing Empathy. The ability to empathize is directly dependent on your ability to feel your own feelings and identify them.